Integrated Care Matters

#ICMMatters
IFIC is a non-profit members’ network that crosses organisational and professional boundaries to bring people together to advance the science, knowledge and adoption of integrated care policy and practice.

The Foundation seeks to achieve this through the development and exchange of ideas among academics, researchers, managers, clinicians, policy makers and users and carers of services throughout the World.
‘Integrated Care Matters’

Monthly Webinars

• User and carer perspectives

• Home and Away presentations

• Facilitated Discussion – add questions & reflections to chat box

• Knowledge Tree - Topic based resources developed for each session – send your resources to Marie: marie@hmcic.uk for uploading. A copy of this will be sent out to all registered following the Webinar today

• SIGs are in development and will be hosted on the IFIC Website, if not already done so, please sign up for IFIC membership – a community membership is free if you don’t want to join as a full member

• Up and coming Webinars

• Webinars are in collaboration with UWS, Alliance & HIS
Housekeeping

- Can all participants that are not presenting, please mute your microphone on the top bar:

- Can hosts & presenters please mute their microphone when not speaking

- When presenting, please use the arrow buttons at the bottom of the screen to move through your slides

- Add your questions, comment and reflections to the chat box
University of Edinburgh Compassion Initiative: science and practice

Prof John Gillies
Co-director
University of Edinburgh Global Health Academy
John.gillies@ed.ac.uk
‘Keeping the NHS and the patient happy are sometimes two completely different things’

GP informant, Essence project
Getting it right in the consultation

“How can tenderness be a help
If knowledge is the place he wants to go?”

What is **compassion**?

‘A sensitivity to suffering in self and others with a commitment to try to alleviate it’.

The **courage** to turn towards, engage and be in touch with pain and distress, rather than opting to avoid or ignore it.

The preparedness to acquire the **wisdom** we need to behave appropriately in the face of suffering.

http://www.huffingtonpost.co.uk/professor-paul-gilbert-obe/compassion-universally-misunderstood_b_8028276.html
University of Edinburgh Compassion Initiative

- Launched by the Principal September 2015
- Collaboration with CCARE, Stanford University and University of Helsinki
- University projects with Chaplaincy, medical school, business school
- Events 2016-2017 with Royal Society Edinburgh, RCP Edinburgh, Ombudsman and Scottish Government
THE UNIVERSITY of EDINBURGH
Global Health Academy
Compassion Initiative

- Business school engagement (Kirsty MacGregor)
- Compassionate care in Multiple sclerosis (John Gillies/Paul Brennan)
- Compassionate healthcare environment
  - Royal College of Physicians Edinburgh
  - Ombudsman’s office
- Compassionate University (Liz Grant)
Tools of the Trade: Poems for New Doctors

Scottish Poetry Library
RCGP Scotland
MDDUS
Being compassionate makes you happy!

- Compassionate giving leads to pleasure and happiness in adults
- In children as young as 2 years, giving treats to others increases happiness more than receiving treats
- People have an inclination to help others but sometimes stop themselves because of the present day ‘norm of self interest.’

‘A sense of love and belonging is a deep human need. We are biologically, cognitively, physically and spiritually wired to love, to be loved and belong’

Brene Brown, Professor of Social Work, University of Houston
Compassion is good for the bottom line

Compassionate practices in the workplace:

• Caring for and being responsible for work colleagues as friends
• Providing support and kindness when others are struggling
• Inspiring one another at work
• Avoiding blame and forgiving mistakes
• Treating colleagues with respect, gratitude and trust
• These practices help to achieve significant levels of organizational effectiveness, including financial performance, customer satisfaction and productivity.’

• Cameron K et al J Applied Behavioural Science 2011;3;266-308
Conclusions

• Compassion is central to being human.
• The science of compassion shows it can help us be both happier and more productive.
• In developing integrated care, we need to create human systems that use technology, not tech systems that use human beings.
Dr Graham Kramer GP Tayside
Cath Cooney Programme Manager, The ALLIANCE
Organisational Processes & Arrangements

Engaged, Informed, Empowered Individuals & Carers

Care & Support Planning Conversation

Health & Care professional team committed to partnership working

‘MORE THAN MEDICINE’
Informal and formal sources of support and care
Sustained by the responsive allocation of resources
Collaborative Conversations

Primary Care Transformation and New Models

Diabetes Improvement Plan

Integrated health and social care

Cancer

LTC

Self Management Support

Self Directed Support

Links Worker Programme

Shared decision making
1. Clear information provided to people
2. Mutually agreed upon goals
3. An active role for the person
4. Positive affect. Empathy and encouragement from professional
Review
Action planning
Goal setting
Explore and discuss
Gather and share stories
Care Planning Consultation
Information sharing
Consultation and joint decision making
Agreed and shared goals and actions (care plan)
1st visit
Between visits
2nd visit
Gather and share stories
Explore and discuss
Goal setting
Action planning
Review
Engaged, Informed, Empowered Individuals & Carers

Organisational Processes & Arrangements

Health & Care professional team committed to partnership working

‘MORE THAN MEDICINE’
Informal and formal sources of support and care
Sustained by the responsive allocation of resources
‘National’ supports for the House of Care

‘Regional’ supports for the House of Care

‘Local’ House of Care

Competence in care planning

Provision of development support for Care Planning conversations

e.g.’s of level of things

NHS Education Scotland professional bodies, patient groups to develop National support for programme for Care planning

Local House of Care

Organisational Processes & Arrangements

Engaged, Involved, Empowered Individuals & Carers

Care & Support Planning Conversation

More Than Medicine

Informal and formal sources of support and care

Allocated by the responsive allocation of resources

Health & Care professional teams committed to learning working
Welcome to the Health Literacy Place

Health literacy in Scotland
Making it easy

Click the image to watch our introduction to Health Literacy

What is Health Literacy?

Health literacy is about people having enough knowledge, understanding, skills and confidence to use health information, to be active partners in their care, and to navigate health and social care systems. Health Literacy is being increasingly recognised as a significant public health concern around the world.

Quick Start

Making it Easy
A Health Literacy Action Plan for Scotland

Click image to access the National Health Literacy Action Plan

- Health Literacy Universal Precautions Toolkit
- The Teach-Back Method
- Encouraging Questions
- Brown Bag Medication Review
The person living their life will also need consultations.
‘MORE THAN MEDICINE’
Informal and formal sources of support and care sustained by the responsive allocation of resources

Asset Mapping  ALISS  Joining people with their local assets  Individual information aggregated to inform joint strategic commissioning
Person Centred Care and Support Planning

*Health Care Conversation – which includes mental, physical & social Health*

*Shared Decision Making*  
*Personal outcomes*  
*Talking Points*  
*Co-creating health*
“It’s working along the way that we are all trained to work, but it’s within a safe foundation”

Andrea, Practice Nurse
Virtual Blether – What Matters with Mandy Andrew

Mandy Andrew
iHub Network Development Lead, Healthcare Improvement Scotland
Anticipatory Care Planning
Knowledge Tree

Marie@hmcic.uk
Webinar Dates for Your Diary

- Enhanced Interdisciplinary Care in Localities       Mar 15th
- Community Centred Palliative Care                    April 19th

Volunteer presenters for future webinars welcome

Contact: anne.hendry@lanarkshire.scot.nhs.uk
ACP Video

Scotland’s House of Care

June
House of Care, Lanarkshire

https://vimeo.com/202006692
Thank You

Stay connected and grow our Integrated Care Matters Learning Community

• **Join us at:**
• Tweet #ICMatters
• **Blogs** – share your thoughts and experience
• **Knowledge Tree**: Add your resources and grow our tree. Send resources to Marie at: [marie@hmcic.uk](mailto:marie@hmcic.uk)
• Involve your colleagues in future webinars

• **Visit the WHO portal** [http://integratedcare4people.org/](http://integratedcare4people.org/)