



Integrated Care Solutions ©

Supporting the effective and sustainable
implementation of integrated care

The Need for Solutions

- Integrated care projects are often established in isolation
- Projects often start and remain as time-limited pilots and fail to be sustained, to be replicated, or to grow to the necessary scale and maturity to have impact
- There is a lack of appreciation of the complexity of integrated care as a service innovation and how attention needs to focus simultaneously across macro- meso- and micro-scales
- Organisations and systems usually have limited knowledge of, or access to, grounded implementation practice and support
- There is often a lack of investment in research and evaluation to support understanding that can enable targeted quality improvements over time

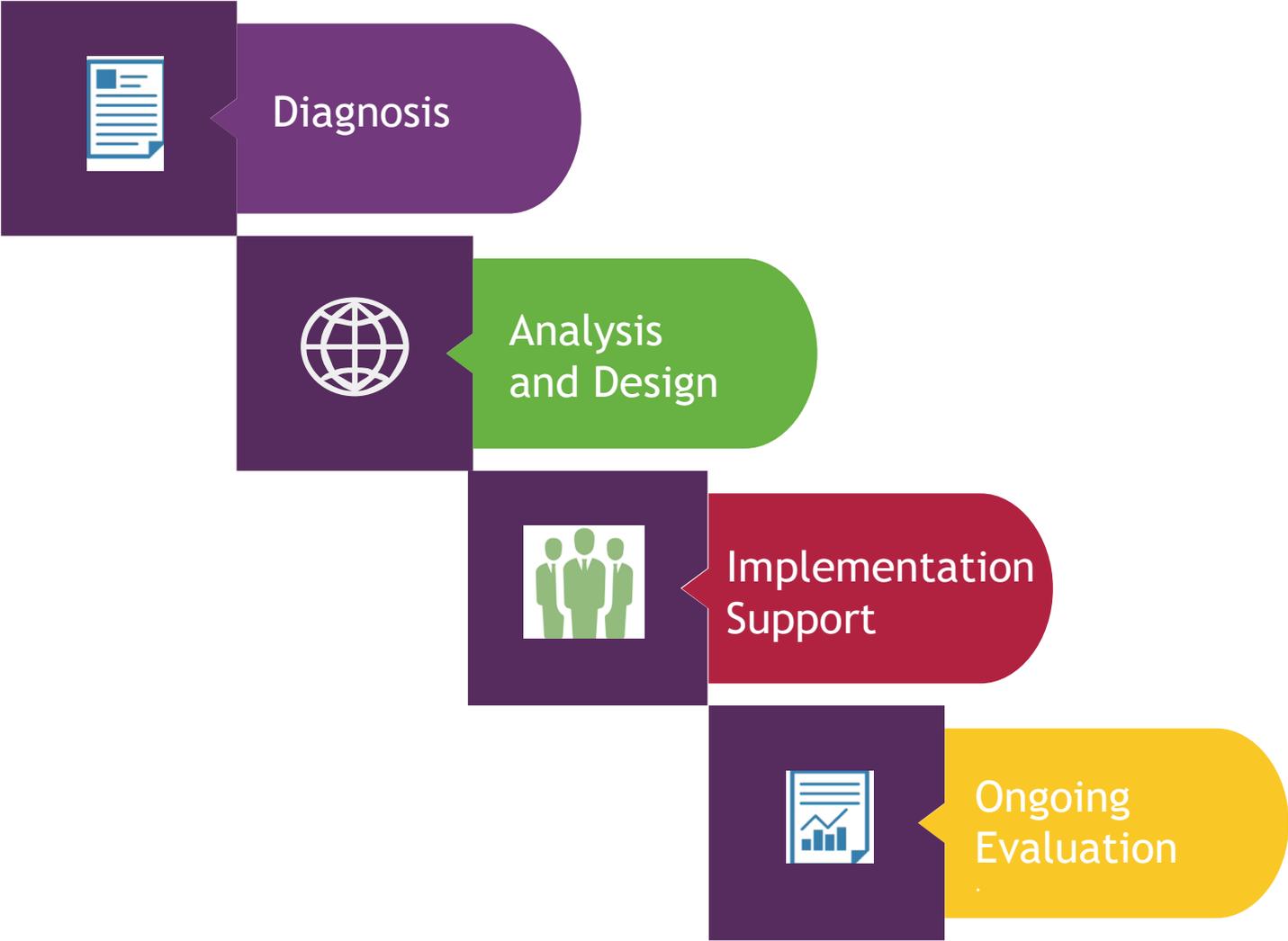


What is Integrated Care Solutions ©?

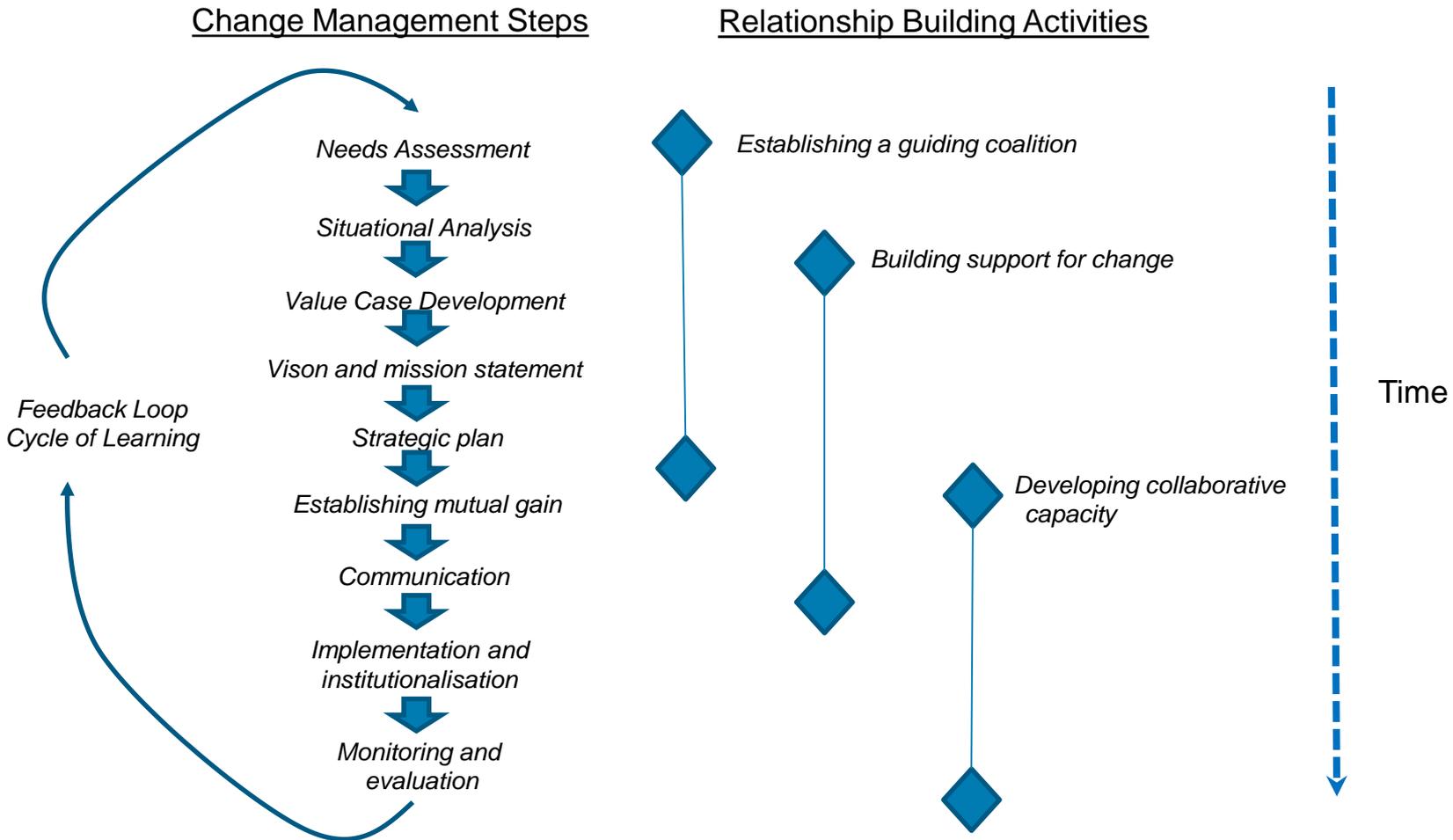
- Integrated Care Solutions © seeks to meet an unmet demand
- IFIC is unique non-profit organisation in that it can bring together its own experts to work in collaboration with a global network of members, associates and knowledge partners
- IFIC strives to be a respected, trusted and independent, international organisation whose mission is to advance the successful adoption of integrated care in policy and practice
- We seek to work with our clients to understand their aspirations for integrated care in their own context
- We are able to provide tailored support that helps advance strategic thinking and translate that into implementation that support integrated care programmes develop sustainable service transformation at local, regional and national levels



Our Approach



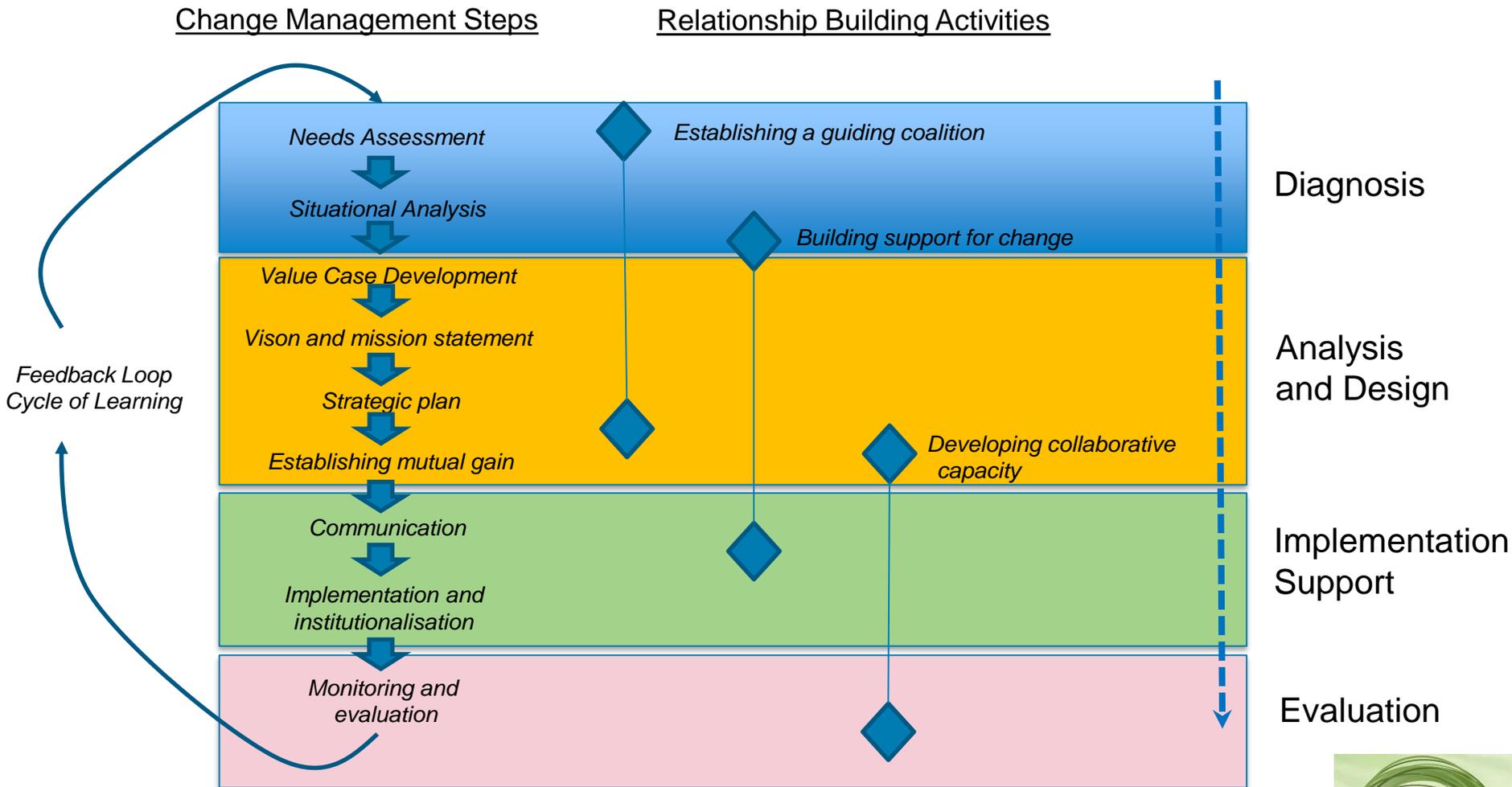
IFIC's Implementation Model



Goodwin, 2015, 2017; Lewis and Goodwin, 2017



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Diagnosis: A Benchmarking Service

- Through its involvement in international research programs, IFIC has developed and maintains an evidence-based understanding of the key dimensions and components of integrated care that are associated with successful implementation
- From this work, IFIC uses an international benchmarking tool (based on the Project INTEGRATE framework) that examines the core dimensions for successful implementation of integrated care at the macro-, meso- and micro-levels
- The benchmarking services supports clients to undertake a 360⁰ self-assessment of their readiness for integrated care in their own context, and to monitor this progress over time. It helps them undertake a situational analysis of the strengths and weaknesses of their existing, or proposed, integrated care programmes
- This diagnosis supports clients to self-reflect on the effectiveness of their programmes. It supports them in the (re)design and implementation of their evolving strategies and plans
 - e.g. in supporting the formative evaluation of Central Coast LHD's three-year Integrated Care Programme by the CRRMH, University of Newcastle in NSW, Australia



Analysis and Design

- Having identified the key strengths and weaknesses within existing integrated care programmes, Integrated Care Solutions © can support clients in building the value or business case to underpin strategic change
- The approach uses international evidence, logic-modelling, and inputs from local stakeholders. It seeks to understand the nature and level of investment required through care integration that will 'add value' to care experiences, outcomes and costs
- The outcome of the process is a compelling case for change, built on consensus, to underpin strategic planning
- Clients are encouraged to take an in-depth look at the clinical or service delivery model that will be needed to make change happen
 - e.g. In 2016, IFIC supported the Inter-American Development Bank (IDB) and the Metropolitan Region of Salvador, Brazil, to develop a profile and service model for intermediate and long-term care. IFIC worked with its associates and experts in Scotland and Catalonia to deliver the consultancy



Implementation Support

- Integrated care programmes benefit from ongoing support as they implement change and/or roll-out existing programmes
- IFIC has a wide range of education and training programmes that are designed to support individuals and organisations through knowledge exchange, accelerated learning events, bespoke workshops etc.
- Through its networks of associates and partners, IFIC helps to support clients in taking forward pilot programmes and small tests of change and helps provide access to appropriate expert support, coaching and mentorship
 - e.g. in 2017, IFIC experts worked with North Coast PHN as it designed and implemented its Winter Pressures strategy



IFIC's Integrated Care Academy ©



Webinars



Summer Schools



ICA© Essential skills courses



Postgraduate Programmes



Short Courses and Workshops



Study Tours and Exchange Programmes



Young Researchers in Health Network (YRIHN)



Special Interest Groups (SIGs)



Fellowships



Evaluation

- A key purpose of Integrated Care Solutions © seeks to review the progress of integrated care programmes from baseline
- The approach enables clients to undergo continuous self-assessment, based on international benchmarking tools, to examine progress over time
- IFIC is also involved in supporting the development of specific measures and indicators that may be used in the ongoing monitoring and evaluation of specific programmes of integrated care.
- IFIC maintains a research faculty that works with partners on large scale research projects (e.g. funded by the EU) as well as specific commissions



Contact the facilitators



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