At the start of another fast-moving year it is good to pause and reflect on our work. This newsletter highlights the growing networks and collaborations across our four workstreams.

Please get in touch if you would like to be involved with IC4IC – contact details on p13

Happy New Year to IC4IC friends, colleagues and knowledge partners

Welcome to the second newsletter from the International Centre for Integrated Care (IC4IC), hosted by the University of the West of Scotland (UWS). IC4IC is the home of IFIC Scotland, the Scottish hub for the International Foundation for Integrated Care and an opportunity to connect with the growing global community of academics, policy makers, professionals, managers and organisations involved in implementing integrated care.

During 2017 we strengthened our partnership with the Health and Social Care Alliance Scotland to ensure the voice of lived experience and Outcomes that Matter to people continue to ground our work. We also established a new collaboration with the Institute for Research and Innovation in Social Services (Iriss) to support knowledge translation for our contribution to IFIC Academy webinars and Special Interest Groups.

2018 presents new opportunities to extend our work programme and brings some changes to our Advisory Board. We are pleased to welcome Emma Miller from the University of Strathclyde’s Centre for Social Care Policy and Practice, and Professor George Crooks, CEO of the Digital Health and Care Institute. We say goodbye to Derek Carson, Dean of UWS School of Media, Culture and Research, who takes up a new post in Bond University in the Gold Coast. That’s another tie between IFIC Scotland and our friends in IFIC Australia!

Sadly, we say farewell to Karen Wilson who has taken up her new post as Nurse Director of Nursing, Midwifery and Allied Health Professions for NHS Education for Scotland. As our academic sponsor, Karen’s leadership and support were instrumental in establishing IC4IC within UWS. We wish her well – and hope she may find time to advise us in her new role!

At the start of another fast-moving year it is good to pause and look back at what has been achieved in a short time. This newsletter is a snapshot of our four work streams to highlight our expanding networks and collaborations since our formal launch in May 2017.

Leadership, Education and CPD
Knowledge Exchange and Translation
Action Research and Evaluation
System Coaching

International Centre for Integrated Care

Newsletter January 2018

A global centre of excellence in education, knowledge translation, action research and system coaching on leading people-centred integrated care

Happy New Year to IC4IC friends, colleagues and knowledge partners
Launch of MSc Leading People-centred Integrated Care
In October 2017, UWS validated an innovative new Masters programme designed to enable local and international students to contextualise, develop and lead integrated services that improve the quality of care and enhance outcomes for people, professionals and organisations. The programme builds on the highly successful BA (Hons) Integrated Health and Social Care programmes at UWS and our strong links with IFIC offering students an opportunity to network with integrated care professionals across the globe.

Students will develop enhanced leadership and influencing skills and a deeper understanding and respect for the different professional, organisational, sectoral and international cultures. Bringing together students with a wide range of personal and professional experiences will enrich active learning from the ‘real world’ of the workplace.

Commencing in autumn 2018, the course will be delivered as distance or blended learning. There will be a mix of core and options modules and various exit points.

**Year 1 (Post graduate Certificate)**
- Create the Conditions for Integrated Care (20 credits)
- People and Communities (20 credits)
- Leading and Transforming Together (20 credits)

**Year 2 (Post Graduate Diploma)**
- Value, for People, Services & Organisations (20 credits)
- Research for Health & Social Care (20 credits)
- Option module (20 credits)

**Year 3 (MSc)**
- Research & Enquiry Dissertation (60 credits)

In future, some modules may be able to be adapted for delivery as interdisciplinary and cross sector CPD opportunities, either online or through local or regional delivery.

If you are in a health or social care policy, professional or management role in the public, voluntary or independent sectors and want more information on the Masters or on CPD options please contact the Programme lead - Helen.Rainey@uws.ac.uk
IC4IC in the USA
To mark UWS new Memorandum of Understanding with the Cummings Graduate Institute for Behavioral Health Studies, Helen Rainey and Kirstin James will be presenting at the Cummings Institute conference in Arizona, USA in March 2018. Conference themes are the 5 C's of Integrated Healthcare: Care, Collaboration, Cost, Community, and Culture.

IC4IC in Brazil
Through our collaboration with Sao Paulo Health in Action Programme, we facilitated sessions on integrated care for healthcare policy leaders and local clinicians and managers. The commitment and innovation of the family health teams despite significant socioeconomic challenges was truly inspiring. We hope we may continue to learn together.

IC4IC in Europe
We joined over 1000 delegates in Dublin for ICIC17. Our IC4IC team hosted workshops on intermediate care, polypharmacy, complex care, and presented in sessions on education and with the European Commission, and the ALLIANCE were nominated for their paper on the LINKS practitioners programme. Conference materials can be accessed at IFIC website ICIC17 conference.

IC4IC in Africa
Anne Hendry was delighted to join colleagues from Chamberlain College of Nursing, WHO, and the Seychelles Chief Professions Officers for their annual Person Centred Care symposium. Read more in our Spotlight on Seychelles.

IC4IC in Asia Pacific
At the 1st Asia Pacific Conference on Integrated Care in Brisbane we shared insights on Integration and Reshaping Care for Older People, and led a joint workshop on personal outcomes along with colleagues from New South Wales Agency for Clinical Innovation. Watch the joint session on line and see that It’s All About outcomes all over the world!
Knowledge Exchange and Translation

**Special Interest Groups (SIGs)**
These are a vehicle to connect practitioners, managers, researchers, students, and policy makers from different health and care systems around topics of mutual interest. Marie Curran, IFIC Scotland coordinator, facilitates SIGs on **Intermediate Care**, **Polypharmacy** and a new SIG on **Palliative and End of Life Care**. Marie works with experts who lead and moderate specific topic areas.

The Palliative Care SIG will focus on an integrated and public health approach to palliative and end of life care to improve the health and wellbeing of people facing potentially life-limiting illness, loneliness, dying, death and bereavement. The SIG will be led by Anne Mills and her team from Hospice Isle of Man working closely with the Newhealth Foundation in Seville and Compassionate Inverclyde in Scotland; all three partners are building social movements around people-led, assets-based approaches to compassionate citizenship and integrated palliative and end of life care. Other SIG topics will include Anticipatory Care Planning and the use of person centred outcome measures.

Alpana Mair leads the Polypharmacy SIG, building on her recent role as coordinator for the EU SIMPATHY project. The SIG will address Appropriate Polypharmacy and Adherence in Integrated Care, linking together people engaged in planning, designing, delivering and evaluating appropriate polypharmacy reviews as part of an integrated care pathway.

The Intermediate Care SIG is supported by Marco Inzitari from Barcelona, Lucy Fraser from New Zealand, Verdiana Morando from Milan and Gaston Perman from Argentina. Activities include webinars, workshops, knowledge exchange visits, research proposals, and lots of sharing of good practice. Members are currently working on a common definition of intermediate care that can be applied across countries in Europe and beyond.

Please share your good practices, evaluations or research articles on these topics by emailing Marie at: IFICscotland@integratedcarefoundation.org

**Integrated Care Matters Webinar Series**
Our monthly webinars, hosted by Mandy Andrew, feature health and care practitioners from around the world. The presenters generously share evidence, personal insights, practical tips and offer peer support on person centred integrated care in practice. The second webinar series (October 2017 – June 2018) has a focus on active and healthy ageing and frailty, in collaboration with the ADVANTAGE Joint Action.
Over 40 teams have presented in the 13 webinars to date. Registrations have increased by 400% in the last year and now average around 200 per webinar. Participants have connected from 28 countries and the webinars have a truly global reach!

We know that the time zone differences can be challenging to connect live but all of our webinars are recorded and the materials can be viewed online at IFICScotland.

**Study Tours**
IC4IC have hosted a steady stream of visitors from across the globe to explore our approach to people centred integrated care. The success of these visits is down to the enthusiasm and warm hospitality of the many teams and organisations who generously share personal and practical experience (warts and all...) across the spectrum of care and support, and who ground the learning opportunities in the outcomes that matter to people and communities.

Many thanks to all who have hosted our visitors.

This year our visitors have travelled from Spain, Singapore, Seychelles, Thailand, Brazil, Australia, New Zealand, Germany, Switzerland and Canada.

We also have a regular catch up with the UK regions and Ireland.

We always learn as much as we share - and try to continue the dialogue after the visit. Our visitors from the Seychelles and Singapore recently shared some feedback on how they are using the knowledge gained to inform their service improvement and development.
Spotlight on Seychelles
With per capita income nearing US$15,000, Seychelles is now classified by the World Bank as a high income country. Infant mortality rate is 10 - 12 per 1,000 live births. All births are attended by qualified midwives and childhood immunisation is universal. Life expectancy is now 70 years for men and 79 years for women. Health care is free at the point of use and the national health services spend US$800 per person per year. Over 350,000 medical consultations are done annually, with each person, on average, seeing a doctor three or four times in a year. With the country’s rapid development, there has been a steady shift in the disease pattern from communicable to non-communicable diseases over the last three decades. 64% of the population are considered obese or overweight, while over 10,000 of the 94,000 inhabitants are known to have diabetes. Cardiovascular diseases and cancers are the leading causes of death.

Seychelles’ efforts to become the hub of person-centered integrated care in the Indian Ocean has been applauded by the World Health Organisation’s Regional Director for Africa. Minister for Health, Jean Paul Adam, notes that Seychelles is doing well in terms of its public health indicators but needs to do much more to improve care quality and patient experience. The Ministry of Health, the Health Care Agency, the Medical and Dental Council, the Nurses and Midwives Council and the Health Professionals Council have banded together to organise seminars with international speakers and workshops to expedite improvement in the quality of care and overall patient experience. International partners such as WHO and the World Bank have helped Seychelles conduct patient experience surveys, service availability and readiness assessments and gauge health care quality indicators for key care processes, to benchmark the country against OECD standards. Dr Emelyn Shroff, research director in the Ministry of Health, led the surveys. “They have been very revealing,” she says. “They showed many good practices but also several areas of care where drastic improvements can be made with very little effort.”

New graduate nurse Vanessa Bristol won the first student Person Centred Care Award in 2016. At the request of the Seychelles Ministry of Health Vanessa spent one month hosted by IC4IC and gained a first-hand experience of person centred integrated care in Scotland. Thanks to colleagues across Scotland who generously shared their time and experience.

“It was a fabulous experience,” “My horizons broadened and I was enriched by the exposure to Scotland’s approach to care, both in institutions and in the homes.”
Reflections from Singapore

In March 2017, IC4IC hosted three nurse specialists from Tan Tock Seng Hospital, Singapore. In her update below, Joyce, Goo Lay Kian, Senior Nurse Educator thanks all who supported their visit and reports on how they have applied their learning since they returned to Singapore.

It’s been over half a year since we completed our scholarship in Scotland. We would like to take this opportunity to thank IC4IC for making our learning journey an extremely fruitful one. We will be earnestly looking forward to collaborating and networking with our esteemed international integrated care communities in Scotland in the near future.

For me, in the recent months, there has been a call for transformational work in moving some of our transitional care nurses in phases to establish community posts in the Central zone of Singapore commencing in Jan 2018. In the face of escalating community care needs, I have developed a new competency framework to prepare our community nurses by incorporating comprehensive geriatric assessment and the clinical frailty tool that I learned as the core clinical assessment tools when I was introduced in Scotland. The aim of developing the competency framework is not only to guide nurses for their professional development, but also to use it as a performance appraisal tool. Meanwhile, the current nurse’s competency checklist for new nurses joining the team has also been reviewed.

The current community nurses’ induction programme is also being reviewed and blended with the E learning Management System to make learning more effective. In addition, as I have also embarked working on trans-disciplinary competencies with our Allied Health Professionals (including nurses, physiotherapist, occupational therapist and pharmacists) in the transitional care team with the inspiration we drew from the Hospital to Home Team. We will embark on the training in small groups in Feb 2018.

I have also worked with my inter-professional team of colleagues in establishing the learning needs of all staff and jointly formulated the 2018 Inter-professional CPD for the Department. Lastly, I’m also working on synergising the training requests from various local teaching institutions and international learning requests to our Department and have been appointed as the Nursing Lead for the establishment of Division of Central Health Interprofessional Training Office. I have spearheaded 3 Nursing Homes (Skill Home Facilities) Tele-Learning on Palliative Care. We may have the fourth Nursing Home joining us and we will be measuring the specific palliative care outcomes at the end of 2018.
ADVANTAGE JA
IC4IC partners, through NHS Lanarkshire, are leading a work package for ADVANTAGEJA, - a Joint Action involving 35 organisations from 22 European Member States. With our European partners we have completed a comprehensive review of the literature on how to prevent or delay progression of frailty and enable people to live well with frailty.

An Expert Panel of specialists in Public Health, Frailty and Integrated Care considered the draft State of the Art reports at an ADVANTAGE ‘blue sky thinking’ meeting in Mahon. The State of the Art reports will be made available through the ADVANTAGE website and newsletters – you can sign up at www.advantageja.eu

The next phase of ADVANTAGE involves a survey of policy and practice to be completed by March 2018. We are hosting a Five Nations Symposium on Frailty in Edinburgh on February 22\textsuperscript{nd} to sense check, compare and contrast the survey responses from the different countries in the UK and Ireland. This will build a comprehensive picture to inform our UK response, due to be submitted by mid-March. The frailty session will be nested within a one day learning event on care coordination, organised by Healthcare Improvement Scotland.

ADVANTAGE partners are working with IFIC to raise awareness of the Joint Action at the International Conference on Integrated Care in Utrecht May 23-25\textsuperscript{th}. Frailty is one of the topics within the theme of Vulnerable Populations and Populations at Risk. Vilans, the Netherlands Centre of Expertise for Long-Term Care, is the co-host for the conference.

The EARLYBIRD discount rate is available until 28 February 2018.
You can register on IFICs website at ICIC18 - Utrecht
There will be a ‘meet the IFIC Hubs’ session – so hope to see you there!
**WHO Practice Brief on Continuity and Care Coordination**

We are delighted to have been selected to work with WHO in developing the first Practice Brief supporting implementation of the Global Framework on Integrated People-Centred Health Services (IPCHS). The practice brief addresses continuity and care coordination. The document will be made available through the WHO portal [IntegratedCare4People](https://www.integratedcare4people.org) - a very useful source of information on the Global Framework, technical products and for keeping up to date with key news, events and activities on Integrated Care worldwide.

**Central Coast Integrated Care Programme, New South Wales**

We continue to support IFIC and the [Centre for Rural and Remote Mental Health](https://www.crrmh.org) in a formative evaluation of the integrated care programme in Central Coast – one of three NSW demonstrators. It has been a privilege to support the local team to reflect on their journey and make plans to embed integrated care in their new medical school and research institute. We look forward to hosting Dr Peter Lewis, Director Public Health Unit, Central Coast, when he visits Scotland in May / June. Watch out for updates in future newsletters.

**Action Research**

IFIC are involved in two projects on new models of care for older people in Scotland.

- Supporting [Hanover Scotland](https://www.hanoverscotland.org) in their Community Hub demonstrator project. We are working with their Community Engagement Manager, with tenants from Hanover housing developments, those who support them, and their community partners to explore ideas and opportunities to create wellbeing, build resilience and enhance community connections. The work is relationship centred and applies appreciative methodology that adopts a personal outcomes approach. It is great to be working with Hanover Scotland on this innovative, assets and place based approach.

![Hanover Scotland Logo](https://www.hanoverscotland.org)

- IC4IC has been invited to work with [NHS Ayrshire and Arran](https://www.nhsa-and-a.co.uk) partners and with researchers from Robert Gordon University on the evaluation of seven projects that are testing the use of patient prioritisation tools and pharmaceutical care for people who are frail. Our contribution will support the qualitative evaluation of the impact of interventions on the experience and outcomes of patients, carers and staff.

  We hope to share more about *Ayrshire’s Magnificent Seven* in a future webinar.
System Coaching

It is always a privilege to mentor and coach colleagues and teams from other countries and to bring home some of their great ideas and innovations!

**Australia**

We supported IFICs work with North Coast Primary Healthcare Network in New South Wales: advising on their winter strategy, transitional care and community led health initiatives. This included participation in the second series of Transformers workshops: five sessions reaching 261 health and care professionals and 76 community organizations.

In return we were delighted to host North Coast senior managers Sharyn White and Vicki Rose in November. Thanks to colleagues from Ayrshire, Lanarkshire, Glasgow and Fife who shared their experiences on community engagement, intermediate care, discharge planning and frailty pathways. Special thanks to COPE Scotland and the ALLIANCE for hosting an excellent dialogue session around approaches to co-production, House of Care, and Links Workers. Vicki and Sharon generously shared many ideas and resources from their own system too. We hope to continue the dialogue as we take forward integrated care together.

IC4IC was delighted to be at the inaugural meeting of IFIC Australia’s Council in Sydney in August. We shared our experience of developing IFIC Scotland and our workplan.

We wish our Australian colleagues every success and hope to get together again at ICIC18 in Utrecht. We will feature more news from IFIC Australia in a future newsletter.
**Hospice Isle of Man**
We are delighted to be supporting Hospice Isle of Man in developing an integrated strategy for palliative and end of life care for the Isle of Man. Members of the IC4IC team and IFIC supported cross sector engagement sessions in the Isle of Man in December. A highlight of the event was Margaret’s Story: a compelling personal narrative generously presented by her husband, Mr Arthur Taggart. The legacy of Margaret’s story grounded and guided the workshop discussions and informed the afternoon strategy development session with a cross sector strategic planning group. IC4IC will continue to support the Hospice Isle of Man as a critical friend and knowledge partner as they develop the strategy throughout 2018.

**Brazil**
Our Advisory Board was delighted to welcome colleagues from Sao Paulo Ministry of Health to our September meeting, building on our previous links with the Health in Action Program. Edward Gerth, IT Coordinator, and Sueli Gonzales, Director, Health Technology Innovation and Knowledge Management, are pictured with Advisory Board members, Sophie Roscoe, Assistant Director Healthcare UK, and Arly Belas, UK Department of International Trade.

**SE Europe Health Network**
With a growing focus on population health and place based approaches to integrated care IC4IC was pleased to support WHO (Regional Office for Europe) to coordinate, prepare and deliver a workshop in Bosnia-Herzegovina on Transformational Change in Health Systems for the countries of the South-eastern Europe Health Network. The session aimed to strengthen the capacity of public health leaders to implement transformational change in order to strengthen the delivery of Public Health Services. Lots of food for thought at a time when we are engaging on the role of our new Public Health Body in Scotland....
Our Values
These are based on the Five Provocations for transforming health and social care through:
- Connected, courageous, and compassionate practitioners and communities
- A collaborative culture of learning, innovation and positive relationships
- Rights and respect for all
- Support for people and communities to achieve their potential
- Empowering and enabling people to lead and effect change together

Our Aim
Co-creating a healthier future with individuals and communities by developing courageous and compassionate leaders and practitioners with the knowledge, skills and confidence to design, deliver and evaluate people-centred integrated care.

Our Partners
Organisations that currently advise and / or support our work programme include:
- The ALLIANCE
- Digital Health and Care Institute
- East Ayrshire Health and Social Care Partnership
- Hanover Scotland
- Healthcare Improvement Scotland
- Hospice Isle of Man
- Information Services Scotland
- Institute for Research and Innovation in Social Services
- International Foundation for Integrated Care
- Inverclyde Health and Social Care Partnership
- NHS Education for Scotland
- NHS Highland
- NHS Lanarkshire
- Queen’s Nursing Institute Scotland
- Scottish Centre for Telehealth and Telecare
- Scottish Government
- Scottish School of Primary Care
- South Lanarkshire Health and Social Care Partnership
- University of Edinburgh - Global Health Academy
- University of Strathclyde – Centre for Social Care Policy and Practice
- University of the West of Scotland
If you would like to discuss how your organisation can get involved with the International Centre for Integrated Care in Scotland please contact us at:

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or

Mandy Andrew  mandy.andrew@lanarkshire.scot.nhs.uk

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