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

Welcome to the third 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.

Our expanding Advisory Board reflects the growing interest in this international collaboration. We are delighted to have Prof Walter Wodchis on board, from the Institute of Health Policy, Management and Evaluation, University of Toronto. Closer to home we warmly welcome Alex Little, Strategic Planning Manager, Dumfries and Galloway and Chair Child Health Commissioners Scotland; Cathie Cowan, Chief Executive, NHS Forth Valley; Margaret McKeith, Scottish Care; and Vicki Cloney and David Brady both alumni of UWS Health and Social Care Integration programmes – we are nurturing the future leaders!

Many current and future leaders of integrated care gathered in Utrecht last month for the e 18th International Conference on Integrated Care. We send our warmest congratulations to Fiona Smith, Macmillan Specialist Advisor (pictured below) and colleagues from Glasgow who won the best paper award for the work on Improving the Cancer Journey (ICJ).

Fiona’s presentation outlined the impact of an integrated partnership between Macmillan Cancer Support, Glasgow City Council, NHS Greater Glasgow and Clyde and others. Staff work together and with community organisations to deliver person centred care and support that addresses wider social determinants of health for people living with cancer.

Care and support that is personalised, coordinated and promotes wellbeing and independence – the very essence of integrated care!
Networking at ICIC18

The IC4IC team joined over 750 delegates from 50 countries in the 18th International Conference on Integrated Care (ICIC18) in Utrecht, co-hosted by Dutch partners Vilans, Centre of Expertise for Long-Term Care in the Netherlands, and RIVM, the National Institute for Public Health and the Environment. The three days were busy, inspiring and fun. We came away with new ideas, new friends and contacts, and lots of follow up actions.....

Dr Marco Inzitari, President of the Catalan Geriatrics and Gerontology Society, (pictured with IFIC Scotland coordinator, Marie Curran) co-chaired our live-streamed session on Intermediate Care. The recording will be available on the IFIC site. It was great to link with Prof Bettger from Duke University – expanding our connections in the US and building on Prof. Eric Coleman’s plenary on managing transitions. IFIC Scotland and ADVANTAGE JA co-hosted five workshops on Prevention and Management of Frailty – more details are on page eight. Anne Mills, Chief Executive of Hospice Isle of Man launched our new Palliative and End of Life Care Special Interest Group at a workshop that highlighted public health approaches to palliative and end of life care. More information about this on page six. Douglas Maxwell, ALISS Programme Manager at the ALLIANCE, presented a well received paper on maximising community assets and tackling social determinants of health.

Helen Rainey and Elaine Gifford, UWS Lecturers, contributed to a lively session on interprofessional education to prepare the current and future workforce for new roles and models of care. More about this and UWS Masters programme on page three. We also had some interesting conversations on regulating and inspecting integrated care with representatives from the Care Inspectorate in Scotland and their counterparts in the Netherlands. Definitely a discussion to be continued.....

The ICIC baton passed to the Basque Country.
See you in San Sebastian, 1-3 April 2019. www.integratedcarefoundation.org/ICIC19
Leadership, Education and CPD

Do you work in health, social care, housing or community services?

Are you passionate about improving outcomes for people?

Do you have an ambition to lead value based people-centred, integrated care and support that is co-produced with people and communities?

Would you like to study in Scotland and to learn with professionals, managers and community partners who are at the forefront of integrating health and social care?

If your answer is yes the new MSc Leading People-centred Integrated Care programme is for you! Full time, part time, face to face, distance learning and blended options available.

Continuing Professional Development (CPD)
We have been exploring the leadership and educational support required to plan and deliver evidence-based, integrated people centred care and support. Our delivery partners tell us they need a flexible, multi-skilled integrated workforce attuned to outcomes that matter to people; people who are confident in managing complexity and able to hold to the values and ambition of integrated care in the face of uncertainty and ‘messiness’; and resilient leaders who model the collaborative and courageous behaviours required to make real and sustainable shifts in the balance of care. Really quite simple then??!!

In response, we are developing a four level CPD framework that builds on UWS academic programmes, the Integrated Care Matters webinars, and our unique blend of assets and expertise across sectors. Our aim is to help prepare and develop a workforce that is compassionate, capable, integrated and fit for the future. The CPD will be grounded in evidence and experience of integrated care, build on the assets of individuals, teams and communities, and promote equal and reciprocal relationships.

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 CPD options please contact Helen.Rainey@uws.ac.uk
Postcard from Phoenix
Senior staff from UWS met faculty from Cummings Graduate Institute for Behavioral Health Studies at the 17th International Conference on Integrated Care in Dublin. Realising that the core principles of their programmes and universities were aligned, they established a Memorandum of Understanding (MoU). Helen Rainey, Lecturer and Programme Lead for the UWS Masters, recently travelled to Phoenix, Arizona in the US to deliver a keynote lecture at their annual conference. Helen described our integrated care landscape in Scotland and a co-production and asset based approach to education for an integrated workforce. Helen shares her reflections below on this fantastic knowledge exchange.

Despite the differences in provision of health care between Scotland and US, many similar challenges were clear from the first presentation, by United Health Care, about supporting the homeless population. Although some of the language is different there are clear lessons that we can learn from each other: how integration of health and social care can improve value and outcomes for people; and how outcomes could be improved further if payers and providers recognise the roles they each play, share information and work together for mutual benefit. Whatever the funding system we need to do all we can to maintain health and wellbeing given the challenges associated with chronic disease. Both in the US and in the UK we need affordable, high quality services that improve lives.

The work with vulnerable groups, including Native American communities, was fascinating and clearly aligned to work underway in Scotland to support vulnerable and underserved groups. This was particularly evident in relation to working with individual communities, recognising their assets and co-producing services and support with these communities.

Wendy Boring-Bray, Assistant Director, Melissa McGurgan, Director of Student Services and Development, and Dr Cara English, CEO discussed some opportunities for collaboration with UWS: internationalising our respective curricula and enabling knowledge exchange on integration, mother and newborn midwifery led care, community nursing, and dementia care. I am looking forward to exchanging best practices both in education and in the delivery of care.

I had an amazing welcome. The staff from Cummings really went the extra mile to make sure my stay in Phoenix went without a hitch. A highlight was the chance to attend their graduation ceremony. Thanks guys and looking forward to connecting again soon......
Knowledge Exchange and Translation

Integrated Care Matters Webinars
Our monthly webinars, feature health and care practitioners from around the world. Presenters share evidence, personal insights, practical tips and offer peer support on person-centred integrated care in practice. Each webinar is accompanied by a Topic Resource which collates related evidence, weblinks, and case studies. We know that busy diaries and time zone differences can be a challenge for connecting live so all our webinars are recorded and the materials can be viewed on IFIC website in the IFIC Scotland pages.

Our second webinar series focused on active and healthy ageing and frailty in collaboration with the EU Joint Action on Frailty ADVANTAGE JA. Over nine webinars, 23 teams and services presented insights and experience of key elements of the frailty pathway: from prevention, diagnosis, clinical management, models of care and developing the workforce.

Registrations for the webinars have reached over 1800. Some of these represent teams so the number viewing the webinars is likely to be even higher. Around 50 countries have registered to date and the feedback has been positive.

‘The presentation helped to open horizons, thank you!’ March 2018 webinar participant
**Special Interest Groups.**

Special Interest Groups (SIGs) connect practitioners, managers, researchers, students, and policy makers around topics of mutual interest. They host sessions at the IFIC conferences to enable SIG members and other delegates to network and share experience and knowledge. Marie Curran, IFIC Scotland coordinator, facilitates SIGs on *Intermediate Care, and Polypharmacy and Adherence*, working with subject experts who moderate SIG activities.

Marie is delighted to support the new SIG on *Palliative and End of Life Care* led by Anne Mills and her team from Hospice Isle of Man. This will focus on integrated and public health approaches 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. Other topics will include Anticipatory Care Planning and the use of person centred outcome measures. The SIG will work closely with the Newhealth Foundation in Spain and Compassionate Inverclyde. Both are building social movements around people-led, assets-based approaches to compassionate citizenship and integrated palliative and end of life care.

Anne Mills launched the SIG in an inspiring workshop at Utrecht that brought together palliative care researchers from Scotland, Isle of Man, Spain, Norway, Canada and Belgium.

Two more SIGs are on the way for the autumn: Frailty (with ADVANTAGE JA) and Self Management (with the Health and Social Care ALLIANCE). Watch out for our next update.

**Joining a Special Interest Group (SIG)**

To join a SIG please select join *IFIC as Community Member*, which is free. Once registered you have access to join and get involved in as many SIGs as you wish. You will receive updates of new postings and can participate in discussion forums, blogs and webinars.

Please share your good practices, evaluations or research articles on the SIG topics by emailing Marie at: *IFICscotland@integratedcarefoundation.org*
**Study Visits**

IC4IC welcomes international visitors who want to explore our approach to people centred integrated care. We recently welcomed Dr Peter Lewis, Director Public Health Unit, Central Coast, NSW, Australia. Peter is spending time with colleagues from ISD, Ayrshire and Forth Valley to discuss how we link and use health and care data. Inverclyde partners outlined their primary care, compassionate communities, and integrated mental health services. He went to the launch of Lanarkshire’s Long Term Conditions Hub and visited specialist older people and intermediate care services in Lothian – pictured with REACT team, West Lothian.

Study visits always give us food for thought. We learn as much as we share and try to follow up. Sharyn White, Acting CEO North Coast Primary Health Network, visited in November 2017 with her colleague Vicki Rose from North Coast LHD. Sharyn shares her ‘take aways’:

I find myself constantly advocating for looking outside of traditional ‘health’ agencies and advocating for the important role that local government, NGOs, Self-Care etc. I am beginning to sound rather like an evangelist! Thanks so much for your generosity.

- I have established a panel of consumers with long term conditions to have input to all aspects of our winter program 2018. We are also looking at how we can trial some intermediate care approaches - meeting our winter cohort at the front door.
- I have flagged with the CE of the local health district that I want to move away from writing an aged care plan, and instead focus on active and healthy aging, with a life stages framework - from retirement to end of life
- Actively pursuing engagement with local government for our healthy towns program
- Raising the focus on frailty through a range of mediums (my plan is to increase visibility and then harness the interest with a regional frailty response)
- Code signing a mental health in general practice program, thinking about upstream interventions including harnessing peer workers or testing linkage roles.

To date we have welcomed visitors from Australia, Brazil, Ontario, Nova Scotia, Denmark, Germany, New Zealand, Spain, Singapore, Seychelles, Switzerland and Thailand.

And of course we catch up regularly with the UK regions and Ireland.

Many thanks to all who generously host our visitors and share local experience.
ADVANTAGE JA
NHS Lanarkshire is leading a work package for ADVANTAGE JA, a European Joint Action on the prevention and management of frailty. Co-funded by the European Union, the project involves 35 organisations from 22 European Member States. Progress to date:

- The State of the Art report of the evidence available at www.advantageja.eu
- Perspective paper in the International Journal of Integrated Care April 2018.
- Survey of Member States frailty policy, screening, programmes and practice
- Preparation for a Face up to Frailty campaign and call to action
- Drafting of a common European model: The Frailty Prevention Approach (FPA).

Frailty is a progressive age-related decline in physiological systems that results in decreased reserves of intrinsic capacity, which confers extreme vulnerability to stressors and increases the risk of adverse health outcomes (WHO, 2015).

ADVANTAGE JA partnered with IFIC to position frailty as a golden thread woven through five workshops at ICIC18 under the theme of integrated care for vulnerable populations. Overall 37 presenters shared their knowledge and experience of a wide range of research and innovations on older people and frailty. More than 50 delegates have signed up to join the Special Interest Group on Frailty that IFIC Scotland will take forward in the autumn in collaboration with ADVANTAGE JA.

If you would like to participate in the Special Interest Group contact: mandy.andrew@lanarkshire.scot.nhs.uk
Sign up for the ADVANTAGE newsletter www.advantageja.eu

A graphic artist captured some of the messages from the first session on preventing frailty.
IFIC Scotland participates in the Advisory Board for INNOVCare, a European project led by EURODIS. The project is ‘Bridging the gaps between health, social and local services to improve care of people living with rare and complex conditions’. [https://innovcare.eu/](https://innovcare.eu/)

In March 2018, Frambu Resource Centre in Norway hosted a joint meeting with Rare Disease Action bringing together Policy makers, Patient representatives, Advocacy Groups, Social Policy Advisory Group, European Reference Networks, Health Care Providers, Social services and Academics. Participants from 22 countries discussed:

- the role of Centres of Expertise and European Reference Networks for rare diseases;
- progress of the pilot of case management for rare diseases in Romania;
- workforce development, resilience, care co-ordination and sustainability;
- personal experiences of parents and families of children affected by rare diseases.

IBM

In April, the Digital Health and Care Institute hosted a round table session *Integrating Health and Social Care in Scotland: How to Achieve Implementation Success*. This was organised by IFIC and IBM Health and Human Services Research Institute as the first of a series of round tables in Europe. We facilitated the discussions with our Advisory Board and other colleagues involved in integrated care planning, delivery, regulation, education, research, information and improvement. Thanks to Dr. Hector Upegui from IBM and to Dr Nick Goodwin, CEO of IFIC for organising the gathering - and to participants for sharing their authentic reflections on our journey in Scotland. Nick and Hector seemed impressed with the wisdom, experience and level of consensus in the room! Participants told us they valued the safe space conversations and an opportunity to reflect on success and challenges.

Central Coast Integrated Care Programme, New South Wales

We have concluded our support for IFIC and the Centre for Rural and Remote Mental Health in their formative evaluation of the integrated care programme in Central Coast, NSW. It has been a pleasure to support the team to reflect on their journey and make plans to embed integrated care in their new medical school and research institute. Some folk are moving to new roles and to new places. Good luck to Michael, Rachel and Sarah - please keep in touch.
System Coaching

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

**Portugal** - Hospital da Luz Arrábida in Porto and the Institute of Bioethics, Universidade Católica Portuguesa linked with us on a clinical communication project on palliative care within intensive care. We also worked with Sandra and Pablo on another research proposal – fingers crossed! Thanks to Luis and Alexandre from the Portuguese Society of Internal Medicine and the Portuguese Association of Hospital Managers for their invitation to contribute to a discussion about their current health and social care policy and practice. Hope they found some transferable ideas from our Reshaping Care for Older People and Change Fund experience as community outreach, reablement and intermediate care are potential early wins that may prepare the ground for a shift to integrated care.

**Seychelles** Ministry have asked for some follow on support for their 2018 symposium. It will be good to hear how they are applying or adapting the ideas and resources that nurse Vanessa took back from her study visit to Scotland last year.

**Hospice Isle of Man** continues to lead the development of an island plan for integrated palliative and end of life care. Their research team have been out and about to listen to the local community and ask what matters to them. We supported the team to test a personal outcomes and appreciative inquiry approach with residents, family members and staff in a care home. We also shared our very positive experience of a Health and Social Care Alliance in Scotland. The active and diverse third sector in the Isle of Man employs almost 1,000 staff, 10,000 volunteers and engages across every aspect of Island life. Exciting opportunities!

**Ontario** – it was good to link again (albeit virtually!) with our friends in Ontario in the symposium organised by Cancer Care Ontario with Sinai Health System and University of Toronto. So many issues in common, including a clear focus on support for caregivers.

**IFIC Australia** - Professor David Perkins and Dr Hazel Dalton spent a few days with us discussing personal outcomes, self management, coproduction and community health and wellbeing. We are keen to explore synergy with their mental health and wellbeing research.
Spotlight on Success
We want to celebrate the good news and success of our many partners. Please send us your stories to highlight in future newsletters and on the IFIC Scotland web pages.

Ten Years of Gaun Yersel (aka go for it!)
This month the Health and Social Care Alliance Scotland celebrated the 10th anniversary of Gaun Yersel: a self management strategy for long term conditions in Scotland. This was a unique national strategy written by people living with long term conditions for people living with long term conditions – a landmark in our journey to a people centred co-production approach. The Self Management Fund for Scotland invests £2 million annually in projects led by third sector organisations that support self management. Since 2009, the Fund has supported over 240 projects. These projects demonstrate the power of co-production in action. Cath Cooney, Director of Development and Improvement, is pictured in conversation with Susan Douglas Scott, former Chief Executive, and Kevin Geddes, former director for Self Management. You can read more at www.alliance-scotland.org.uk

Queens Nursing Institute Scotland:
On 14th March 2018, Buckingham Palace was in great hands, as 300 nurses from across the UK were hosted by Prince Charles and the Countess of Wessex, on behalf of the Queen. The Queen’s Nursing Institute Scotland (QNIS) was well represented. Prince Charles thanked nurses for their hard work and for their vital contribution to healthcare. He said the celebration event marked the 70th anniversary of the NHS and was to pay very special tribute to nurses who had made an exceptional contribution in their varying fields. He joked about 1948 being a “good vintage” - the year he was born and the NHS was created! Pictured below are ICM webinar star Barbara McFadzean, District Nursing Sister from East Ayrshire HSCP, and three other Queen’s Nurses, alongside Clare Cable, QNIS Chief Executive.
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 advise and/or support our work through the Advisory Board:

- The ALLIANCE
- Digital Health and Care Institute
- East Ayrshire Health and Social Care Partnership
- Hanover (Scotland) Housing Association
- Healthcare Improvement Scotland
- Hospice Isle of Man
- Information Services Division Scotland
- Institute of Research and Innovation in Social Services
- International Foundation for Integrated Care
- Inverclyde Health and Social Care Partnership
- NHS Dumfries and Galloway
- NHS Education for Scotland
- NHS Forth Valley
- NHS Highland
- NHS Lanarkshire
- Queen’s Nursing Institute Scotland
- Scottish Care
- 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 - staff and alumni
- University of Toronto
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

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