Integrating Care for Older People: What helps and what hinders?

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Tallaght Integrated Care Team for Older People

Health Service Leadership Academy

National Clinical & Integrated Care Programmes
Person-centred, co-ordinated care

Tallaght University Hospital | Ospidéal Ollscoile Thamhlachta
An Academic Partner of Trinity College Dublin

Tallaght / South West Dublin context

GPs

- Doctors
- Practice Nurses

HSE Primary Care Teams

- PHN
- HSCPs

Integrated Care Team for Older Persons (ICTOP)

- Consultant Geriatrician
- Case Managers
- Nurses
- HSCP

Tallaght University Hospital

- Consultant Geriatricians
- Clinical Nurse Specialists
- Advanced Nurse Practitioners
- HSCPs
- Specialist clinics

Research – MSc Leadership in Healthcare

Literature Review

May 2021

Survey

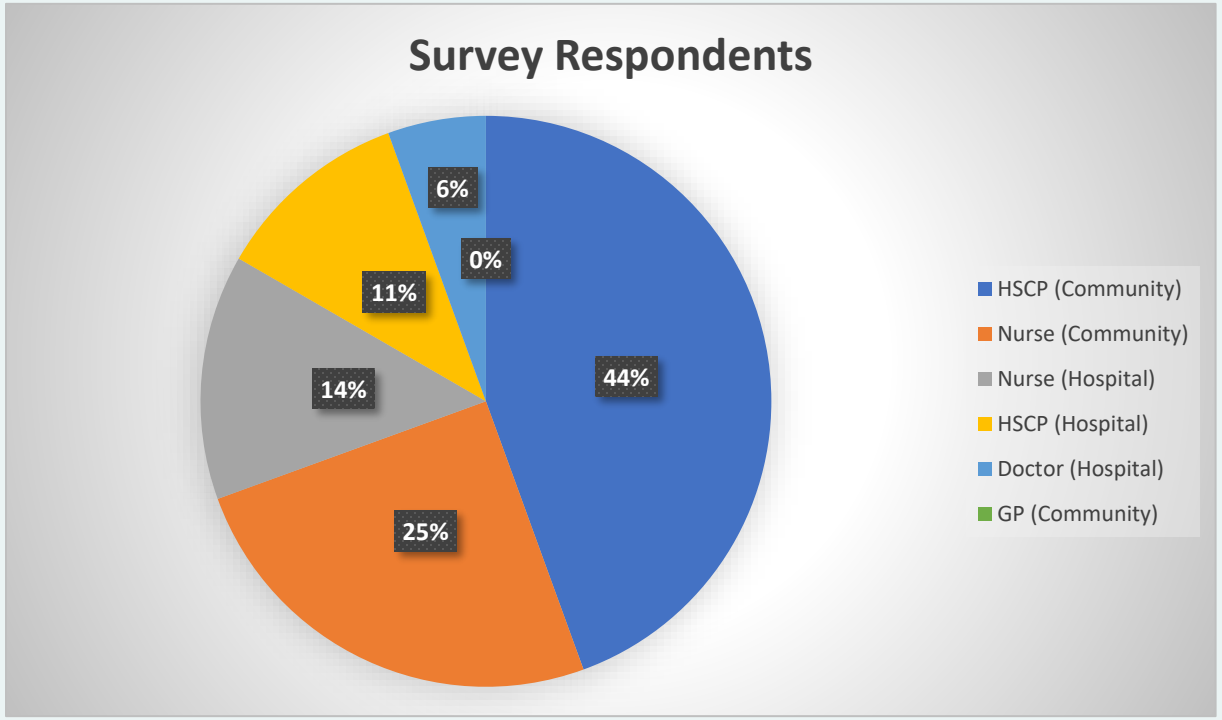
July – August 2021

Quantitative & Qualitative questions

Response Rate

36/115 (31%)

Staff working across OP services



Enablers

Expert designated OP teams
- More time
- Local 'champions'

Existing services in Tallaght area
- HSE and TUH
- Community & voluntary

Clinical leadership
- Interested and enthusiastic

Colocation of MDT teams
- Hospital > Community

Availability of CPD
- Local and national CPD
- Professional body special interest groups

Communication between [community and hospital] has improved since the initial establishment of the integrated care service

Local 'champions' in dedicated older persons services offering advice, education and supervision for staff in non specialist areas.

Leaders here enjoy working with older people, and the staff who work directly with them.

We have PCT meetings and working in same location as team helps. Often do joint visits with [other disciplines] for some more complex cases"

*ICPOP service an excellent option for more **complex cases** that can't be managed by community HSCPs.*

There has been strong leadership within the hospital to fully engage and support the integrated care program roll out

Barriers

ICT

- No eHR
- No PMS in community

Staff resources/workforce

- Unfilled posts
- Non-specialist posts
- Siloed discipline leadership
- Differences in engagement/willingness to change

Covid-19

- Closure of services
- Staff absence

Interagency communication

- Postal delays
- Difficult communication routes

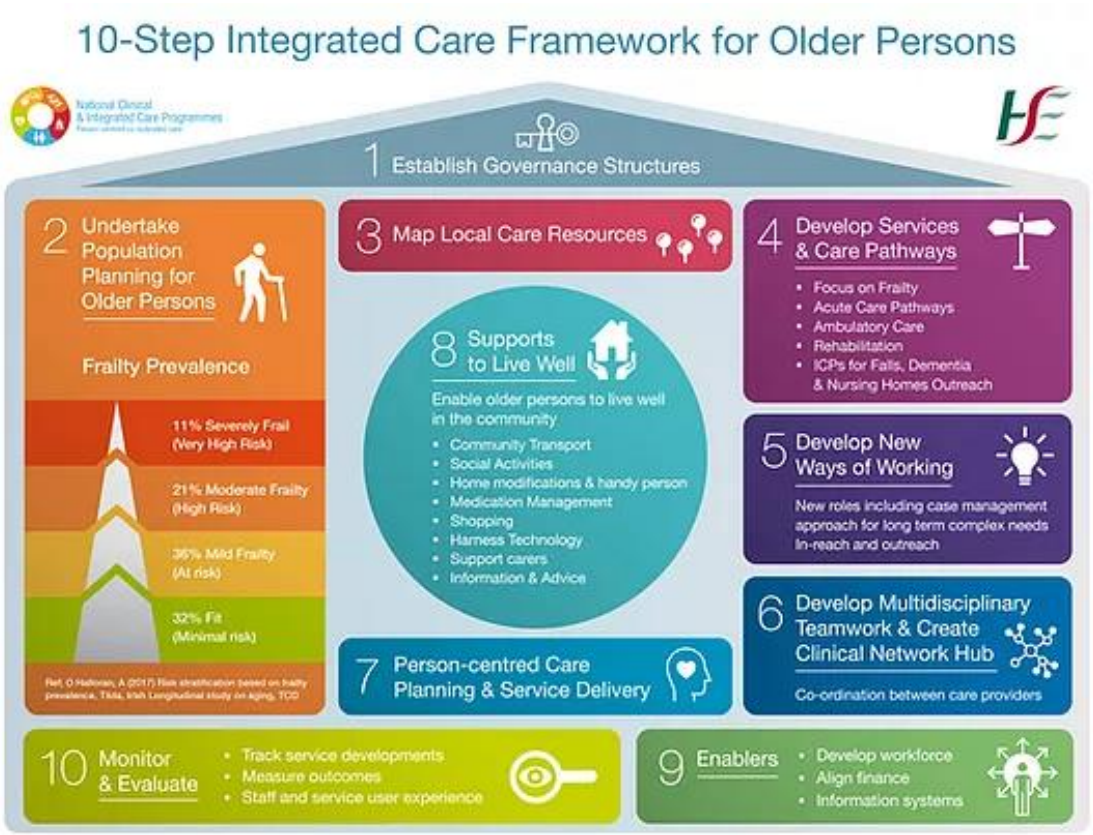
Relevance and recommendations

Continue service mapping, building links with local services

Use stakeholder and steering group meetings to enable equitable and well distributed resources

ICPOP and CHN operational lead posts – develop and further imbed integration

Leaders to drive engagement and promote change initiatives



ICT needs to be on everyone's agenda

Optimise staff resources - numbers and skill mix

Prioritise staff CPD through interdisciplinary and interorganisational means

Assess local older people's views and experience of integrated care

Thank You!

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