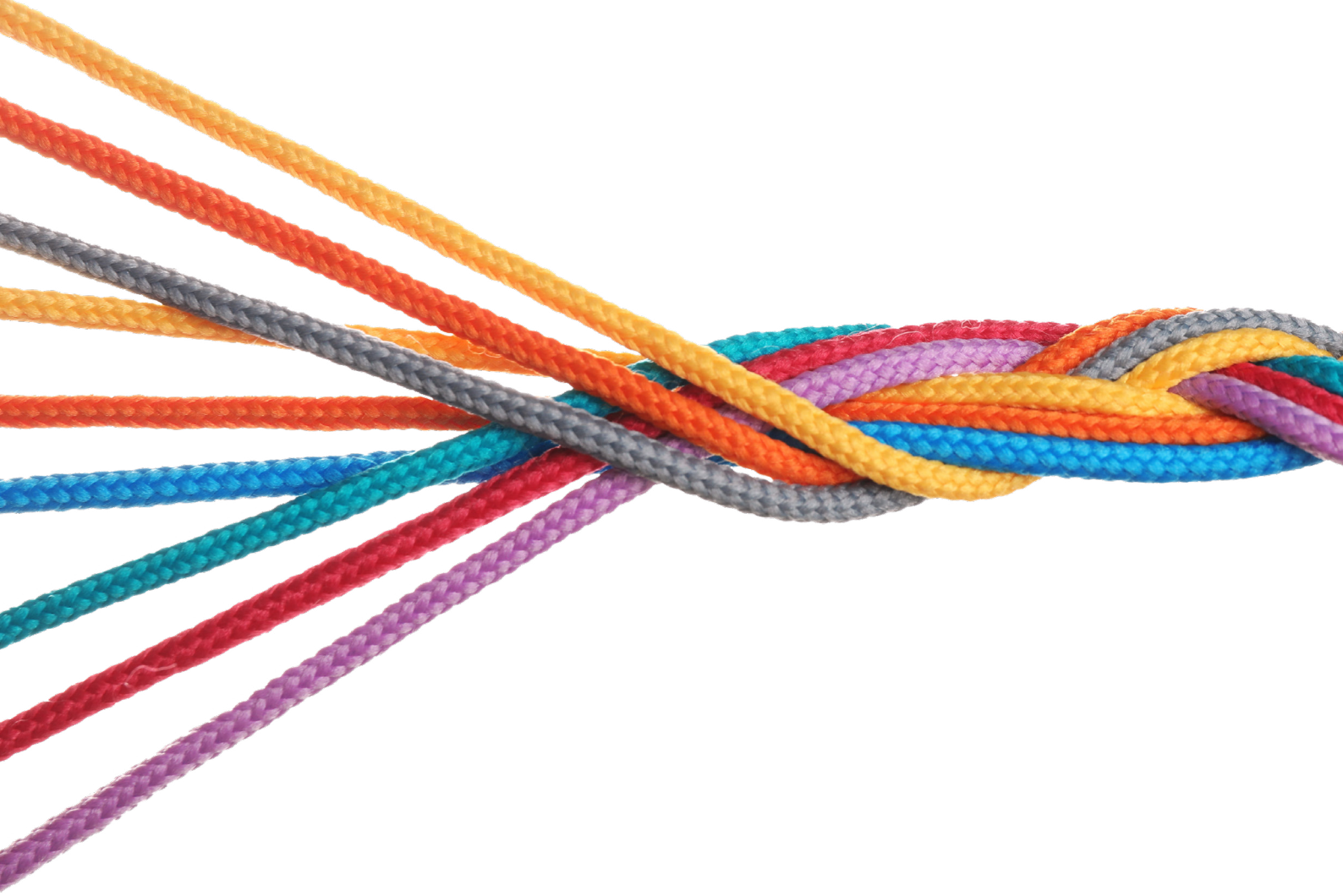

IFIC ANNUAL SURVEY **EXECUTIVE SUMMARY** 2023

Are we there yet?

People's views on how far we have advanced in providing continuous and coordinated care

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Key messages

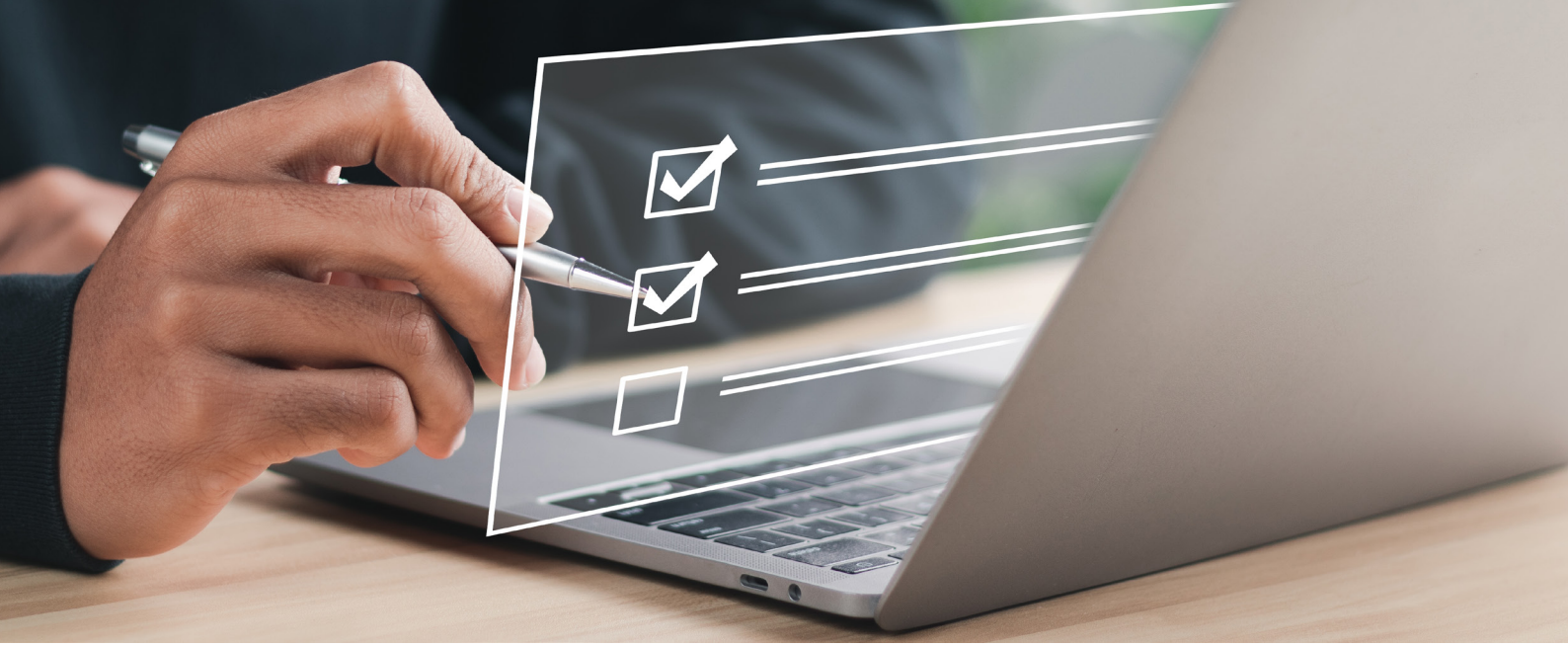
The 2023 IFIC Survey got views across three different stakeholder groups on how they **see continuity and coordination of care happening** in their own settings.

People see small and moderate advances, with experiments and local initiatives happening globally, from Nigeria to Canada to Singapore. But **effective continuity and coordination of care are not yet fully established**.

People have **more positive views about achievements with care continuity over time** than with coordination of care across multiple providers and settings.

Service users have a more negative perception than providers of the degree to which care services are done with continuity and in a coordinated manner. **Health and care providers see improvements happening at the organisational level rather than at the system level**, and policymakers and researchers also see advances in care continuity and coordination over the past years.

However, **changes are still "embryonic"**, local and not consistent within and across countries. **There is still much progress to be made.**



IFIC Annual Survey

In 2022, IFIC ran the first annual survey on integrated care by asking our network:

> **What features of integrated care matter to the policymakers, practitioners, researchers, patients and caregivers with experience of integrated care in different countries/systems today?**

The survey aimed to capture respondents' unprompted understanding of integrated care and what it meant to them.

This year we asked:

> **How far we have advanced in providing continuous and coordinated care. We want to get your views – whether you are a service user, a care practitioner or a policymaker/academic - on how you see continuity and coordination of care happening. Have the services and systems where you receive care or at which you provide care advanced a great deal, a little or none at all in the provision of continuous and coordinated care? What mechanisms/approaches/interventions make continuity and coordination of care possible?**

Why did we ask these questions?

In the 2022 survey, both care coordination and care continuity were two of the features which matter the most to most people. Hence, we wanted to explore these two features further.

While these features – continuity and coordination – are very often used interchangeably, they point to different, although closely linked, dimensions. Continuity is a temporal dimension (care across time) while coordination is linked to spatial dimension (care across providers, professionals, and geographies).

Who did we ask?

The online survey was distributed to IFIC's global network, which encompasses more than 23,000 people who were in the IFIC database and distribution list when the survey was launched. We got a total of 662 valid responses.

We segmented the population into three stakeholder groups and asked several questions common for all three, but also asked particular questions for each group.

The three groups were:

Users of health and care services (patients and care givers)

Practitioners (health and care professionals and managers)

Policymakers and academics (researchers or teachers working at universities or think tanks)

What did we find?

- Service users, care providers and policymakers have responded that continuity and coordination of care are already happening. People see small and moderate advances, "signs of a new culture of integration" visible through experiments and local initiatives.
- But we are not there yet; effective continuity and coordination of care is not yet fully established.
- In general, people have more positive views about achievements with care continuity over time than with coordination of care across multiple providers and settings.
- Service users have a more negative perception than providers of the degree to which care services are done with continuity and in a coordinated manner. Several service users noted that continuity and coordination ultimately fall on them:

"**I am the person who co-ordinates my care**. Appointments, blood tests, chasing referrals, PT, OT. It's up to me to decide and schedule everything. **Only incidents are coordinated**, like a surgery, and only within the limits that the hospital/surgeon control".

- Health and care providers see improvements happening at the organisational level rather than at the system level.
- There is a sense of optimism from policymakers and researchers regarding advances in care continuity and coordination over the past years, although improvements are not consistent across the sectors or in countries, hence still much progress has to be made.
- The interventions that can effectively promote continuity and coordination are known. The Survey asked views about advances along the following eight interventions that facilitate both care continuity and care coordination:

1
Continuity with the same health and care professional over time

2
Coordinated joint planning of care and shared decision-making

3
Regular interdisciplinary teamwork including meetings

4
Co-located services in the same building

5
Technology to support continuity and care coordination

6
Specific care coordination roles

7
The availability of shared information/ shared care records

8
Direct involvement of patients and informal carers

- While none of these is perceived as having gone very far, "Continuity with the same professional" and "Regular interdisciplinary team meetings" stand slightly above the rest. Advancements on the "Continuity with the same professional" mechanism are mostly noted by service users.
- This slow-progress perception is widespread, from Nigeria to Canada to Singapore. However, "changes are still embryonic", local and not consistent within and across countries. Hence, we are not there yet. There is still much progress to be made.

About IFIC

The International Foundation for Integrated Care (IFIC) is a not-for-profit educational network that crosses organizational 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.

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