International Foundation for Integrated Care

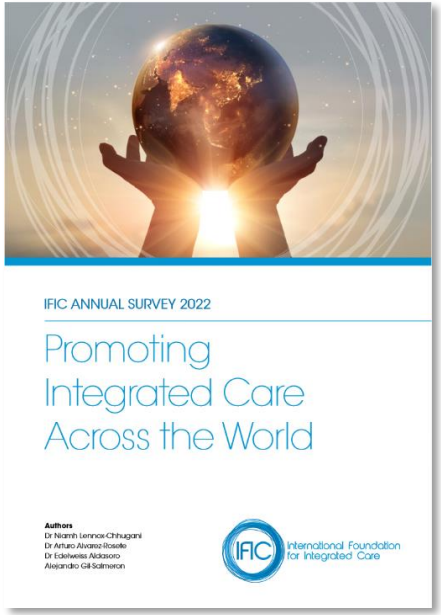
Integrated Care Annual Survey 2024

The reality of people-centred care experience for people and communities

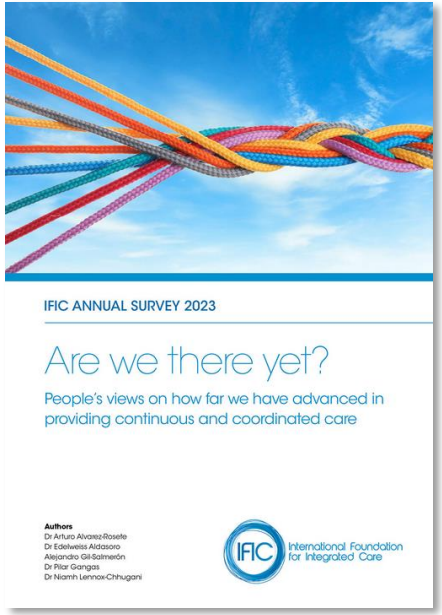
IFIC Australia webinar on people-driven care

26 November 2024

IFIC Annual Surveys of Integrated Care



2022
Features of integrated care



2023
Coordination and Continuity of care

2024 People-centred

We asked people what PCC meant to them

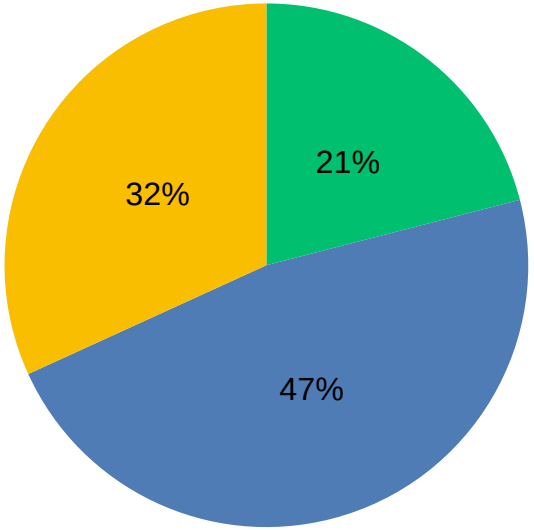
THE SURVEY QUESTION

*To what extent do people think that **people-centred care** is being delivered today in health and care systems based on the needs, preferences and values of people at the centre of care?*

576 respondents, clustered into 3 groups for analysis

719 people (from 56 countries) responded to the 2024 survey

Of these, **576 surveys** were included in the analysis



We asked why PCC is important to people

41%

have a view that people-centred care means meeting people's needs and preferences

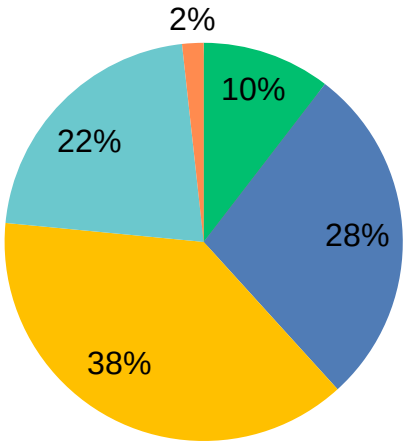
We asked if the care people currently receive is people-centred

37%

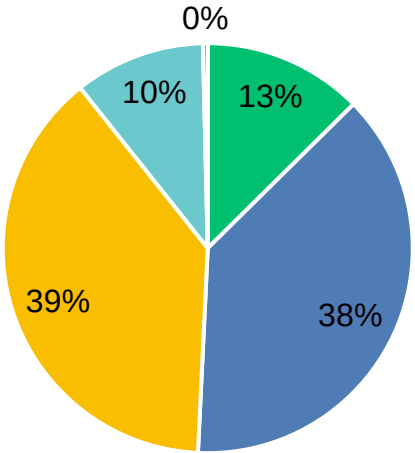
think the care that people receive today is always or mostly people-centred

We asked if the care people currently receive is people-centred

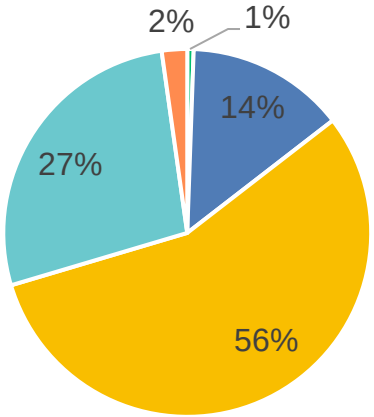
Person at the centre of care

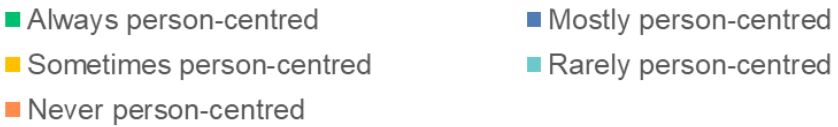


Health and care provider



Policymaker or academic and/or researcher





Providers are the group with the most positive views; followed by **people at the centre of care** and then by policymakers and researchers, who hold the most negative views.

63%

of people think care is more people-centred that it was five years ago

while a significant proportion think it has got less people-centred

18%

We had identified five dimensions of PCC that we used to frame the question:

PCC is about…

- Being involved in decision-making about all aspects of my care
- Health and care professionals understanding what PCC is and this being reflected in the way they communicate and work with me
- Co-creating the care plan based on what matters to me and there are clear processes to support this
- What matters to me in my care is given the same importance as other clinical and social outcomes
- Care being coordinated across different organisations involved

Person at the centre of care views on the PCC dimensions			
	Always/Mostly	Sometimes	Rarely/Never
I am involved in decision-making about all aspects of my care	53%	37%	11%
Health and care providers understand what people-centred care is and this shows in the way they communicate and work with me	41%	37%	24%
My care plan is co-created with me based on what matters to me and there are clear processes to support this	39%	26%	35%
What matters to me in my care has the same importance as other clinical and social outcomes	35%	36%	29%
My care is coordinated across different organisations involved	29%	24%	47%

Conclusion

- People-centred care is important because it focuses care on the person's needs and preferences.
- The Survey results reaffirm the importance of people-centred care as an essential component of integrated care practice.
- There is a clear desire to be more people-centred, but a gap is still evident between this desire and what is happening in practice and experienced by people.
- For progress to be made in people being involved in decision-making - the first dimension in our list-, all the other dimensions are pre-conditions.