



The Improving INtegrated people-centred healthCAre Solutions Joint Statement

Recommendations for Policy Action

6 February 2019

Preamble

Approximately half the world's population lacks access to essential health care. Longer lifespans and the growing burden of long-term chronic conditions requiring complex interventions over many years are also changing the demands on health systems.

Integrated people-centered health services mean putting the comprehensive needs of people and communities, not only diseases, at the center of health systems and empowering people to have a more active role in their own health.

In the report "WHO global strategy on people-centered and integrated health services" the WHO identifies five interconnected strategic directions (empowering & engaging people; strengthening governance & accountability; reorienting the model of care; coordinating services; creating enabling environment), whose assumption is that the implementation of people-centered and integrated health services can generate significant benefits in all countries, whether low, middle or high- income. Moreover, the epidemiological transformations have been changing health needs with a prevalence of chronic diseases, that require a comprehensive approach embedding prevention, health promotion and an integration of services that is horizontal (between social and health services) and vertical (between levels of care). This urges the implementation of a change in the management of the services, including their reorganization as well as the set-up of innovative approaches undertaken within the local communities/population by professionals with specialized, multidisciplinary skills and competences. In this context, as far as the older people

target group is concerned, the B3 Action Group of EIP-AHA is pioneering the identification and scale-up of citizen centered, validated good practices for integrated care services. Complementary to B3, A3 Action Group on “Lifespan Health Promotion & Prevention of age related frailty and disease” is scaling up the good practices aimed at preventing frailty in older adults, as well as chronic diseases with life-course, innovative approaches that include patient empowerment and multi-stakeholders collaborations focused in the community settings.

In Italy, for instance, in order to give an answer to the above mentioned challenges, in the framework of ProMIS – Programma Mattone Internazionale Salute Programme a dedicated sub-group of Italian Regions activated a specific group on integrated care services. Moreover, this sub-group shared to act in line with the “National Chronicity Plan (NCP – 2016)” which underlines the importance of: a) the integration between primary and specialised levels of care, hospital and territorial services; b) the activation of multidisciplinary networks and horizontally integrated social-health models, coordinated with coherent the disease prevention and health promotion strategies of the “National Plan for Prevention” (PNP).

Recommendations for Policy Action

1. Promote the exchange of regional good practices that can impact at national/European level, focusing on the implementation of change management for the scale-up of innovative, integrated services

We call for developing and enhancing the quality of the integrated person-centred assistance in a context as close to patients home environment as possible. We call on the European Commission to:

- Raise capacities at all levels to manage new instruments by providing technical support and guidance to Regions and Member States for the implementation, national adaptation and operationalisation of the framework of innovative, integrated, people –centered health services.
- Strengthen the capacity of Regions and Member States of:
 - ✓ Combining funding from multiple sources (es. EFSI and other EU-supported financial instruments managed by the EIB/EIF);
 - ✓ Planning how to access and blend financing components;
 - ✓ Broaden the scope and integrate investments: Infrastructure, technology and service models to be considered together because they all impact health;
- Work on strategies for support and enhance collaborative practices as part of the people-centered care;

- Support regional and national governments in the coordination effort aimed at sharing good practices on this topic, and foster the dialogue across Directorates at European level to implement Health in all Policies.

We call on Member States to:

- Support local and regional authorities in implementing good practices and share their outcomes that are able to improve integration, quality and sustainability of the services at organizational/management and citizen level;
- Work on the scale up of good practices through the design and implementation of national plans such as the Italian National Plan on Chronic Diseases, whose goal is to improve the quality of life of people with chronic conditions, by making services more effective and efficient, and by ensuring health equity to citizens;
- Promote the importance of humanization in health service organization, favoring the patient-operator relationship, involving family members and creating accessible and comfortable places of care;
- Train health professionals on soft and digital skills also by involving universities in order to include in several healthcare and medical degree courses or specialisation studies, a specific focus on the importance of integrated and people-centred care. This topic indeed is not taken in proper consideration while it should be made an integral part of curricula.

Our commitments: map of European projects and existing good practices related to the topic, disseminate results through ProMIS communication channels (web channels, newsletter, thematic events etc), foster collaborative approaches to the scale up of innovative good practices.

2. Locate a single keyword to process shared tools to work within organizational innovation

We ask to establish a common ontology to better identify regional and local common needs and effectively implement new solutions within organizational innovation.

We call on the European Commission to:

- Support European countries in funding common definitions and sharing tools to develop new models that can be tailored upon specific regional needs;
- Support Member States to enhance health and digital literacy to empower citizens, at the same time strengthening the capacity of health professionals to implement change management approaches;
- Strengthen the collaboration at national level between the different institutional levels, since the issue of health organization is entrusted, by competence, to regional autonomy.

We call on Member States to:

- Promote the re-organisation of health services by developing a new culture that embeds the proactive engagement of citizens with frailty and chronicity.

Our commitments: collection and analysis of regional priorities, expected results and investments, but also sharing of the materials collected with the actors involved and sharing it broadly with all Regions

3. Collaborate with existing European networks/partnerships (for instance, EIPonAHA, RSCN) for the sharing of strategies, policies and interventions on the implementation of integrated care by the Italian regions and other Member States.

We ask to strengthen and make more effective the collaborative networks for actions undertaken within the framework of active and healthy ageing, such as those focusing on integrated services, at European level.

We call on the European Commission to:

- Create and support opportunities of dialogue and discussion between European networks and national, local and regional representatives on the policies, strategies and interventions planned or to be activated to improve the outcomes of NCCD, concerning integrated care, health promotion and disease prevention.

We call on Member States to:

- continue investing in and strengthening health-delivery systems, in particular primary health care and services, and to empower human resources to effectively use health information systems and digital tools, collaborating at all level and involving the whole community and interested stakeholders.

Our commitments: Position paper elaboration; proposals for recommendations to be submitted at European level that are shared between national and regional levels; survey processing and data analysis



ANNEX I

About ProMIS

ProMIS, an institutionalized Italian network of the Ministry of health and Italian Regions, whose aim is to promote cooperation on health issues, was born to promote Italy's participation in European funding and projects and to build a constant and qualified presence of Italy in the European and international health framework. ProMIS is in constant connection with other national Ministries (research, social, tourism, territorial cooperation), National Health Agencies and Institutes in the pursuit of "Health in all Policies". ProMIS supports all Italian regions in the management of European projects and deals with communication and dissemination activities regarding health.

List of Endorsers



Logos-> authorisation