CONFERENCE

“Integrated services: organizational healthcare models in the framework of chronic diseases”.

Models designed to integrate care for individuals with chronic conditions

26-27 March 2018
Turin, C.so Regina Margherita, 174

Leo Lewis
International Foundation for Integrated care
Person-centred, co-ordinated & integrated care

**Care is personalised**
- Person-centred
- Strengths-based
- Skill acquisition
- Community-based
- Least restrictive
- Preventive

**Care is coordinated**
- Abilities
- Interests
- Family
- Values
- Goals

**Care is enabling**
- Practitioner-based
- Problem-based
- Deficit focus
- Professional dominance
- Acute treatment
- Cure/improvement
- Facility-based
- Dependence
- Episodic
- Reactive

Person is treated with dignity, compassion and respect.
Individual models of integrated care

- Case-management
- Individual care plans
- Patient-centred medical home

Overview of PCMH attributes delivered at Bend Memorial Clinic, USA

- Personal health budgets
Group and disease-specific models

• Chronic care model

• Integrated care models for elderly and frail

• Disease-specific integrated care models
Population-based models

- Kaiser Permanente
- Veterans Health Administration
- Integrated care in Basque country
- Prudent Co-operative Health & Care System for Wales
Key lessons for implementing integrated care - 1

- Identify and **agree** common cause with **stakeholders**
- Develop and **agree** a **shared narrative** which reflects **local environment** and **population needs**
- Create a **compelling and persuasive transformational vision** including anticipated stakeholder **benefits and value** and **communicate** progress regularly
- Identify **impactability** levels of different population cohorts
- **One size does not fit all** and journey should centre on **discovery and learning** rather than defined design
- **Bottom-up** alignment with strategy **and top-down** support
- Align **financial incentives** or removal of **financial disincentives** including resource utilisation rather than cost reduction
Key lessons for implementing integrated care - 2

• **Promote innovation** in use of procurement, contracting and reimbursement mechanisms

• Invest in **supporting and empowering people** to look after themselves with appropriate **digital tools** and **information sharing**

• **Re-configure and re-design workforce** roles and responsibilities

• **Re-configure asset utilisation** from hospitals to primary, community and home-based care

• Identify **outcome measures across the care continuum**, including **stakeholder experiences**

• Achievement of integrated care is a **long-term programme** – costly in terms of time and investment in enabling tools

• **Success** is more likely when **key lessons** are translated into a **comprehensive, coherent system-wide transformational approach**
Understanding integrated care: the role of digital health solutions

Rainbow Model of Integrated Care (RMIC)

- Systems integration: Political environment
- Organizational integration: Collaboration between organizations
- Professional integration: Collaboration between professionals
- Clinical and service integration: Smooth process of care & service delivery
- Functional integration: Technical ‘preconditions’ (ICT, facilities)
- Normative integration: Social ‘preconditions’ (Culture, trust)

Based on: Valentijn et al. (2013 & 2015)
A spectrum of digital health solutions for people living with chronic conditions

- Medical monitoring and alarms
- Medication dispensing
- Wearables/quantified-self
- Smart home applications
- Home security
- Service navigation
- Reminders, prompts, planning and scheduling
- Activity and well-being monitoring and alerts
- Personal and activity alarms
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visiting
- Communication & care co-ordination
- Safety confirmation/proactive calling
- Tele-coaching & cCBT
- e-services
- Information and entertainment
- Service navigation
- Personal health record
- Tele-consultations & Tele-visor
But, be careful what you wish for...

‘Thanks to the smarter home, a home help is only required once a year to adjust the clock’
Conclusion!

So, finally I can reveal the key activities for integrating care for people living with chronic diseases is complex!
THANKS FOR YOUR ATTENTION

(leolewis@integratedcarefoundation.org)