



# The SCIROCCO Self-Assessment Tool for Integrated Care

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of the European Union



@ SCIROCCO\_EU

# Why develop a self-assessment tool?

**Lack of tools / frameworks** that can help us to understand how to move towards more sustainable health and care systems; how to support implementation, scalability and transferability of integrated care solutions in Europe.



## SCIROCCO Tool for Integrated Care



European Innovation  
Partnership on Active  
and Healthy Ageing

# The challenges of scaling up....

- Systematic use of different types of **evidence to maximise the use of existing knowledge** and encourage exchange of good practices
- Understanding the **context of scaling-up** – features of the intervention need to “fit” into the context appropriately;
- Identification of **transferable elements** of good practice/intervention for scaling-up;
- **Flow of appropriate information** between adopting and transferring entities

# Development of the SCIROCCO Tool

- ▶ Based on the **Maturity Model** developed by the B3 Action Group on Integrated Care (EIP on AHA)



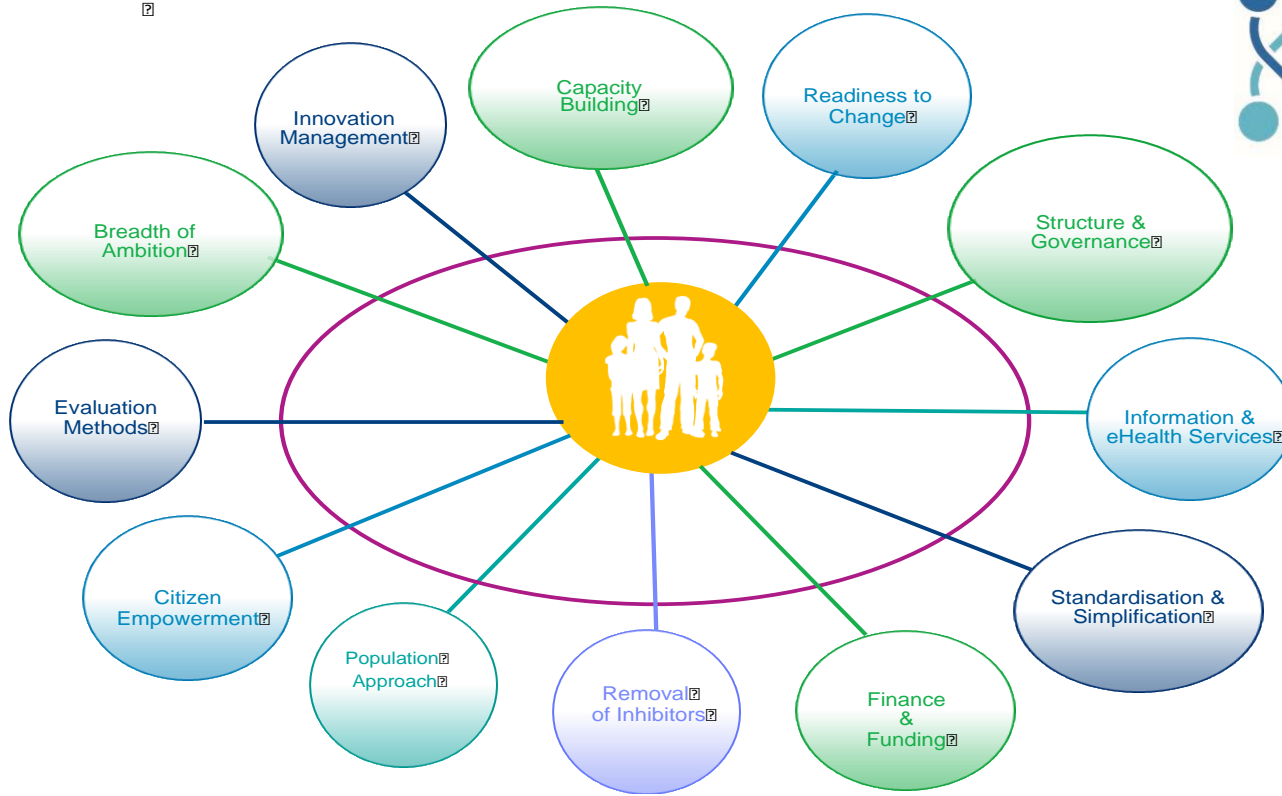
European Innovation  
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- ▶ Eases the adoption of integrated care by:
  - Defining **maturity** (readiness) to adopt integrated care
  - Assessing the **maturity** of healthcare systems
  - Assessing **maturity requirements** of good practices
  - Supporting **twinning and coaching** to transfer good practices

# Development of the SCIROCCO Tool



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- Based on interviews with 12 European health & care systems
- 12 dimensions with explanatory narrative
- Each dimension is rated on a 0-5 scale;

# Narratives

## 1. Readiness to Change (to enable more integrated care)

If the existing systems of care need to be re-designed to provide a more integrated set of services, this will require change across many levels, the creation of new roles, processes and working practices, and new systems to support information sharing and collaboration across care teams. This will be disruptive and may be viewed negatively by workers, press and public, so a clear case needs to be made for those changes, including a justification, a strategic plan, and a vision of better care.

- Creating a compelling vision, with a real sense of urgency, and enlisting stakeholder support including political leadership, management, care professionals, public and press.
- Accepting the reality that care systems are unsustainable and need to change.
- Publishing a clear description of the issues, the choices that need to be made, and the desired future state of the care systems, stating what will be the future experience of care.
- Creating a sense of urgency to ensure sustained focus, and building a 'guiding coalition' for change.

# Rating Scale

## 1. Readiness to Change (to enable more integrated care)

- 0 – No acknowledgement of compelling need to change
- 1 – Compelling need is recognised, but no clear vision or strategic plan
- 2 – Dialogue and consensus-building underway; plan being developed
- 3 – Vision or plan embedded in policy; leaders and champions emerging
- 4 – Leadership, vision and plan clear to the general public; pressure for change
- 5 – Political consensus; public support; visible stakeholder engagement.

From a  
Conceptual  
Model to an  
Online Self-  
Assessment  
Tool for  
Integrated  
Care





# Using the SCIROCCO Tool

<http://scirocco-project-msa.inf.ed.ac.uk/login/>

## New Maturity Model Questionnaire

Please reply to all of the questions

Q1 **Q2** Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

### 2. Structure & Governance \* Required

- Fragmented structure and governance in place
- Recognition of the need for structural and governance changes
- Formation of task forces, alliances and other infrastructure
- Governance established at a regional or national level
- Roadmap for a change programme defined and agreed
- Full, integrated programme established, with full governance

If someone asked you to justify your rating here with short sentences:

How confident are you of your rating?

Who do you think could provide a more confident judgement?

Questionnaire name: \*

ALEC DEMO

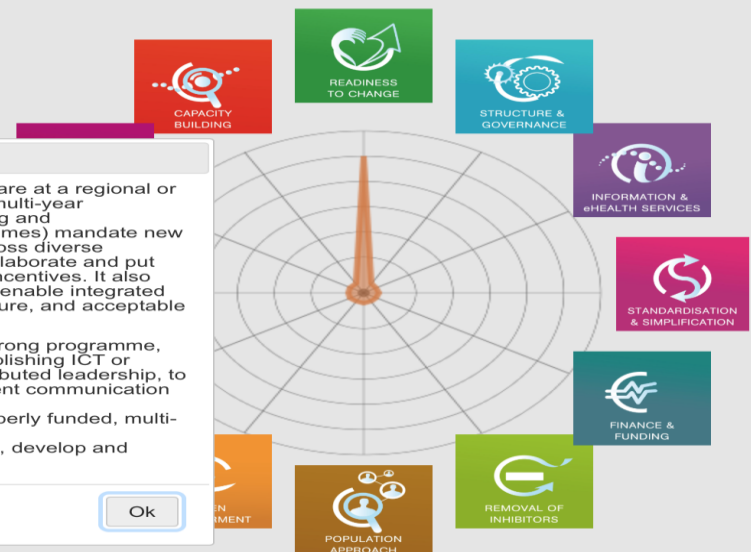
Save questionnaire

### Q2. Structure and Governance: Objectives

The broad set of changes needed to deliver integrated care at a regional or national level presents a significant challenge. It needs multi-year programmes with excellent change management, funding and communications, and the power to influence and (sometimes) mandate new working practices. This means alignment of purpose across diverse organisations and professions, and the willingness to collaborate and put the interest of the overall care system above individual incentives. It also means managing the introduction of eHealth services to enable integrated care in a way that makes them easy to use, reliable, secure, and acceptable to care professionals and citizens alike.

- Enabling properly funded programmes, including a strong programme, project management and change management; establishing ICT or eHealth competence centres to support roll-out; distributed leadership, to reduce dependency on a single heroic leader; excellent communication of goals, progress and successes.
- Managing successful eHealth innovation within a properly funded, multi-year transformation programme.
- Establishing organisations with the mandate to select, develop and deliver eHealth services.

Ok



# New Maturity Model Questionnaire

Your questionnaire was successfully saved

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

1. Readiness to Change (to enable more integrated care) \* 

- No acknowledgement of compelling need to change
- Compelling need is recognised, but no clear vision or strategic plan
- Dialogue and consensus-building underway; plan being developed
- Vision or plan embedded in policy; leaders and champions emerging
- Leadership, vision and plan clear to the general public; pressure for change
- Political consensus; public support; visible stakeholder engagement

If someone asked you to justify your rating here what would you say (please provide a few short sentences):

There are policy documents in place, the minister is prepared to speak on this matter. However the organisations who will implement have not fully adopted the approach and it is patchily represented in their plans

How confident are you of your rating?

Moderately confident

Who do you think could provide a more confident judgement?

XXX who leads on Change Mar

Questionnaire name: \*

ALEC DEMO

Update questionnaire



# Planning for Self-assessment Process

## 1. Identification of regional/local stakeholders

Outcome: XY experts

## 2. Self-assessment survey

Outcome: Stakeholders' perceptions on current state of art in integrated care

## 3. Data collection/data analysis

Outcome: Spider diagrams – weakness and strengths in integrated care

## 4. Stakeholder workshops

Outcome: Consensus on spider diagrams

## 5. Summary of results and feedback on the process

# A tool to assess the maturity of a healthcare system

*“The SCIROCCO tool is useful to drive discussions during brainstorming: sometimes in meetings it is easy to miss the focus”. It also provides a clear vision of the strengths and weaknesses of the regional context. If used properly, it is an extraordinary participatory policy tool.”*



*Giovanni Gorgoni  
CEO, Regional Strategic Agency  
for Health and Social Affairs  
(AReSS Puglia)*

*“The SCIROCCO tool could also be used in the validation of other regional policies, not just related to chronicity.”*

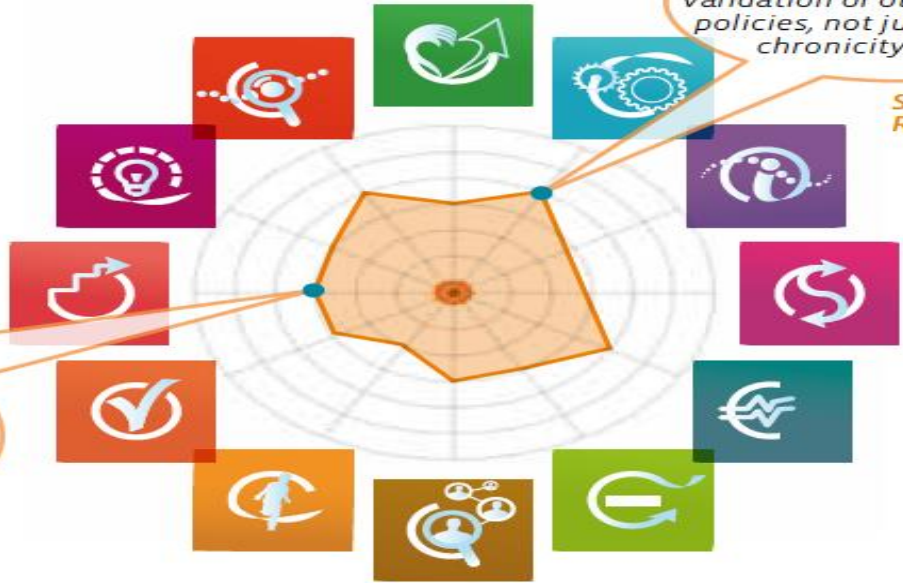
*Social Welfare  
Regional Manager*

**STRENGTHS**

**WEAKNESSES**

*Active Citizenship*

*“The SCIROCCO tool helps us to understand the level maturity of eHealth in our regions. It is also useful as it provides information on the different views of regional stakeholders and for the provider to better understand patient needs.”*



# A tool to assess the maturity requirements of good practices

## “Building Healthier & Happier Communities” – Scotland

*“SCIROCCO tool has already proven its worth. It has helped facilitate round table discussions on evaluating our understanding of good practice development and also prompted focussed discussion on our perception of progress toward achieving strategic objectives around health and social care integration.”*



*Ian Mathieson  
Coordinator,  
Health and Social Care*



# A tool to facilitate discussions & negotiations

## Experience of the Basque Country

Decision maker in the Basque Health Department



Hospital nurse



Social and health care co-ordinator



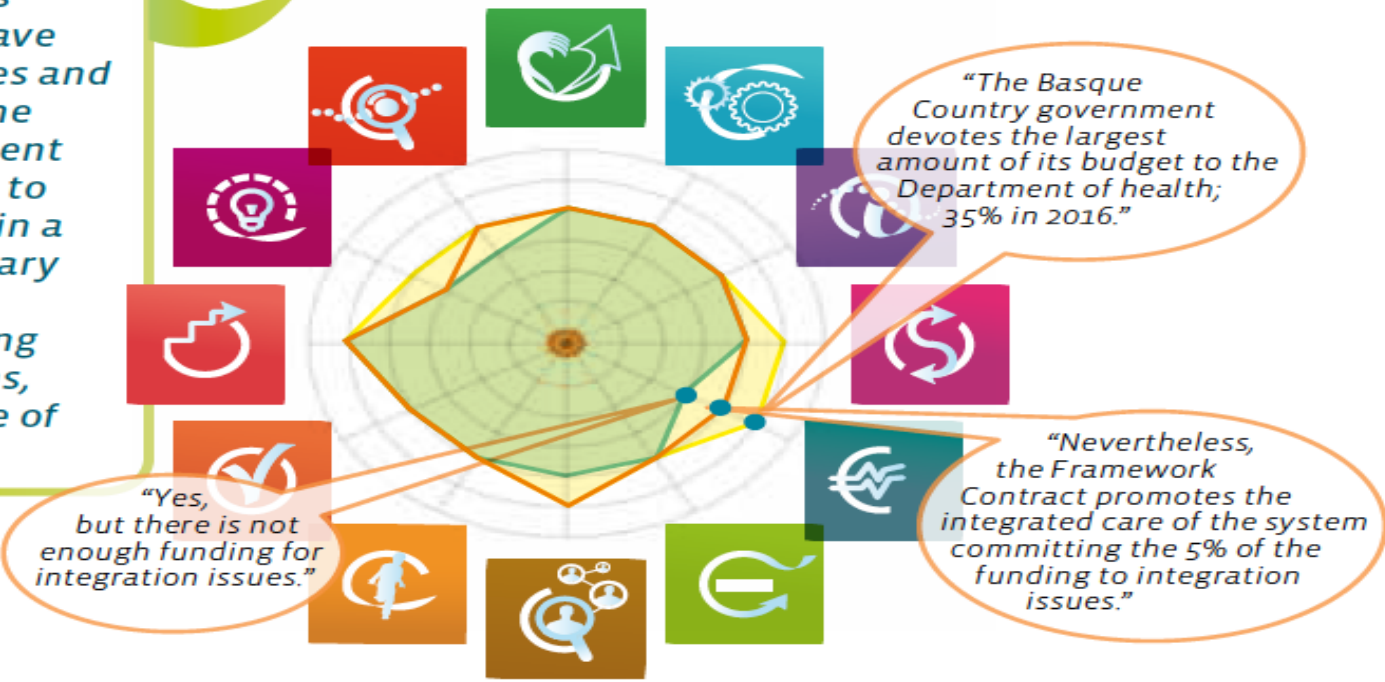


# BASQUE COUNTRY



Rosa González,  
Integration and chronicity  
service of the General  
Directorate of Osakidetza

*“Aiming for an integrated care system, Osakidetza has moved towards a new organizational and management model. This has meant a cultural change for Osakidetza’s professionals, whom have had to assume new roles and face new challenges. The SCIROCCO self-assessment process has allowed us to contrast opinions within a group of multidisciplinary colleagues, and review progresses in integrating health and care systems, making us better aware of where we are.”*



# Next steps: Comparing the regional context



**Twinning & Coaching**



# Capturing the experiences of stakeholders



# Final thoughts from our users....

- ▶ *“The SCIROCCO tool is an effective tool to analyse the state of the art of the context. It enables **easy and quick detection of** areas of improvement, **gaps, and strengths**. It is a great tool to drive and **facilitates multidisciplinary discussions**” – Puglia region, Italy*
- ▶ *“This is a very valuable tool, useful for all stakeholders to reveal weaknesses and **orientate efforts to the most effective collaborations**” – Attica region, Greece*
- ▶ *“A good way to reflect **“where we are”** and a good basis for structured discussion on **“where we want to be”** – Norrbotten region, Sweden*

# Final thoughts from our users....

- ▶ “This is **an easy to use model** that is understandable **to a broad spectrum of stakeholders** and beneficial for interregional and international comparison of integrated care” – Olomouc region, Czech Republic
- ▶ “The SCIROCCO tool gives a clear list of aspirational goals to aspire to, **has allowed systematic consideration** and could also be considered for assessment at a local level” – Scotland,UK

# SCIROCCO engagement & sustainability



European Innovation  
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- Flanders, Belgium
- Sofia, Bulgaria
- Region of Southern Denmark
- Gesundes Kinzigtal, Germany
- Saxony, Germany
- Attica, Greece
- Carinthia, Greece
- Iceland
- Campania, Italy
- Lombardy, Italy
- Kaunas, Lithuania
- Amadora, Spain
- Asturias, Spain
- Badalona, Spain
- Catalonia, Spain
- Extremadura, Spain
- Murcia, Spain
- Valencia, Spain
- Skane, Sweden
- Northern Ireland, UK
- Scotland, UK
- Wales, UK



**Want to try the SCIROCCO tool?**

**Please get in touch with us!!**

[www.scirocco.eu](http://www.scirocco.eu)

[Donna.henderson1@nhs.net](mailto:Donna.henderson1@nhs.net)



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