



# **USER EXPERIENCE: CREATING CONSENSUS ON THE MATURITY OF INTEGRATED HEALTH AND CARE SYSTEMS**

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# Basque Country's Health System

- ▶ Population: 2,17M
- ▶ Financed by taxes: 3.422M€ in 2016
- ▶ Universal Healthcare coverage
- ▶ Healthcare providers
  - Basque Public Health Service-Osakidetza
    - ▶ 13 Integrated Care Organisations
      - 14 Acute Hospitals, 313 Primary Care Centers
      - +30.000 Healthcare professionals
    - ▶ 2 Sub-acute Hospitals
    - ▶ 3 Mental Health Networks
  - Non for profit and Private health centres



# Integrated Care the Basque Country

- ▶ **Integrated Care Organisation (ICO)**
  - Synergies between different levels of care
  - More coordinated, more efficient and higher quality care
  
- ▶ **Integrated care is based on three pillars:**
  - **Integrated Governance**
    - Unified approach to the organization and provision of services
    - One locus of responsibility managing the care process
  - **Population approach**
    - ▶ Population Risk stratification
    - ▶ Responsibility for the health of the entire population of a given geographic area.
    - ▶ Coordination with social and public health actors.
  - **Culture and values**
    - ▶ Change from diverse Silos´ cultures to a common organizational culture
    - ▶ Shift to health related outcomes: bundled evaluation

# Integrated Care

Tools

Integration Tools:  
OSIs, care pathways,  
priority circuits

Social Health  
collaboration

Research and  
innovation

Mental  
health

Social Resources



H. Subacute

**PATIENT**



Health Care

Public Health



Primary Care

Third Sector

Prevention and  
Health Promotion



Other community  
workers: Education,  
industry,  
entrepreneurship,  
environment

Risk Stratification



InterRai

Funding and  
Procurement



OSASUN SAILA  
DEPARTAMENTO DE SALUD

# System maturity self-assessment

## 1. Identification of regional/local stakeholders

10 experts

## 2. Individual self-assessment

Meeting to introduce the project and the “Scirocco Tool”

## 3. Data collection/data analysis

10 spider diagrams

## 4. Stakeholder workshops

Consensus → Final spider diagram of the Basque Country

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

# Local Stakeholders

Multidisciplinary and multi-level group of 10 stakeholders:

- ▶ Insurance & Procurement unit's Technical
- ▶ Health & social care Coordinator
- ▶ Economic director of an ICO
- ▶ Director of integration of an ICO
- ▶ Deputy Director of Quality and Information Services of the General Directorate
- ▶ Integration and chronicity service's technical of the General Directorate
- ▶ Internal medicine service Manager
- ▶ Primary care unit Manager
- ▶ Primary care Nurse
- ▶ Hospital Nurse



# Outcomes of Individual self assessment

Insurance & Procurement unit's technical



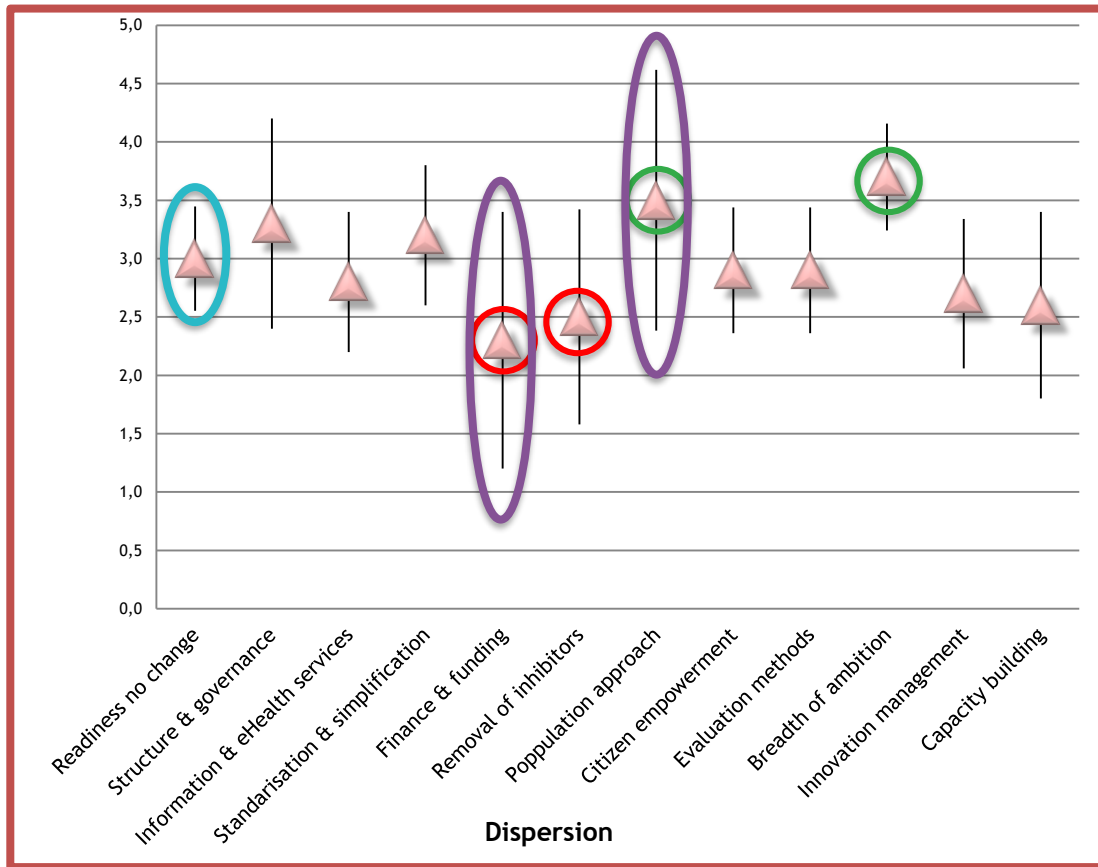
Director of Integration of an ICO



Health & social care Coordinator



# Outcomes of Individual self assessment



-  Highest mean values
-  Lowest mean values
-  Greatest variability
-  Lowest variability



# Outcomes of Individual self assessment

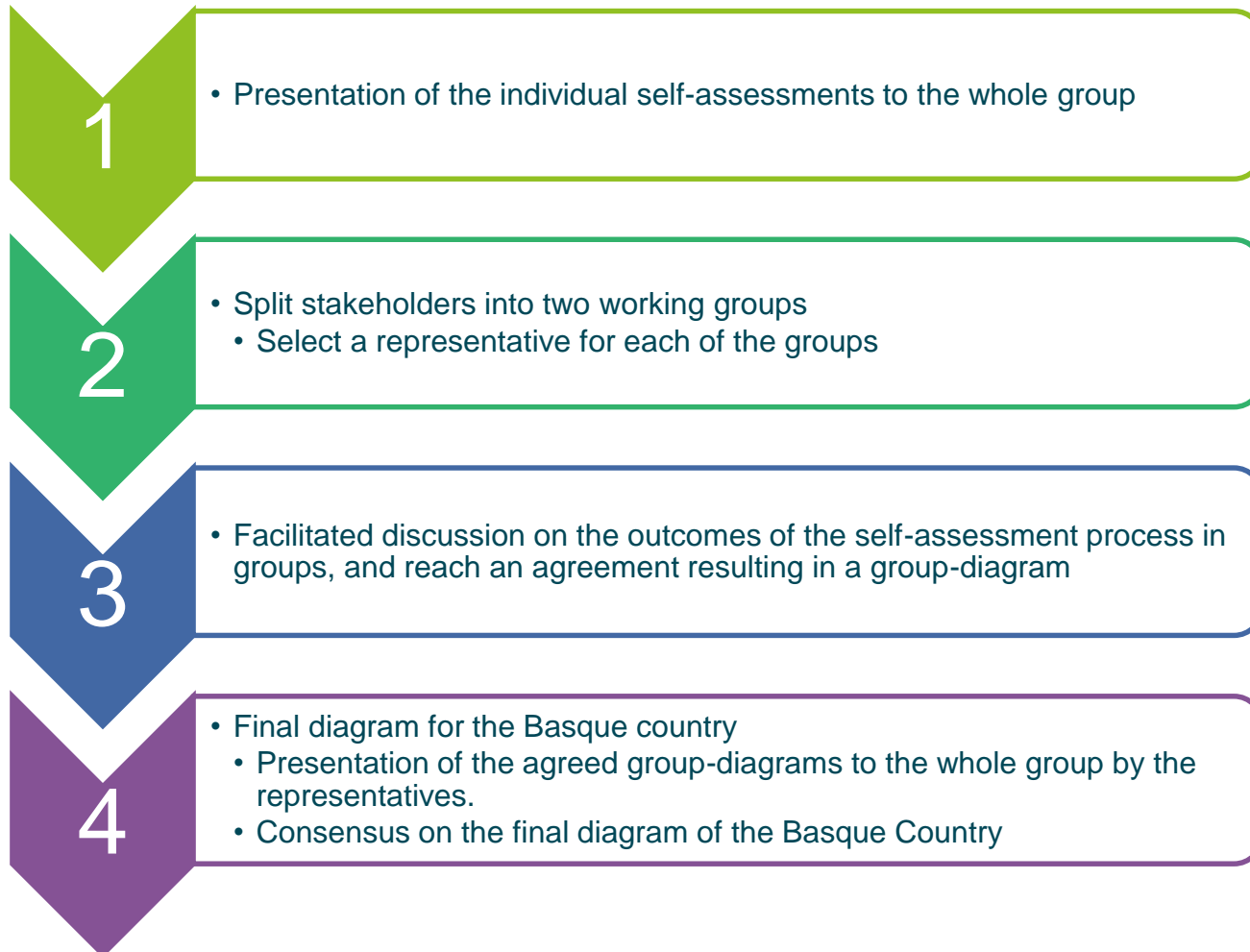
## Understanding variability

- The great variability in some dimensions can be explained by:

1. The **understanding** of what the dimension describes differs among the stakeholders
2. The **complexity** of the dimensions with differences in the weight given by the stakeholders to their various components
3. There is real **disagreement** between the stakeholder's perspectives

# Negotiation and Consensus Building

## Process



# Negotiation & Consensus Building

## Group 1



## Group 2



# Negotiation & Consensus Building

## Final Consensus



# Negotiation & Consensus Building

## Experience

- The spider diagram for the Basque Country is quite **homogeneous**
- **Not very difficult to agree on discrepancies in stakeholders' individual scoring**
- The outcomes provide very **harmonised approach to integrated care in the region**. The outcomes show that there is a progress towards integrated care in all of the dimension.
- **There are areas for improvement** e.g. participation and empowerment of the citizens and innovation management that needs to be further promoted.
- It is also necessary to create right environments between the different agents involved to **improve their collaboration**.

**THANK YOU!**