

INTEGRATING PROJECTS AND EXPERIENCES FOR INTEGRATING CARE

Francesco Marchet

16th June 2016

eHealth Congress Donostia – San Sebastian

OUTLINE

- **The Regional and Local Models of Health and Social Care**
- **The European engagement**
- **Why participate to EU initiatives?**
- **Bridges of Knowledge**
- **How to start with EU projects at local level**
- **The design and the implementation of projects**
- **How to organize the work**
- **After the project: scaling up and mainstreaming**
- **Integration at different level**
- **An example: the deployment of Carewell at local level**
- **Topics for discussion**

THE VENETO MODEL

23 Local Health and Social Authorities and 2 Hospital Trusts compose the Veneto Region's Social and Health Care System.

The Veneto's Model of Care has a long history of integration between health care and social care, in fact since 1992 the local branches of the Region in the field of care are called LOCAL HEALTH AND SOCIAL AUTHORITIES (ULSS).

The LHSAs manage both Hospitals and Districts, functional structures that manage primary and social cares, (GP, Nursing Homes, Home Nursing Services, Social Services...).

The Region and the LHSAs are supported by Arsenà.IT, Veneto's Research Centre for eHealth Innovation.

THE LOCAL HEALTH AUTHORITY NR.2 OF FELTRE

Placed in a mountainous area of 935 km², it serves 85.000 inhabitants. The 23% of the population is over 65 years old.

Secondary care through an Hospital (400 beds), an Hospice (7 beds) , a physical rehabilitation center (58 beds).

Primary care and social care through the Social and Health District (Home Care, Social Care, Country Hospital...) that coordinates also 56 GPs, 10 pediatricians, 24 pharmacies and 15 nursing and care homes (both public and private).



EUROPEAN ENGAGEMENT



2007

2010

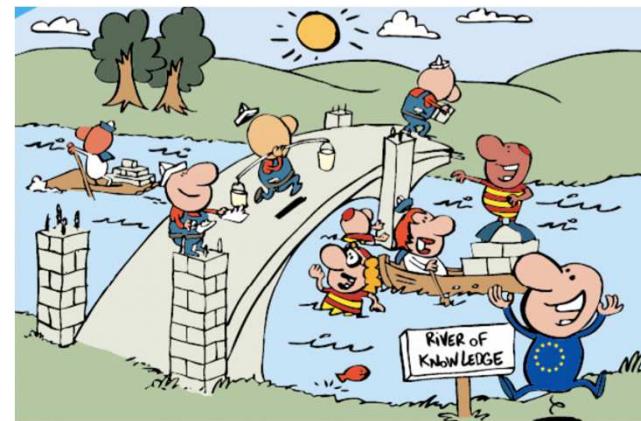
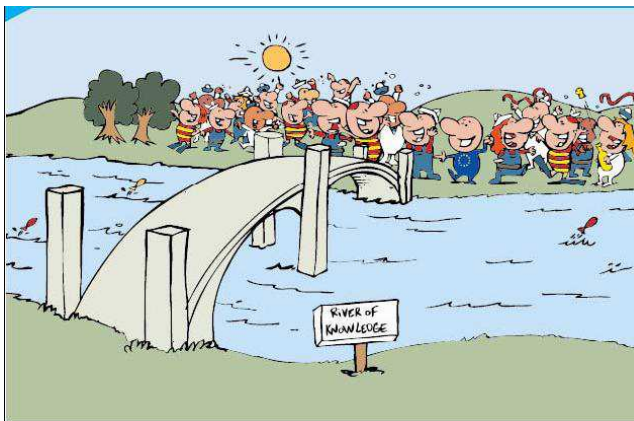
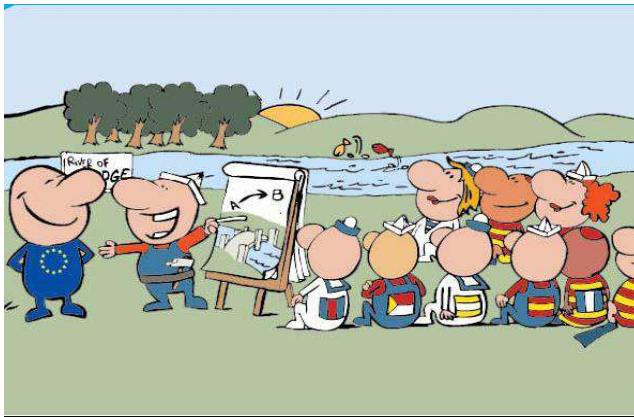
2012

2013

2016



WHY PARTICIPATE IN EU INITIATIVES?



WHY PARTICIPATE IN EU INITIATIVES?

EU initiatives play an crucial role for the development and the implementation of new services and the improvement of the healthcare system and delivery.

EU projects are an opportunity, a kick starter for enhancing innovation by promoting the exchange of knowledge and the sharing of experiences in order to find together new solutions to common issues.

Being a small organization is an opportunity to be a lab in which testing new solutions before scaling up in bigger systems.

HOW TO START WITH EU PROJECTS AT LOCAL LEVEL

Knowing which are the needs of the organization

Being aware of the strengths and the weakness of the organization

Being consistent with the strategy of your organization

Spotting the proper lines of development for the organization

Avoiding the binge participation to every possible project

THE DESIGN AND THE IMPLEMENTATION OF PROJECTS

In order to achieve the project objective is important to choose the right approach for reaching the most important local stakeholders that can make the project successful, using a bottom up approach.

Involving local stakeholders can be hard but it ensure to design a proper and fitting solution to their needs and it is crucial when dealing with innovation and change management.

Communication is one of the key elements for the steering a successful project.

HOW WE ORGANIZE THE WORK

Each project is assigned to one of the directors of the LHA.

The project is coordinated by the EU project management office composed by a project manager and an administrative manager.

The different heads of unit and the specialists are involved on the basis of each project (Primary Care, Secondary Care, Social Care, IT Department...)

The project management office is in charge of acting as a switch point between the EC, the Project Consortium and the local level stakeholder. Moreover it is in charge of liaising with external initiatives, organizations, etc...

AFTER THE PROJECT: SCALING UP AND MAINSTREAMING

In order to ensure the survival of the project after the project it is important:

- To design scalable and sustainable solutions
- To communicate and to disseminate at all level results (policy and decision makers, specialists and professionals, citizens)
- To align the project with the medium and the long term goal and the vision of the organization and the policy

MANAGING INTEGRATION AT DIFFERENT LEVELS

- Using a projects portfolio management approach for capitalizing and building upon different projects and initiatives, integrating not only EU but also the national, regional and local ones.
- Projects are also an opportunity for investing and integrating competencies and professionals, promoting the culture of the collaborative projects.
- Before integrating services, it's important to integrate projects, even in different stages, from design to full deployment

AN EXAMPLE: THE DEPLOYMENT OF CAREWELL AT LOCAL LEVEL

A project on integration between hospital and home care for multimorbid patients with complex needs.

- Focal subject of the regional health care plan 2012-2016
- Step forward in the integration between professionals
- Experiment for going beyond different information system and the segregation of information exploring also new functionalities reusable also within the Regional EHR
- Opportunity to enhance the use of the tool for the stratification of the population deployed since 2012-2013
- Building knowledge for innovating service delivery
- Exploring the use of Real World Evidence

TOPICS FOR DISCUSSION

- EU projects are an opportunity for catalyzing and kickstarting innovation and cooperation.
- Integration of services is a challenge that has to be addressed in several ways
- Use of big data and real world evidence offers unexplored opportunities for innovate the service delivery
- Building up experiences project by project and managing them as portfolio
- In order to integrate care and services it is fundamental to start to integrate projects and experiences: the results of combining different efforts gives back not only a bare sum of them...