

VII CONGRESO INTERNACIONAL
DEPENDENCIA Y CALIDAD DE VIDA
INTEGRACIÓN: DE MODELOS A RESULTADOS

VII CONGRÉS INTERNACIONAL
DEPENDÈNCIA I QUALITAT DE VIDA:
INTEGRACIÓ: DE MODELS A RESULTATS

29-30 Octubre 2019

BARCELONA



Professor Robin Miller, University of Birmingham / Co-Editor in Chief of International Journal of Integrated Care
Integrated Health systems in the United Kingdom

CON EL APOYO DE / AMB EL SUPORT DE:



PATROCINADOR PRINCIPAL:



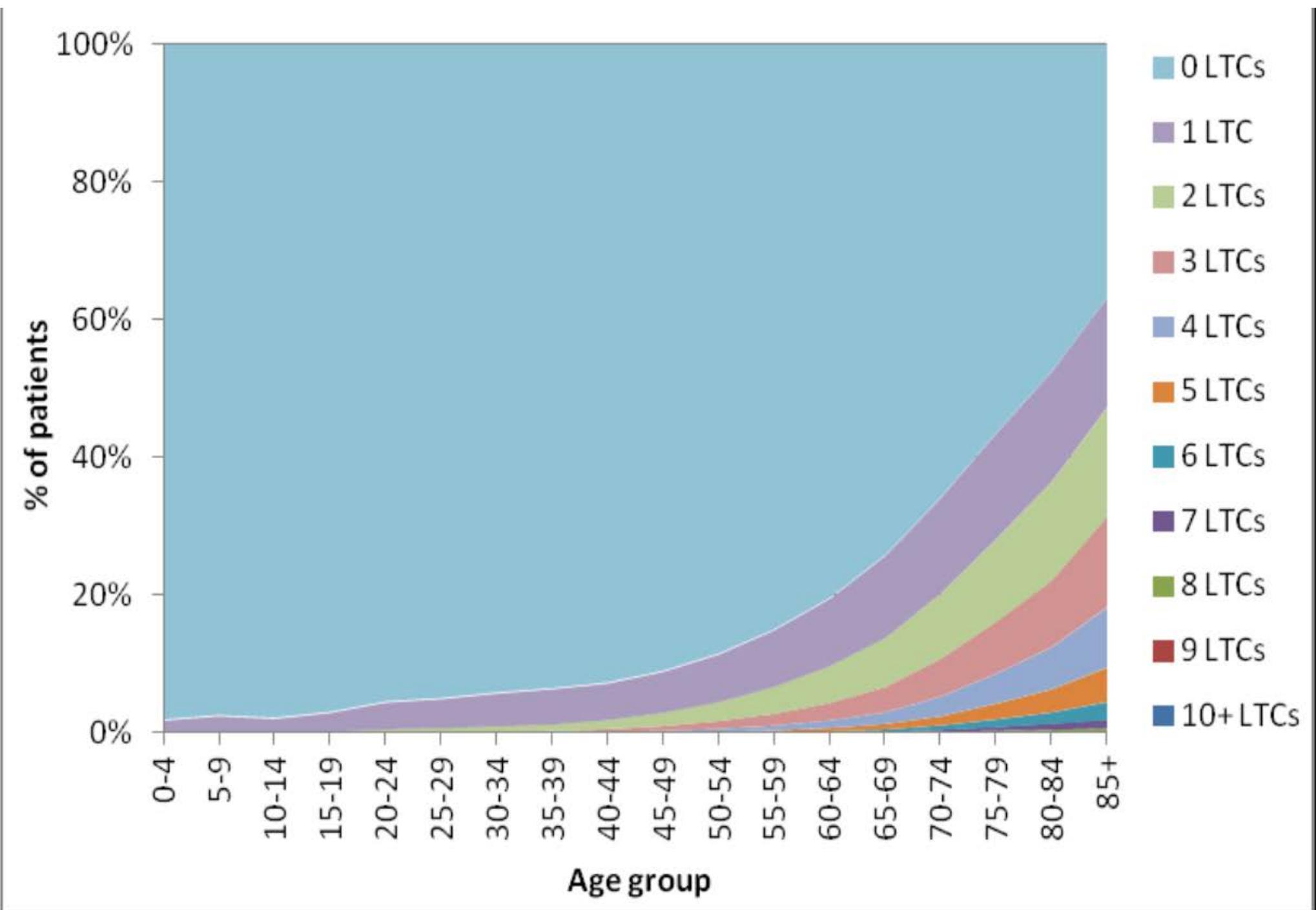
CON LA COLABORACIÓN DE / AMB LA COL-LABORACIÓ DE:





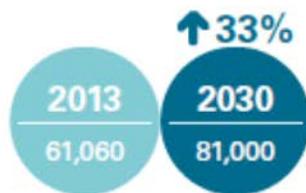
Four nations: but common problems







GP consultations



Homecare clients



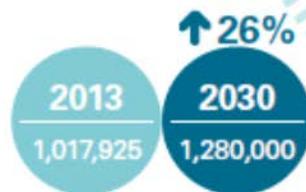
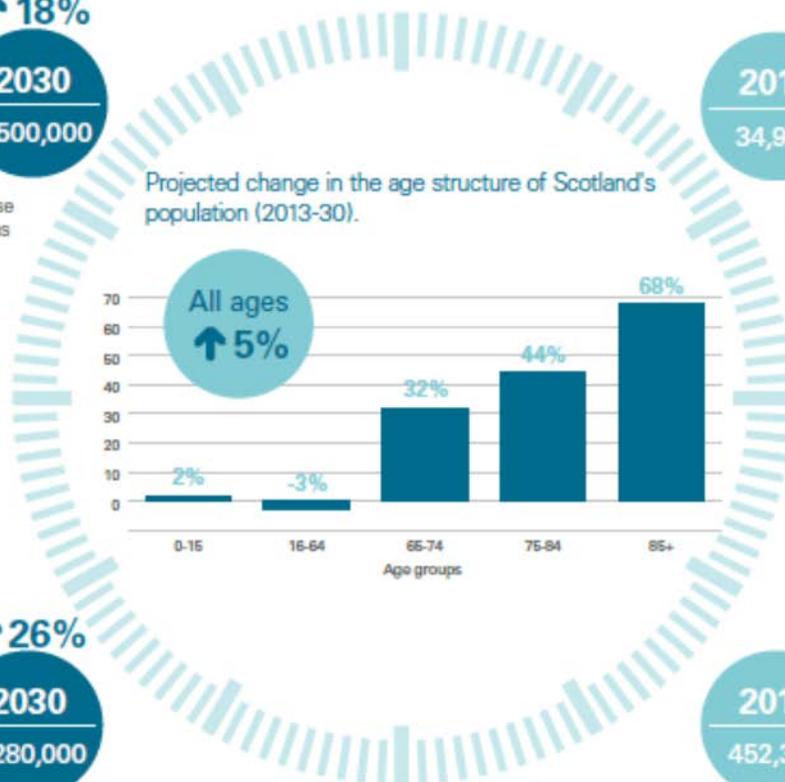
Homecare clients receiving 10+ hours of care per week



Practice nurse consultations



Long-stay care home residents



Acute emergency bed days from patients with 3+ admissions



Acute day cases



Emergency bed days



Acute emergency admissions



New outpatient appointments

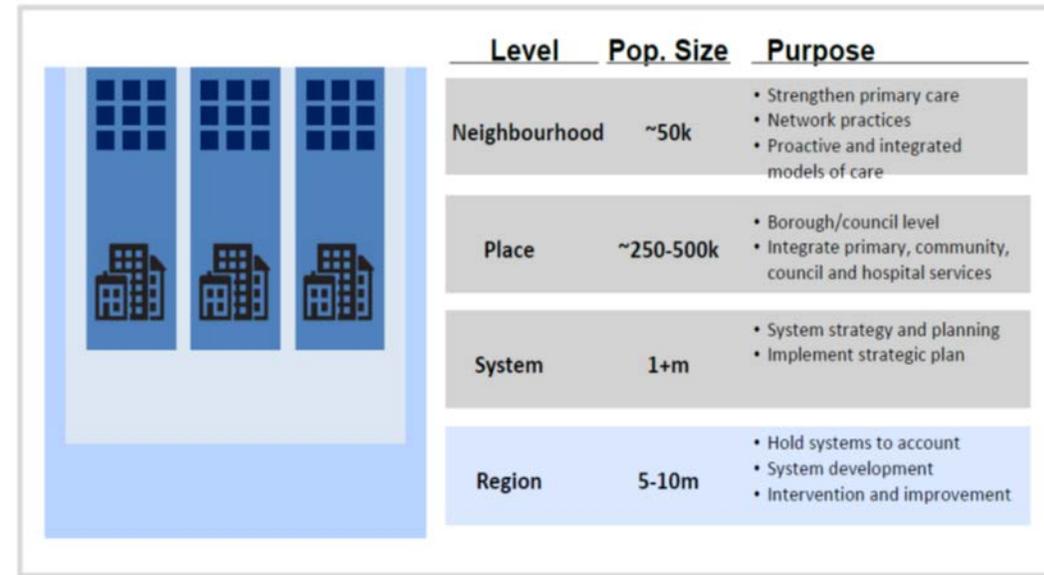
Health and Social Care Integration



Supporting people to live well and independently at home or in a homely setting in their community for as long as possible

www.scotland.gov.uk/HSCI
Follow us on twitter @scotgovHSCI

There's no ward like home



Four nations: a common vision

THE HEALTH AND CARE STRATEGY FOR POWYS 'AT A GLANCE'

WE ARE DEVELOPING A VISION OF THE FUTURE OF HEALTH AND CARE IN POWYS...

WE AIM TO DELIVER THIS VISION THROUGHOUT THE LIVES OF THE PEOPLE OF POWYS...

WE WILL SUPPORT PEOPLE TO IMPROVE THEIR HEALTH AND WELLBEING THROUGH...

OUR PRIORITIES AND ACTION WILL BE DRIVEN BY CLEAR PRINCIPLES...

THE FUTURE OF HEALTH AND CARE WILL IMPROVE THROUGH...

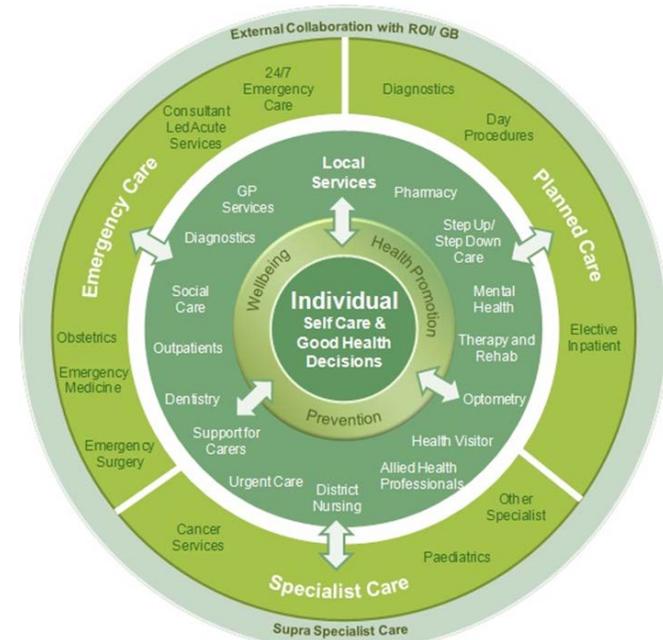
OUR FUTURE VISION
FOCUS ON THE QUALITIES + PEOPLE WITH GREATEST NEED
IMPROVE HEALTH AND WELLBEING
A LEADER IN INTEGRATED RURAL HEALTH AND CARE
To 2027 AND BEYOND

START WELL → **LIVE WELL** → **AGE WELL**

WELLBEING | **EARLY HELP AND SUPPORT** | **TACKLING THE 'BIG 4'** | **FULLY JOINED UP CARE**

DO WHAT MATTERS | **DO WHAT WE CAN** | **GREATEST GOOD** | **A MORE EQUAL POWYS** | **BE PROUD** | **PEOPLE'S EXPERIENCES**

WORKFORCE FUTURES | **INNOVATIVE ENVIRONMENTS** | **DIGITAL FIRST** | **TRANSFORMING IN PARTNERSHIP**



The Triple Aim



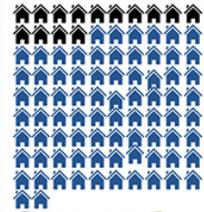
	Scotland	Northern Ireland	Wales	England
SYSTEM	National health & wellbeing outcomes Integration Authorities	Population based planning Integrated Care Partnerships	Regional Partnership Boards National Outcomes	Better Care Fund Integrated Care Systems
ORGANISATION	Lead Agency for delivery of health & social care	Joint health & social care trusts	Health Boards	Transfer of public health Mergers of NHS providers
PROFESSIONAL	Virtual Community Wards	MDTs in Primary Care Practice based pharmacists	Primary Care Clusters	Multi-Speciality Comm Providers Primary Care Networks

	Scotland	Northern Ireland	Wales	England
SERVICE	House of Care Lead professionals	Family Support Hubs Acute care at Home	Integrated Family Support Teams Integrated Autism Service	Integrated personal budgets Social Prescribing
NORMATIVE	Live longer healthier lives at home (or in homely setting)	New model of person centred care	Healthier & happier lives through whole system approach	I can plan my care....(National Voices)
FUNCTIONAL	Pooled budgets for social care & primary care Workforce Plan	Patient e-Portal Electronic Patient Record	National Transformation Fund	Pooling of Better Care Fund Health & Care Record Exemplars

Impact so far

Medicine Optimisation

14 Care Homes visited so far: 1,188 interventions



...of which 453 medicines stopped



...of which 70 linked to increase in falls



drug cost reductions £54,528 p.a. (£125/patient)

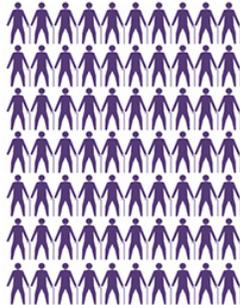


437 Patients reviewed



45 antipsychotics reviewed with GP

Early Intervention vehicle



71 patients seen by Early Intervention vehicle



78 telephone consultations by Interface Geriatrician

local area coordination network



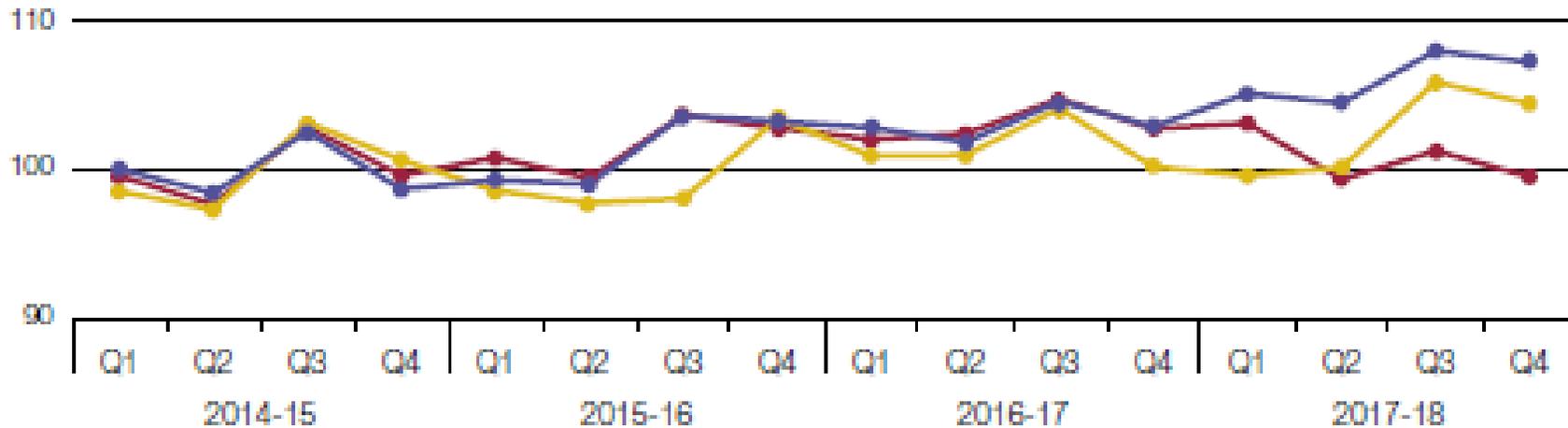
Successful approaches emerging...



Promising Signs

Integrated primary and acute care systems (PACs) and multi-speciality community providers (MCPs) vanguards versus non-vanguard areas

Index of emergency admissions²



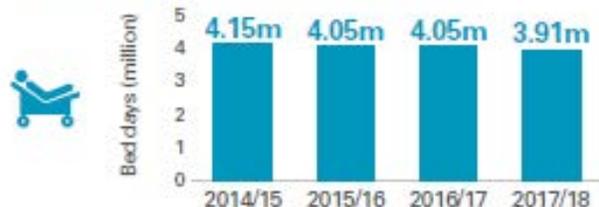
● MCP vanguards

● PAC vanguards

● Non-vanguards

Promising Signs

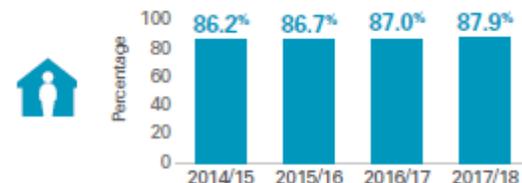
1. Acute unplanned bed days



Integration aims to reduce unplanned hospital activity

The number of acute unplanned bed days has reduced since 2014/15

5. End of life spent at home or in the community



Integration aims to support people with health and care needs in their own home or in a community setting, especially at the end of life.

A gradual increase in the percentage of people's time spent at home or in a homely setting at the end of their life

In 2017/18, local performance varied from 95.1% of people's time spent at home or in a homely setting at the end of their life in Shetland to 85.2% in East Renfrewshire

4. Delayed discharge bed days (for population aged 18+)



Reducing delays in discharging people from hospital has been a long-standing aim for health and care services. With rising demand, some areas have struggled with this. Due to changes in data collection, comparable data is only available for two years.

Delayed discharge rates have fallen since 2016/17

In 2017/18, local performance varied from 2.5% in Inverclyde to 26.5% in Eilean Siar delayed discharge bed days as a percentage of their population (18+)

6. Percentage of 75+ population in a community or institutional setting



Integration aims to shift the balance of care from an institutional setting to a community setting.

There has been a slight increase in the percentage of individuals aged over 75 who are living in a community setting. This is in line with the intentions of the Act.

But challenges remain..

“The Integrated Care Fund has helped to bring organisations together to plan and provide services....The fund has provided an impetus for partners to develop integrated services and to move to joint funding arrangements in the context of wider policy and legislation...[however] the overall impact of the fund in improving outcomes for service users remains unclear, with little evidence of successful projects yet being mainstreamed.” (Welsh Audit Office 2019)

“The HSC system continues to be under mounting pressure and the costs associated with maintaining existing models of service continue to increase at a pace which cannot be sustained within the budget available. There is a clear need for successful transformation of service delivery models...However the successful delivery of this vision will require new ways of working, including with partners outside of HSC Trusts.” (Northern Ireland Audit Office 2018)

What overall progress has been made?

“Integration Authorities (IAs) have started to introduce more collaborative ways of delivering services and have made improvements in several areas, including reducing unplanned hospital activity and delays in discharging people from hospital...Financial planning is not integrated, long term or focused on providing the best outcomes for people who need support...[making] it difficult for IAs to achieve meaningful change.” (Audit Scotland 2018)

“[Government] expectations of the rate of progress of integration are over-optimistic. Embedding new ways of working and developing trust and understanding between organisations and their leaders are vital to successful integration. This can take many years because the cultures and working practices in the health and local government sectors are very different.” (National Audit Office 2017)

Four nations: shared learning

Integrated care requires more than health & social care



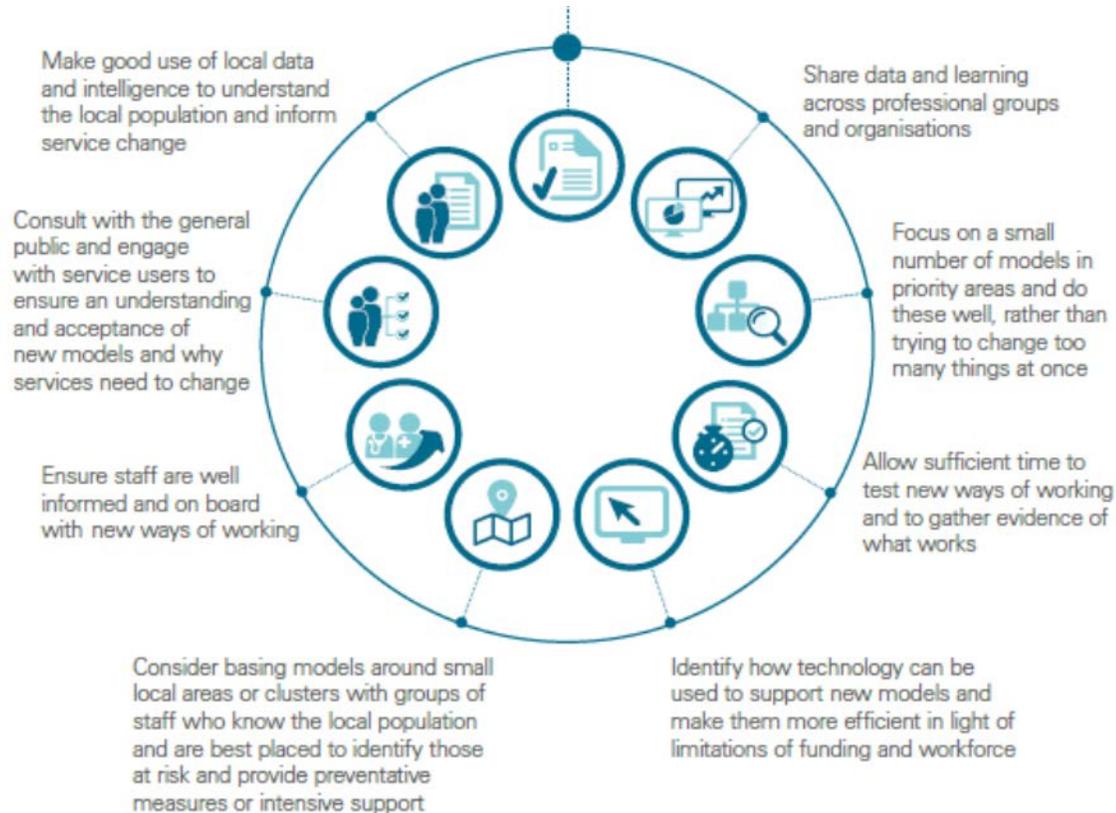
System factors are important...



...but integrated care needs professionals & managers who are competent (& committed)



A rigorous approach to 'transformation'



With sustained leadership



Influential leadership

- Clear and consistent message
- Presents a positive public image
- Ability to contribute towards local and national policy
- Shows an understanding of the value of services



Ability to empower others

- Encourages innovation from staff at all levels
- Non-hierarchical and open to working alongside others
- Respectful of other people's views and opinions
- Inspiring to others
- Creates trust
- Willing to work with others to overcome risks and challenges



Promotes awareness of IA's goals

- Confidence and belief in new technology to facilitate progress
- Facilitates planning of sustainable services
- Recruitment of staff to fit and contribute to a new culture
- Sets clear objectives and priorities for all
- Develops widespread belief in the aim of the integrated approach to health and social care



Engagement of service users

- People who use services feel able to contribute to change
- Ability to facilitate wide and meaningful engagement
- Open to and appreciative of ideas and innovation
- Ensures voices are heard at every level
- Transparent and inclusive



Continual development

- Encourage learning and development, including learning from mistakes
- Belief in training and understanding of who could benefit from it
- Encourage innovation, debate and discussion
- Driven to push for the highest quality possible

If we are going to make integrated care a reality for all...



- “My mum always used to worry about me because its not very nice been institutionalised in hospitals because you want to have your own life and your own freedom...the whole time I’ve been with BL my mum stopped worrying and basically I’ve got my confidence and independence back”. Hannah
- “There was a very strong emphasis on providing a service that was person-centred and tailored to the person's individual needs and wishes” CQC 2017



BEYOND LIMITS

Beyond the limits of conventional support

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