How do integrated care initiatives impact on consumer experience?

Petra Bywood, Lynsey Brown & Jodie Oliver-Baxter

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Fragmented care

- Services are hard to find
- GPs unaware of patients’ hospital visits
- Vulnerable populations miss out on services
- Conflicting advice for multimorbidity
- Lack of coordination across sectors

⇒ ⇒ ⇒ ⇒ Duplications / Gaps / Adverse Events

Patients want accessible, affordable, coordinated, integrated local health services
Method

- Literature review
  - Electronic databases, grey literature, websites, organisation publications

- Search Terms
  - Integration, integrated care (synonyms)

- Literature
  - Publicly available, last 5 years
  - Peer-reviewed articles, program papers, reports, government documents

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What do patients value most?

- Continuity of care, specific personnel, care teams
- After-hours access to care & advice
- Sensitivity to needs (cultural)
- Involvement in medical decision-making
- Links between health and social services
- Co-location of services (multidisciplinary)
Key mechanisms of integration

- Structural arrangements
- Shared vision
- Shared culture
- Funding models
- Common care processes
- Information-sharing platforms
- Tailored service delivery
- Governance structures
- Collaborative practice
- Effective communication & support
Australian examples of integrated care

- **Australian Comprehensive PHC** (Jackson et al. 2010)
  - Indigenous attendance increased
  - Increased glycaemic control

- **GP Super Clinics** (Consan Consulting 2012)
  - 83% patients attended because of access to wide range of providers
  - 66% patients reported staff coordinated all aspects of their care
  - Referrals, access, communication improved

Jackson et al. (2010) GPs with special interests impacting on complex diabetes care. AFP vol. 39
Challenges

• **Limitations of the research**
  - Lack of consensus/consistency
  - Inadequate *time* for follow-up

• **Barriers to integration**
  - Lack of *clarity in roles, responsibilities*
  - Lack of *engagement* with other sectors
  - Lack of *sustained funding* for integration
  - *Time-consuming* processes
Take-away messages

• It’s complicated!

• Better integration for patients means:
  • At local (micro) level: more attention to change processes, communication modalities and care pathways
  • At organisational (meso) level: tailored support for care providers, engagement across health and social care
  • At systems (macro) level: policies that enable organisations & providers to deliver integrated care