

# How do integrated care initiatives impact on consumer experience?

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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



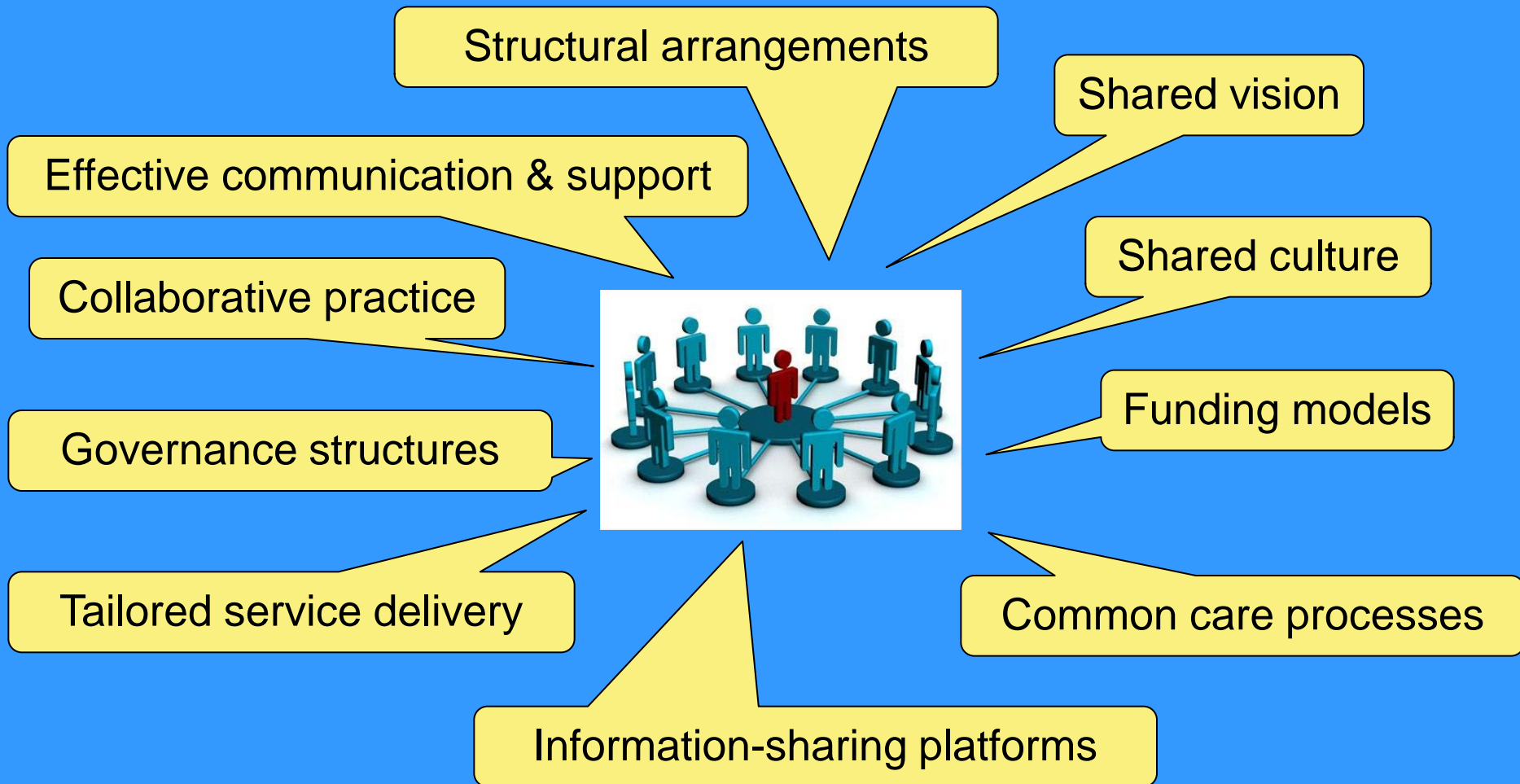
- **Literature review**
  - Electronic databases, grey literature, websites, organisation publications
- **Search Terms**
  - **Integration**, integrated care (synonyms)
- **Literature**
  - Publicly available, last 5 years
  - Peer-reviewed **articles**, **program papers**, **reports**, government documents

# 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



# 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*

*Consan Consulting (2012) Evaluation of the GP Super Clinics program 2007-2008. Canberra: Dept of Health and Ageing*

# 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

