Baking an Integration Cake:
Ingredients for fostering PHCOs’ capacity for integration

Dr Lynsey Brown, Dr Jodie Oliver-Baxter, & Dr Petra Bywood

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Primary Health Care Research & Information Service (PHCRIS)

‘PHCRIS helps people to find information, share knowledge, build capacity and exchange ideas about primary health care’

- Professor Ellen McIntyre OAM, Director
PHCRIS Resources

- **Acronyms**
  - Search our extensive acronym list containing over 1100 PHC acronyms

- **Journal Articles and Presentations**
  - Journal articles and presentations prepared and presented by PHC RIS staff

- **Events Diary**
  - PHC calendar of events from Australia and abroad

- **eBulletin**
  - Delivering primary health care news straight to your inbox

- **Fast Facts**
  - Information snapshots showing trends over time

- **Fact Sheets**
  - The guide for you on how-to! Information presented clearly and succinctly

- **Getting Started Guides**
  - Informative and skill-building guides to introduce and expand your knowledge

- **infoNet**
  - Publishing news items about and for primary health care

- **Policy Review**
  - Examining topical policy-relevant issues in primary health care

- **Search Filter**
  - Providing quick and easy access to the primary health care literature you need

- **Research Roundup**
  - Keeping you up-to-date with Australian primary health care research

- **ROAR**
  - Register of primary health care researchers, projects and funding
Fragmented care

- Services are hard to find
- 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
Integrated Primary Health Care

1. Australian policies to supported integrated care
2. International integration policies
3. Integration at meso/organisation level
4. Perceptions from Medicare Locals
5. Integration at the micro/service delivery level
Challenges

• Limitations of the research
  • Lack of consistency/consensus
  • 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 process
Baking a meso level integration cake

• **Follow the recipe**
  – Australian government policies

• **Engage the right chefs**
  – general practice, allied health, community services, acute sector

• **Source local ingredients**
  – community needs assessments
Key ingredients

- Engagement
- Partnerships
- Infrastructure
- Governance
- Information technology
- Financing

- Communication
- Data & evidence
- Shared goals
- Sustainability
- Regulation
- Tailored services
What kinds of ingredients do you use?
Lessons

• It’s complicated!
• Different combinations of ingredients applied in different contexts
• Better integration for patients:
  – Structure and resources to promote teamwork
  – Engagement across organisations and sectors
  – Communicating to achieve a shared vision
Contact Us

• www.phcris.org.au

• 1800 025 882

• phcris@flinders.edu.au

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