Collaborative approaches, new roles and workforce strategies for integrated service delivery

Plenary 2: Promoting workforce resilience: financing and integrated models

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Thinking in networks of care

Based on Bytyci et al. 2019

**Person in need of assistance (and family)**

- **Health services**
  - **National Institutes for health**
  - **Red Cross, NGOs**
  - **National institutions**
  - **NGOs, NPOs**
  - **Patients Rights Association**

- **Social services**
  - **Social services for the elderly**
  - **Services offered in case of housing**
  - **Home of the elderly**
  - **Food**
  - **clothing**
  - **Health care**
  - **Social treatment**
  - **Financial resources for basic needs**

- **Private providers**
  - **DM checks**
  - **Tests**
  - **Specialist consultation**
  - **Specialist services**

- **Pharmacies**
  - **Oral medication dispensation**
  - **Counselling and health literacy**
  - **Medication check**

- **Other health professions**
  - **Referrals for comorbidities**
  - **Physio, training, advice**

- **Hospital**
  - **Specialist consultation**
  - **Emergency services**
  - **Etc.**

- **Municipal services**
  - **Pensioners Association**

- **Volunteers, community**
  - **Red Cross, NGOs**

- **Recreation and community**

- **Primary care**
  - **Registration and data**
  - **Patient information and education**
  - **Visits (home and clinic)**
  - **Lab tests**
  - **Medication management**
  - **DM II related examinations**
  - **Referrals to other services**
  - **Emergency referrals**

- **Social treatment**
  - **Financial resources for basic needs**

- **Patient organisations**
  - **Advocacy work for patients rights**
  - **Info on right of access to services**

- **Based on Bytyci et al. 2019**
## New roles being introduced across sectors and organisations

- Community social/health workers
- Community pharmacists
- Case/care managers
- Care coordinators
- Lay partners and community advisory boards
- Care councils
- ...

## Competences needed from everyone

- People-centred Care
- Person and Community Advocacy
- Interdisciplinary Teamwork
- Effective Communication and trusted relationships
- Distributed/shared leadership and management
- Systemwide Evaluation and monitoring
- Continuous Learning

Integrated care necessitates a different way of working.
The biggest challenge – people hate change!

The Iceberg Model of Competencies

Technical competencies

Behavioural competencies

What we know and can do

Can be influenced directly through education and training

What we perceive and what motivates us

May be influenced indirectly through education and training and role models

Stein 2016, based on McClelland 1973
Healthy Homes and Neighbourhoods, Inner Sydney

Core concept

- Local Hubs
- Network Capacity Building
- Family Health Improvement
- Patchwork & Pathways to care
- GP Engagement
- Patient Reported Measures

Whole of family coordinated care

Core partners

- Education
- Juvenile Justice
- Health
- Substance Abuse
- Community services
- Housing
- Mental Health
- Legal
What do we need?

A paradigm shift across professions, systems and society to think and value health and wellbeing differently.

Use the new power of networks, communities and value-driven people and harness their ideas for changing cultures, organisations and systems.

Develop a workforce capable of delivering high-quality, people-centred and integrated care needs to be a priority on all levels.

Performance measurement and evaluation for integrated care.

Building trust and relationships across professions and organisations is of paramount importance to achieve our vision of a people-powered, integrated health and care system.