

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

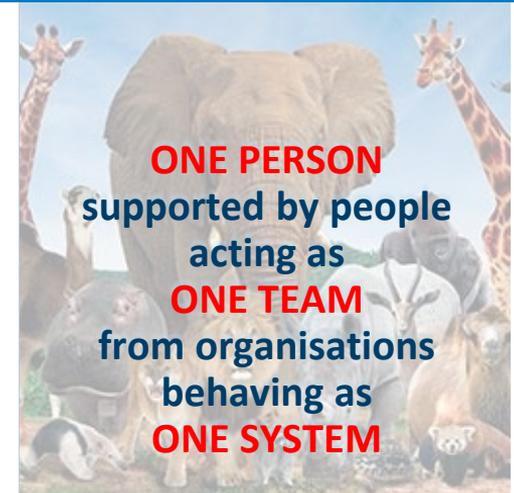
Plenary 2: Promoting workforce resilience: financing and integrated models

Ass. Prof. Dr. Viktoria Stein

Department for Public Health and Primary Care

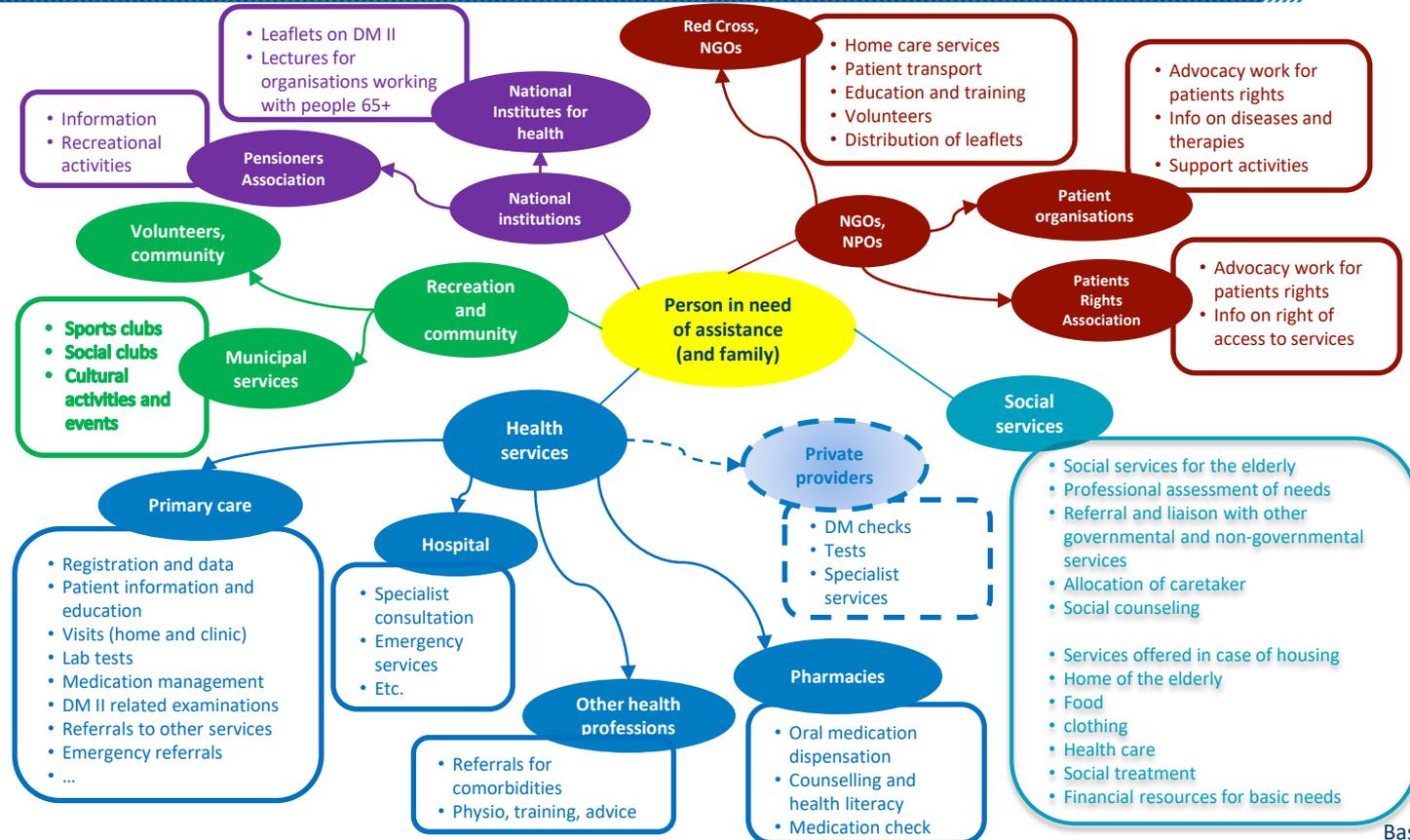
30TH EUROPEAN SOCIAL SERVICES CONFERENCE

HAMBURG 2022



Commission for the Provision of Quality Care in Scotland, 2015

Thinking in networks of care



Integrated care necessitates a different way of working

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

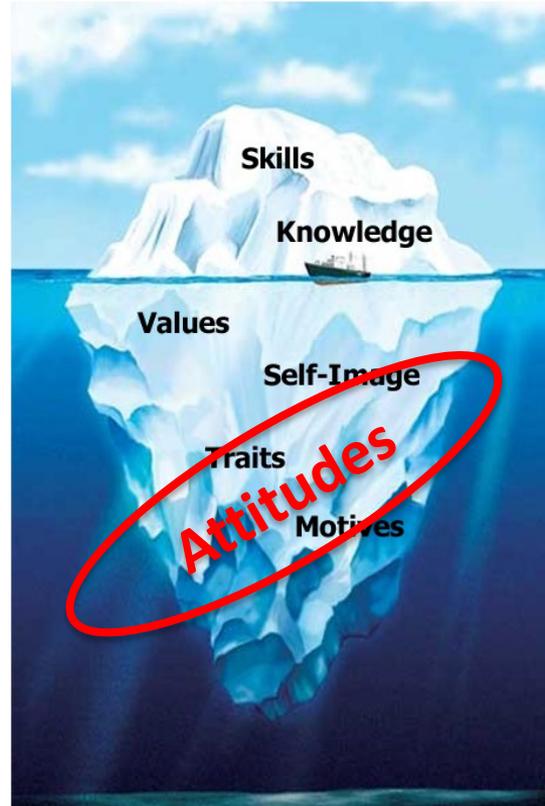
The biggest challenge – people hate change!



The Iceberg Model of Competencies

Technical
competencies

Behavioural
competencies



Can be influenced directly
through education and training

What we know and
can do

What we perceive and
what motivates us

May be influenced indirectly
through education and training
and role models

Healthy Homes and Neighbourhoods, Inner Sydney

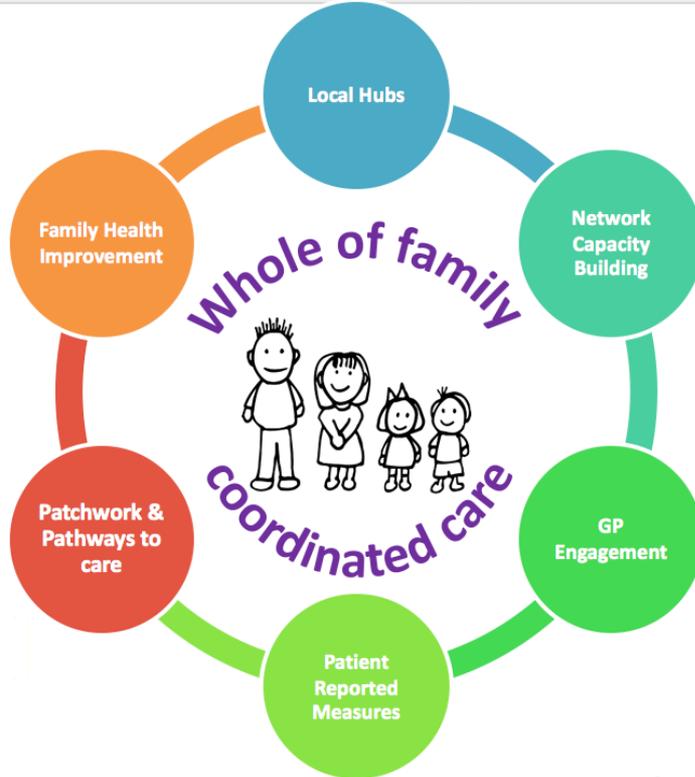


Health
Sydney
Local Health District

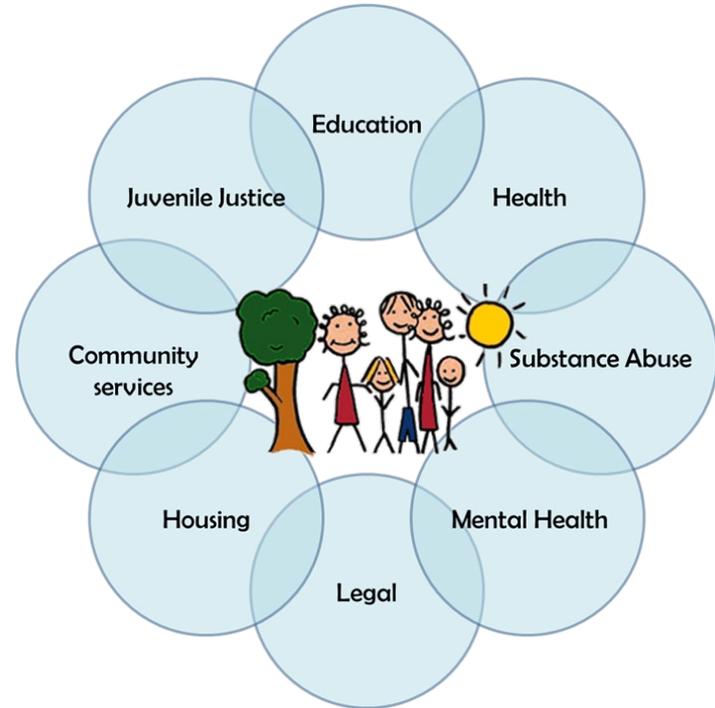


Healthy Homes
and neighbourhoods

Core concept



Core partners



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.