



ACI NSW Agency
for Clinical
Innovation

NADA Conference

Integrated Care

Chris Shipway
Director Primary Care and Chronic Services

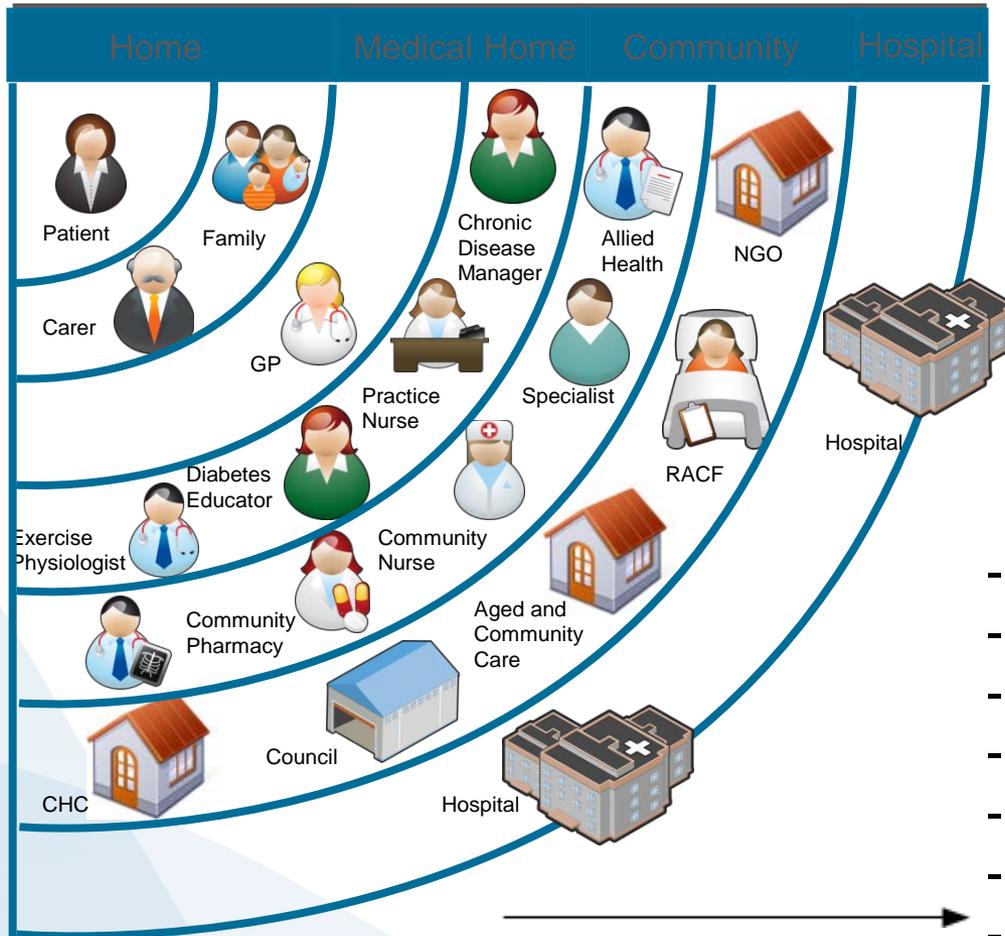
June 2016

What is Integrated Care?

- Integrated care involves the provision of seamless, effective and efficient care that reflects the whole of a person's health needs; from prevention through to end of life, across both physical and mental health, and in partnership with the individual, their carers and family.
- It requires greater focus on a person's needs, better communication and connectivity between health care providers in primary care, community and hospital settings, and better access to community-based services *close to home.*



Medical Home*



- Patient preference decreases
- Holistic/generalism decreases
- Relationship decreases
- Integration decreases
- Numbers decrease
- Multi-morbidity increases
- Cost increases

* Courtesy of Dr Tony Le...

Integrated partnership working

= Separate identities of the partners or agencies no longer as significant as the outcome.

Collaborative practice

= Longer term and more deliberate efforts of organisations and groups to undertake shared planning and take joint responsibility and with equal commitment, for joint activities and shared vision of the outcomes, with high level of trust and power sharing based on knowledge and expertise

Partners move up and down these levels and relationships intensify as there is movement from one level to the next

Coordination

Time-limited activities with some joint responsibility and shared outcomes that requires only enough trust to give and receive help from one another

Cooperation

Exchange of information; altering activities for a common purpose; joint working but marginal to organisational goals

Communication

Joint working but marginal to organisational goals. Frequent interactions and sharing of information as it applies to users whose needs cross boundaries; a nominated person is responsible for liaison.

Networking = A loose arrangement of contact (or encounter) for the purposes of information sharing; divergent organisational goals and perceived rivalry

Isolation = Agencies are separate from others with little or no communication

The Case for Integrated Care

...is reinforced by the need to develop whole-system working to address the demands arising from an ageing population and increases in the number of people with multiple long-term conditions.

Developing integrated care means overcoming barriers between primary and secondary care, physical and mental health, and health and social care to provide the right care at the right time in the right place.

Kings Fund (Scale and Pace)