
WORKSHOP ABSTRACT

Measuring What Matters

23rd International Conference on Integrated Care, Antwerp, Flanders, 22-24 May 2023

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1: IFIC Scotland, East Kilbride, United Kingdom

2: Parc Sanitari Pere Virgili, Barcelona, Catalonia, Spain

3: Metropolitana Nord, Barcelona, Catalonia, Spain

4: WHO European Office, Denmark

5: Vrije Universiteit Brussels, Brussels, Belgium

6: University of Oxford, Oxford, United Kingdom

7: Institut Català de la Salut and Department of Geriatrics, Hospital Universitari Germans Trias i Pujol in Badalona, Catalonia, Spain

This 90 minute workshop is a collaboration between IFICs Intermediate Care and Ageing and Frailty SIGs. It will provide practical insights into the challenge of evaluating new models of care across the dimensions of the Quadruple Aim.

The session will interest policy makers, researchers, advocates, patients, carers and professionals who plan, commission, fund, provide or evaluate anticipatory care or intermediate care for people with multimorbidity or frailty.

Anticipatory Care is a shift from reactive, fragmented, episodic care to proactive, personalised and coordinated team based care that starts with what matters to the individual and takes an enablement and strength based approach. Transitional and intermediate care are time-limited services that ensure continuity and quality of care, promote recovery, restore independence and confidence at the interface between home and acute services. Both models are best delivered by interdisciplinary teams where a single contact point optimises service access, communication and coordination. They are complex multi-dimensional interventions that often prove challenging to evaluate.

As more health and care systems implement these new models of care there is a need to understand and communicate the associated benefits for patients, carers, professionals, organisations and health and care systems. This session will enable the SIG members to identify and understand the range of tools and methods that they can apply in practice in order to measure what matters for individuals, professionals and systems.

Structure

Welcome and Scene setting - 15 minutes

Participants will hear short insights on evaluation work underway in Catalonia to evidence personal and system outcomes associated with implementing different Anticipatory Care and

Intermediate care models. Examples will describe using mixed methods and realist methodologies including recording of PROMS/ PREMS.

Facilitated world café style discussion in small groups - 60 minutes.

Table hosts will discuss specific tools or methods for evaluating the various components and outcomes of care: care coordination processes; patient and carergiver experience; care quality and safety; level of functional ability, activation and self management; team dynamics and wellbeing; cost avoidance; and use of logic models and contribution analysis to illustrate system impact.

Participants will rotate around tables to explore these methods and understand the added value from applying both quantitative and qualitative methods in evaluating anticipatory care and intermediate care service models.

Table facilitators will summarise the discussions and invite each new group to add insights and highlight tools and good practices relating to each methodology.

Wrap up – 15 minutes

Participants will be invited to vote on the most useful tools for the purpose of evaluating anticipatory and intermediate care services in their system. Knowledge gaps and key required actions will be identified.

The workshop outputs will prepare the SIG task and finish group researchers and practitioners to take the next steps - collating the most useful tools as an Evaluation Toolkit that can be applied by SIG members in practice.