



Integration of Care: Is Nirvana Possible?

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Overview

- Consumer experience
- Lost in translation
- Rethinking integration
- Integration nirvana



Fundamentals

- Engaging people in keeping healthy
- Shared decision making
- Supported self management
- Having a personal health or social care budget
- Involving families and carers
- Choosing a provider
- Taking part in research as part of your care and treatment
- Evaluating services through feedback



Integrated care

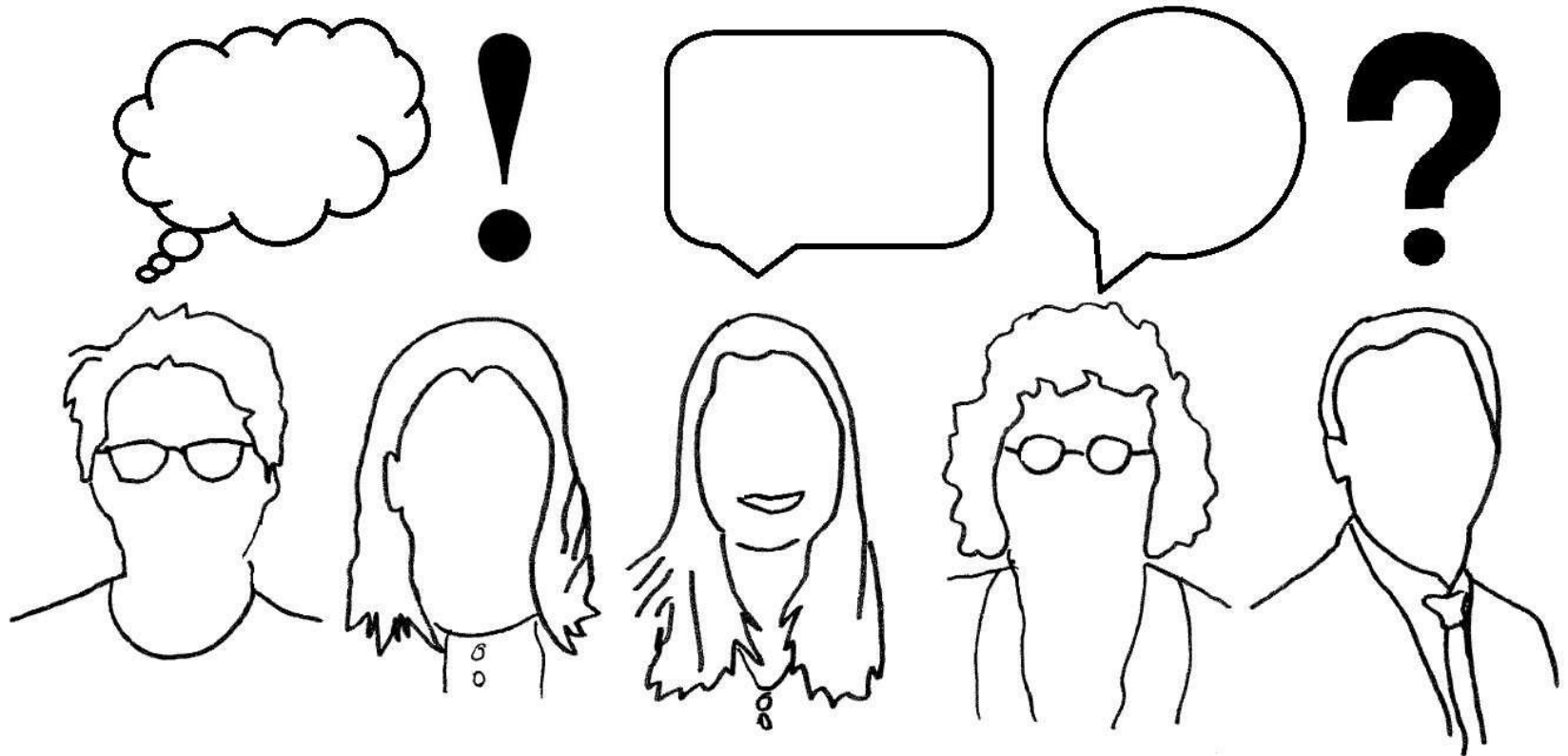
“.... the true meaning of integrated care remains elusive. It is the equivalent of the psychologist’s ink-blot test – meaning different things to different people – enthusing some, threatening others, bemusing many”

Nick Goodwin, former Senior Fellow, Health Policy Kings Fund



Consumers shaping health

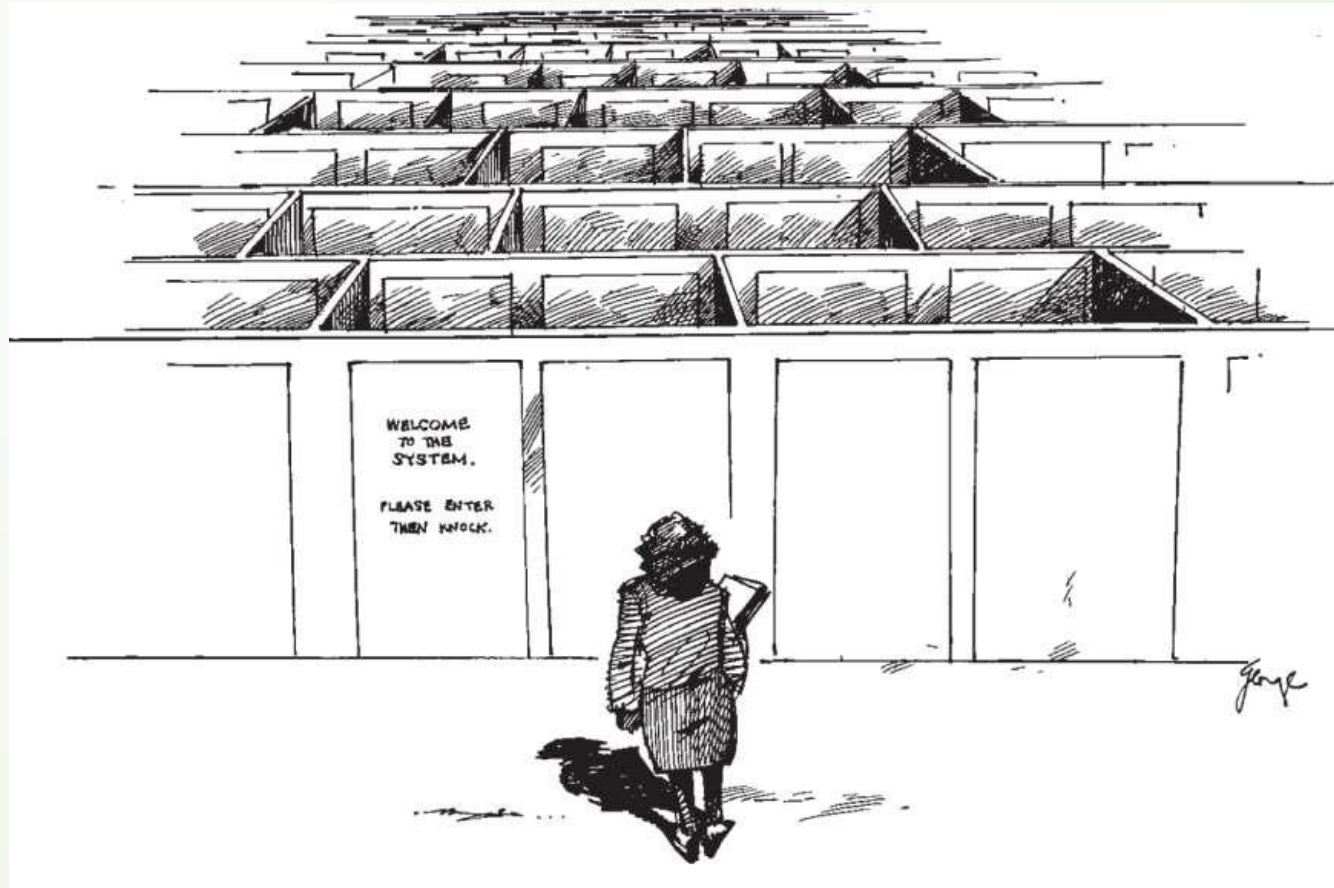
Different things, different people



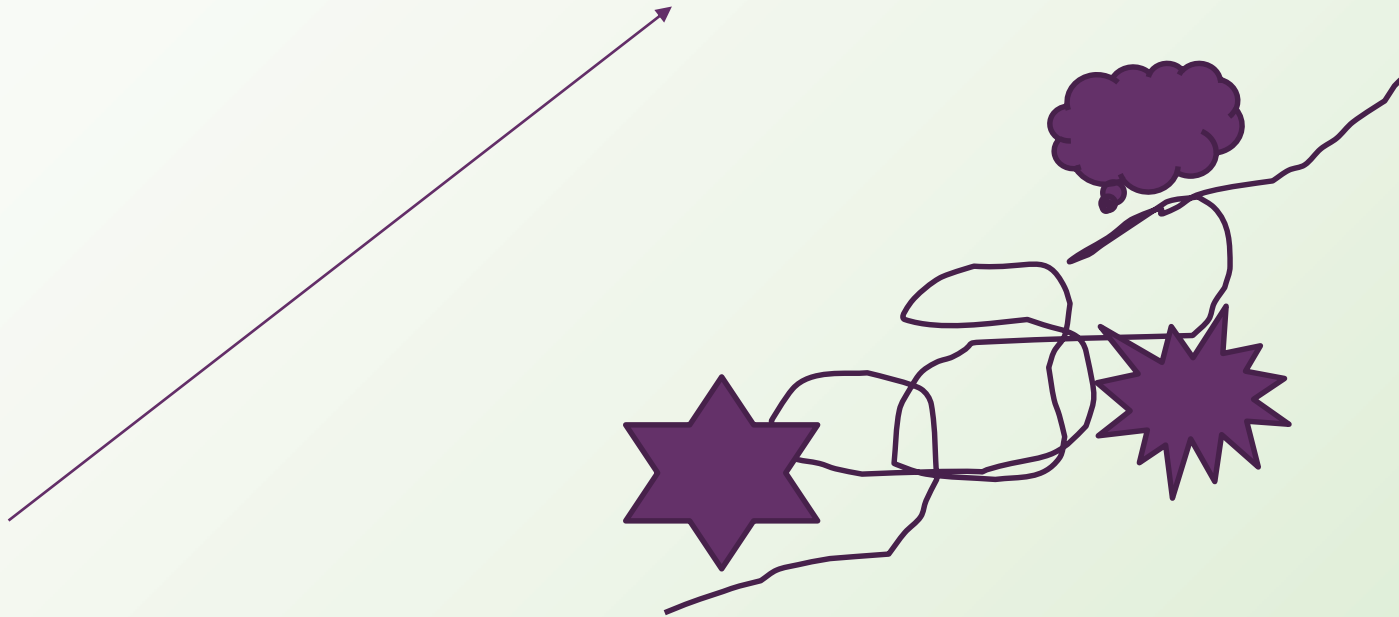
Consumer experience

- A fragmented system and providers working in
- isolation not as a team
- Uncoordinated care
- Difficulty finding services
- Service duplication, absent or delayed services
- Low uptake of eHealth and other health
- technology
- Access problems due to cost, transport,
- language, mobility and remoteness
- Feelings of disempowerment

Consumer experience



Lost in translation



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Lost in translation

- Organisational obstacles
- Systemic obstacles
- Public engagement failures
- Politics and policy

*Rethinking the integration agenda, Good Governance Institute,
UK, July 2013*

Lost in translation

What we say

Digital, *paperless*, accessible, efficient, simple, *world class*, personalised, human, *informed*, collaborative, *sustainable*, affordable, connected, provides better outcomes, puts the patient in control, *gives me what I want when I want it*



Translation



What consumers are saying

Make life easier and more convenient to me

Let me take ownership and empower me

Include and respect me in the relationship

Keep me informed

Enable transparent access to my information

Give me the best care you can

Reduce my costs



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Integration nirvana?

System element	From ->To
Paradigms of care	People rather than systems and providers must drive debate
Government	Joined up policy that is brave about promoting new place-based models of care
Local leadership	Devolved leadership that insists on new ways of working; clinical <i>and</i> patient leaders

Integration nirvana?

System element	From ->To
Economics	Aligned incentives and funding mechanisms “invest to save” schemes
Organisation	Resist structural change for its own sake Enhanced shared accountability as system stewards for local integration plans Performance judged on delivery of transformation with clear consequences for failure