



European Partnership for
Supervisory Organisations
in Health Services and Social Care

**Project plan
Working Group
INTEGRATED CARE**



Shared learning on the approach to regulating and inspecting the quality of integrated health and social care

Project oversight and governance	EPISO
Project sponsor	EPISO
Stakeholders	EPISO members International Foundation for Integrated Care
Chair working group	Heleen Buijze (Health Care Inspectorate, Netherlands)
Co-chairs working group	Janet Ortega (CQC, England) Kees Reedijk (Youth Inspectorate, Netherlands)
Working group	Vicky Poole (Care and Social Services Inspectorate, Wales) Helen Happer and Sally Shaw (Care Inspectorate, Scotland) Cynthia Deguara and Carmen Buttigieg (Department for Social Welfare Standards, Malta) Amanda Hutchinson (CQC, England)
Date	September 2017

1 Project plan

1.1 Context (why are we working on this issue)

People receive services from a range of different health and social care providers. It is important that they obtain and experience care in a coordinated way. This is called 'integrated care'. Integrated care is particularly important for people with complex needs and living in the community, for example those with co-morbidities, people with mental health needs, sick children or the elderly. They often receive health and social care from more than one provider and in multiple care settings. To make sure that health and social care services are sufficiently aligned, health and social care staff need to collaborate together. There is a growing awareness of the need for integrated services in an increasing number of European countries.

What does this mean for inspectorates or regulators¹ of health and social care? Looking at services in isolation may not accurately reflect how individuals experience the support they receive. Health and social care inspectorates and regulators are therefore facing a major challenge: not only do they need to look at the quality of services, but also at how these services work together to meet the needs of people using these services.

1.2 Background (where and how is the new working group being formed)

At the EPSO meeting in London on 23 April 2017, the EPSO members agreed to explore the possibility of establishing a working group on integrated care. EPSO members were invited by the EPSO secretary to express an interest in the new working group. A core group of three EPSO representatives (Janet Ortega (CQC, England), Kees Reedijk (Youth Inspectorate, Netherlands) and Heleen Buijze (Health Care Inspectorate, Netherlands) conducted interviews with interested EPSO members, namely Italy, Wales, Malta, Scotland, Sweden, Estonia and Norway.

The interviews indicated that, to a greater or lesser extent, integrated care is at present part of the health and social care delivery model in nearly all of the above countries. The approach of the inspectorates and regulators is changing in some of these countries, though not in all and the changes are still small. Only a few countries say they have 'hands-on' experience of regulating or inspecting integrated care. These are: Wales, Scotland, England and the Netherlands. Nevertheless, there is a great deal of interest in the topic of integrated care and most respondents were

¹ In this project plan we use both the terms regulation and inspection. Regulation can be defined as: "intentional intervention in the activities of a target population, where the intervention is typically direct – involving binding standard-setting, monitoring, and sanctioning – and exercised by public-sector actors on the economic activities of private-sector actors. Inspection can be defined as: "the activity of acquiring information and assessing whether intervention is needed to ensure that the official regulations applying to a particular type of institution or activity are obeyed." *What is regulation? An interdisciplinary concept analysis, Christel Koop and Martin Lodge, 2015*

convinced that this topic will become more and more important for European health and social care inspectorates and regulators.

As a result of the interviews, the core group has developed a project plan for the integrated care working group. The aim of the project plan is to enable shared learning on the approach to regulating and inspecting the quality of integrated health and social care.

The interviews also highlighted that it is important to realize that different definitions of 'integrated care' are being used. Some EPSO members use the term to indicate 'integrated inspections', which means that the health and social care regulators or inspectorates, for example, work together. Others use the term for monitoring collaboration between various health and social care services from the perspective of patients.

How do we define integrated care?

There are various definitions of integrated care. This diversity has been driven by the different purposes (all legitimate) that various stakeholders within care systems attribute to the term [1].

Often used is the WHO definition:

"Integrated care is a concept bringing together inputs, delivery, management and organization of services related to diagnosis, treatment, care, rehabilitation and health promotion. Integration is a means to improve services in relation to access, quality, user satisfaction and efficiency"[2].

This is a health system based definition which can be used in public administration.

Health and social care inspectorates and regulators are more likely to use a definition based on the perspective of the patient (person-centered coordinated care), like the definition the CQC uses:

'I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me'.

The EPSO working group will use this definition.

[1] *Understanding Integrated Care*, Nick Goodwin, October 2016

[2] *Trends in Integrated Care – Reflections on Conceptual Issues*. WHO, Copenhagen, 2002

1.3 Scope of the new working group

The scope of the new working group is on *regulating/inspecting the integrated provision of health and social care*.

This means that in scope are:

- The regulation/inspection of integrated services
- An integrated approach to regulation/inspection; working across regulators and inspectorates to regulate/inspect services
- Assessing the quality of care to people in a place/across service boundaries

Out of scope are:

- The development and provision of health and social care services

1.4 Collaborating partners

The working group will collaborate with:

- *The International Foundation of Integrated Care (IFIC)*

The International Foundation of Integrated Care (IFIC) is: *'a not-for-profit educational membership-based network that crosses organisational and professional boundaries to bring people together to advance the science, knowledge and adoption of integrated care policy and practice.*

The Foundation's goal is to provide a unique forum to bring these various perspectives together with the ultimate aim of improving the experience of care for patients, their families and communities, while improving the overall effectiveness of health and care systems'. (<https://integratedcarefoundation.org>)

Nick Goodwin (CEO, IFIC) is convinced that regulators and inspectorates play a role in supporting the aim of adopting integrated care policy and practice. For this reason IFIC will support the EPSO working group with their knowledge of integrated care, their international network and their facilities, like the special interest groups on their website.

The EPSO working group and IFIC will work together if possible and feasible. The main topic of interest is understanding the key building blocks for integrated care in order to define the building blocks for regulating/inspecting integrated health and social care. Nick Goodwin will provide the working group access to IFIC's current knowledge and expertise.

- *Andrew Terris*

Andrew Terris is a consultant of Dotjoiner and a partner of EPSO in various projects. He works for IFIC on benchmarking integration of care in different countries. He is developing tools for measuring integrated care, independent of the health care policy or system in a country. These tools could also be used by countries for self-assessment, to see where they stand. Andrew Terris will be the link between the EPSO working group and IFIC.

- *Richard Hamblin*

Richard Hamblin is Director of Quality Evaluation at the Health Quality and Safety Commission in New Zealand. As a former head of intelligence at the CQC, he is an expert on the work of inspectorates and regulators and he knows the pitfalls of quality evaluation and data analysis. Richard Hamblin will follow the working group closely and will give feedback.

1.5 Desired outputs and criteria for success

The desired output of the working group comprises three concrete results:

1. Literature review

The CQC is prepared to conduct a literature review on the regulation and/or inspection of integrated health and social care. This literature review aims to provide the working group with a broad perspective of what already has been done in this field and may uncover unknown practices.

2. Publication

The primary aim of the new working group is sharing knowledge, experiences and approaches among EPSO members to help improve regulating/inspecting practice in member states. The working group will look for *good practices, solutions and lessons learned*.

Based on these good practices and experiences, the working group will design and where necessary and feasible specify the *building blocks for regulating/inspecting integrated health and social care* together with IFIC. These building blocks can be used for constructing an integrated framework and integrated standards and could include topics and issues like:

- Start with data analysis;
- Look at integrated care and quality from a client perspective;
- Pay attention to the role and strengths of informal care givers;
- Work together for integrated regulation/inspection;
- Present the findings and address the recommendations;
- Find strategies to realise improvement.

Currently, only a limited number of EPSO members have 'hands-on' experience of regulating or inspecting integrated health and social care. The EPSO members who don't have experience yet, expect they will or might be acquiring this in the next few years. To this end the working group will produce a publication accessible to all EPSO members about regulating/inspecting the integrated provision of health and social care.

3. International forum

The working group and IFIC will explore the option of a forum of inspectors and regulators of health and social care on the IFIC website to anchor the role of inspectorates and regulators in integrated care.

1.6 Who will be participating in the new working group

The following countries have already agreed on participating in the new working group: Wales, Malta, Scotland, England and the Netherlands. Other EPSO members with experience of regulating/inspecting integrated health and social care are welcome to join.

The core group is prepared to chair the working group until the EPSO conference in Bulgaria in September 2018.

1.7 Reaching milestones

Given the overall outcomes of the interviews with the EPSO members, the preferred meetings of the working group will be a series of Skype meetings. These Skype meetings will take up a maximum of half a day each meeting and will be held in October, November, January, February and June.

The agenda of a typical Skype meeting will cover items such as:

- What are the integrated care issues that come up in your country?
- What are good examples that we can use in the publication?
- What can we present in The Hague in April 2018?

At the April 2018 EPSO conference in The Hague the working group will schedule a whole day meeting and will present different examples of regulating/inspecting the provision of integrated health and social care. At the September 2018 EPSO conference in Bulgaria the working group will present the publication. At this conference the core group will hand over the role of chair of the working group.

Time schedule for the working group:

<u>Month</u>	Sept. 2017	Oct. 2017	Nov. 2017	Jan. 2018	Febr. 2018	April 2018	June 2018	Sept. 2018
<u>Milestones</u>								
EPSO conference in Iceland: agreement on project plan								
1st working group Skype meeting								
2nd working group Skype meeting								
Literature review available								
3rd working group Skype meeting								
Building blocks of regulating/inspecting integrated care available								
4th working group Skype meeting								
EPSO conference in The Hague: whole day meeting, presentations by the working group members								
5th working group Skype meeting: draft publication, forum on IFIC-website								
EPSO conference in Bulgaria: presentation of the publication, core group hands over the role of chair.								

