

## B3 Maturity model: Readiness for integrated care

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**B3 WEBINAR ON MATURITY MODEL**  
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# Proposal from IBM (B3 Member) – November 2013

ICT to support integrated care is being adopted at different rates and in diverse ways across regions of Europe

- What actions have the more progressive regions taking in order to be successful?
- What can we learn from these pioneers about how to overcome barriers and accelerate results?
- Can these lessons be structured into a conceptual ‘maturity model’ that could help aspiring regions to speed their own adoption

# Objectives and Method

- Assess how eHealth programmes & assets have been developed by European regions to support integrated care and service innovation
- Extract common themes to build a 'maturity model' to help other regions
- Qualitative assessment based on interviews and desk research
- Interviews with 12 regions involved in EIP AHA (Feb 2014 – April 2015)
- Phase 1 - Athens, Basque, Catalonia, Galicia, N Ireland, Saxony
- Phase 2 - Medical Delta, Olomouc, Puglia, Scotland, Skane, South Denmark

# Questions asked during the interview process

Structured face-to-face interview in 3 parts:

- Current Situation

“Which systems and services are in productive use?”

- Retrospective

“Describe the journey that you have taken to get to this point”

- Prospective

“What do you plan to do next?”

# Some general observations

- Purpose and objectives of integrated care
- Demographic challenges (ageing, chronicity, frailty) accelerating change
- Objective is more *appropriate* use of care services, not just cost savings
- Mostly vertical integration so far (primary/community/acute)

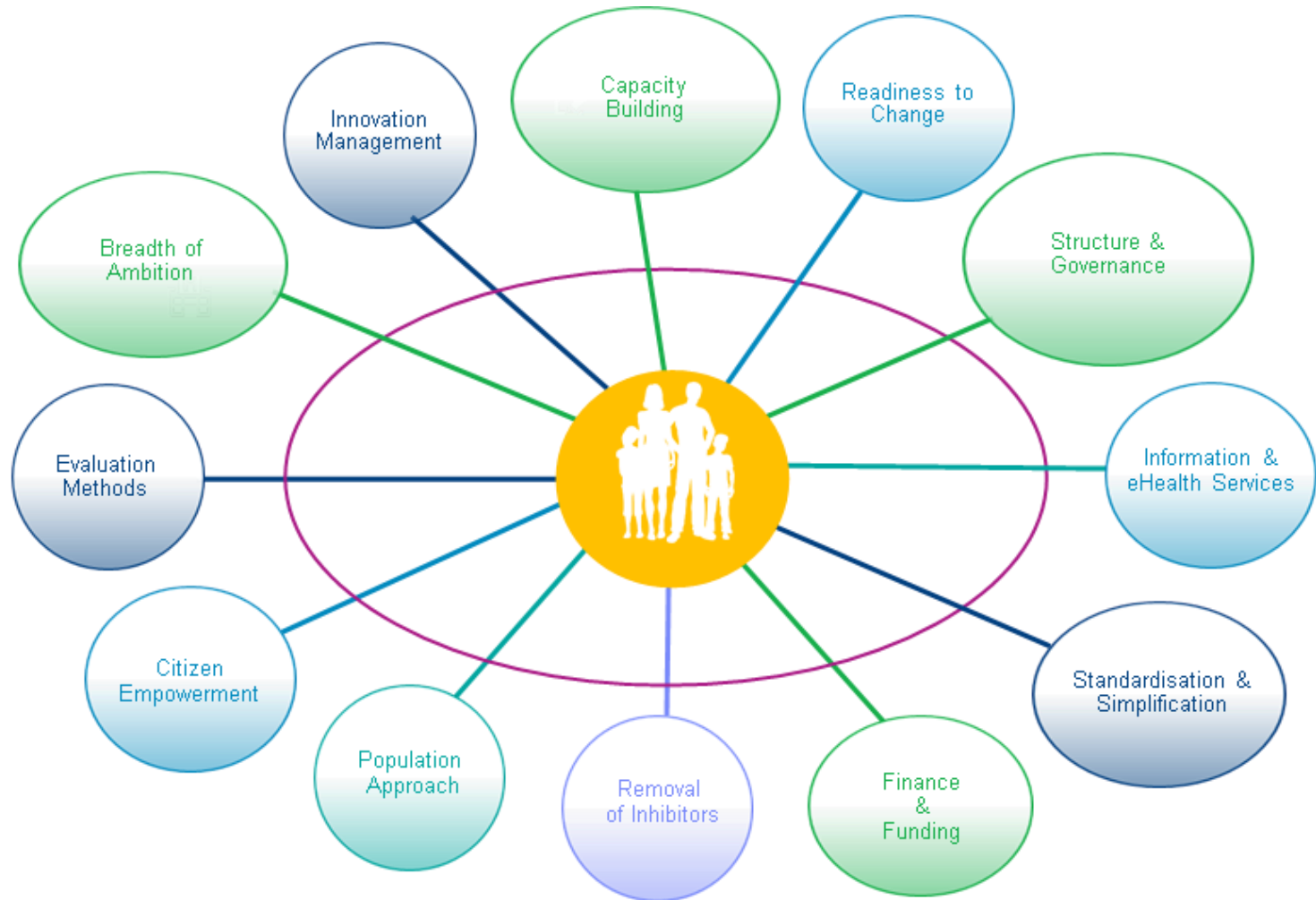
# Some general observations

- Use of eHealth services for integrated care
- ICT is highly customised to local conditions, so limited diffusion
- Attempts being made to reduce number of systems and standardise...
- ...whilst 'bottom up' innovation and local adaptations are encouraged
- Capabilities have taken years to build – Patient ID, HIE, EHR, portals

# Some general observations

- Sharing experience and funding challenges
- Cross-regional cooperation (visits, ideas, MoU's) increasingly important
- External funding helps innovation, but sustained investment is needed

# Dimensions of B3 Maturity Model







Thank you for your attention!

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EIP on AHA Website <http://ec.europa.eu/active-healthy-ageing>

