



MATURITY MODEL FOR SCALING UP Self-assessment exercise from Puglia Region

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**WEBINAR ON B3 MATURITY MODEL
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Integrated care in Puglia Region

Background



**Southern
Italy**

- 4,1 millions population
- 18% over 65 yy
- 49 Primary care health Districts
- 6 local health authorities (ASL)
- 39 public hospitals
- 2 Hospital trusts
- 2 Research Hospitals
- 3000 patients involved in integrated Care program



1. In Puglia an integrated approach to patients with complex needs exists since 2012 (Care Program)
2. Gps and Care Managers are involved in powering electronic health record (EHR) and using it for interconsultations
3. Care Manager has an important role in pathway coordination and support patients empowerment
4. ICT tools are available to support integrated approach (Care program software – Regional health information system)

The New Healthcare Model to foster Healthy Ageing

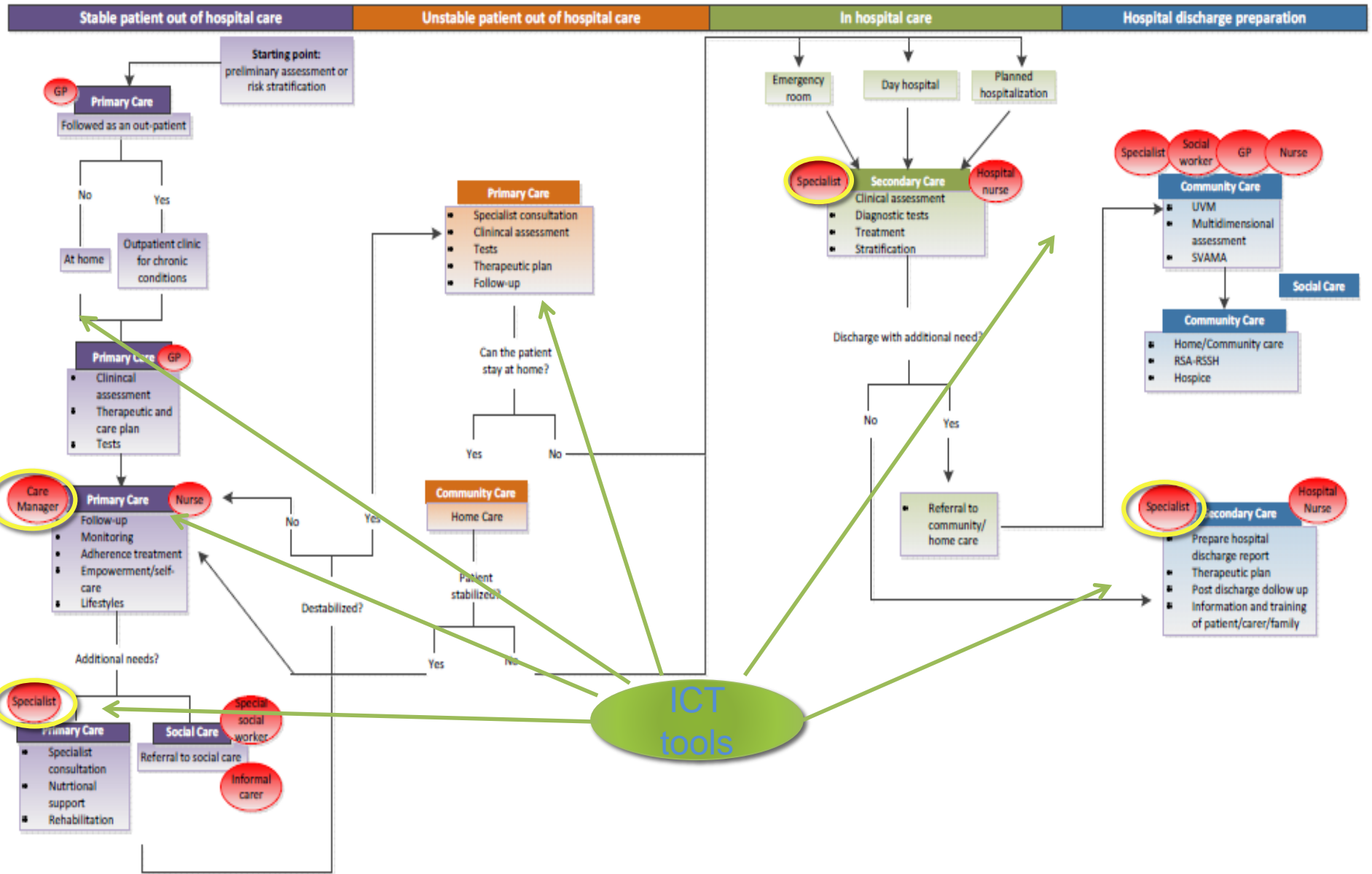
The pillars:

- **Leverage on new organisation in group practices of general practitioners (GPs)**
- **Leverage on the trust between GPs and patients**
- **Accurate design of clinical pathways for each disease problem**
- **Definition of individualised care plan**
- **Engagement of GP- Care Manager (CM) - specialists - patient**
- **Support GPs and patients with well-trained care managers coaching patients during their disease pathway**
- **Empower patients and keep them focused on the target of the healthcare plan**
- **Introducing ICT tools for remote monitoring**

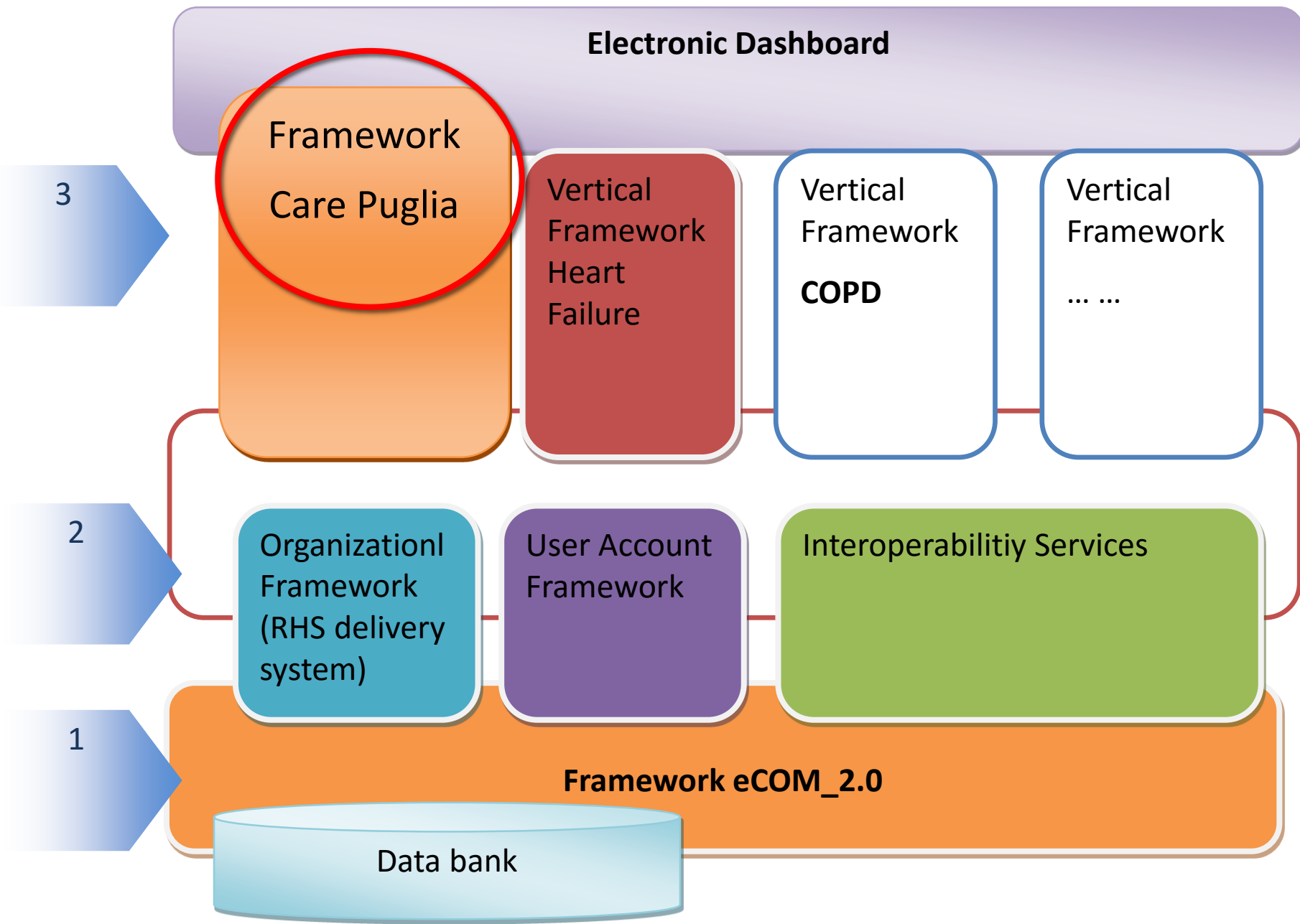
Complexity of Puglia Region Territory

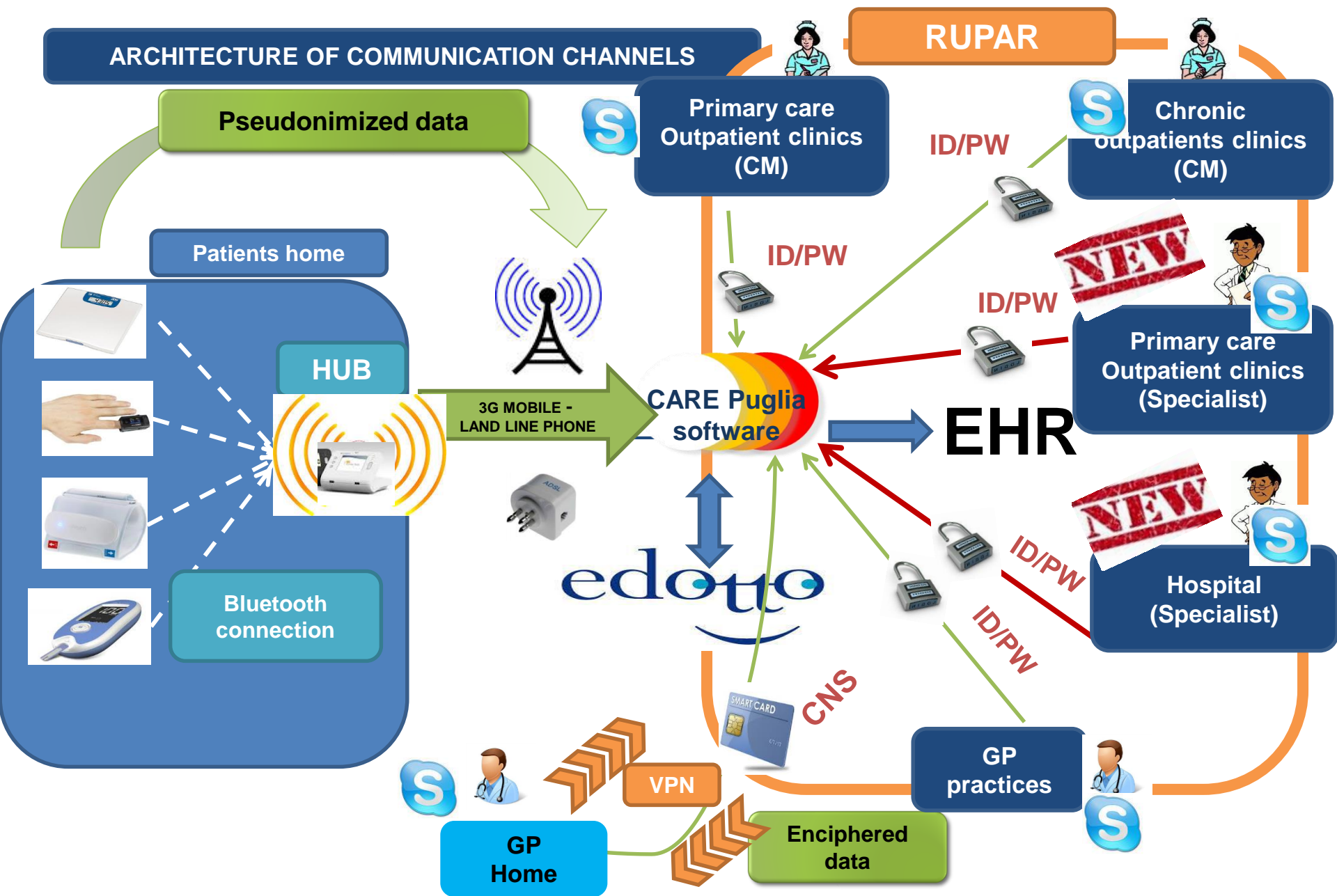


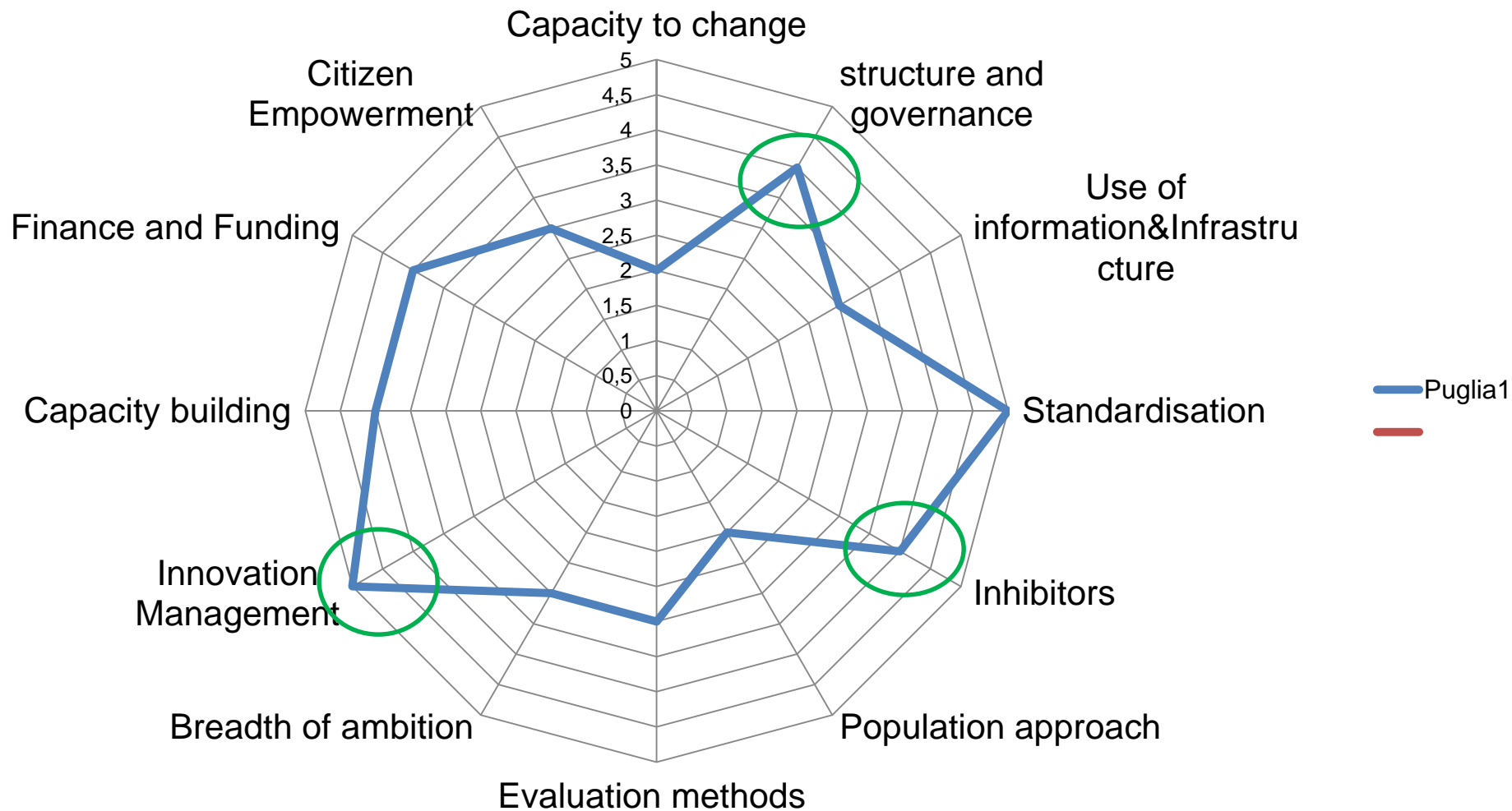
Service procedures



CARE PUGLIA PLATFORM







Maturity Assessment for Puglia



Inhibitors – Score 4

Made possible to understand the level of development of projects and Areas that still need to be completed: Acknowledgement of inhibitors > state of the art of running projects and detection/acknowledgement of barriers and clear classification of them

....**Strict privacy laws exist**

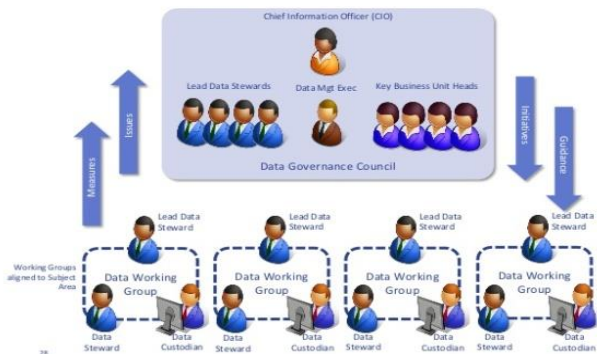
....**resistance from GP's,**

....**eCommunications** - more of an organisational issue than a technical one.

.....**EHR** is being designed..... however deployment has been held back, awaiting publication of the specification by central government, on transfer of health data between regions of Italy

Maturity Assessment for Puglia

Typical Governance Structure



Structure and Governance – Score 4

Full integrated programme - parallel activities carried out between Welfare Department and Economic Development Department: shared vision and common planning for univocal aim : implementation of the Digital Agenda (taking into consideration European and National directives) DIGITAL FIRST

PCP's and public/private/academic collaborations are being used in the areas of security, health, assistance and inclusion, also transport and eGovernment. There are documents on Smart Specialisation and the **Regional Agenda which explain the overall strategy. (SF/OP)**

In 2006 a Regional eHealth plan for Puglia was published, but this has not been updated this as there is an emerging national eHealth agenda, which Puglia will have to adopt.

Maturity Assessment for Puglia



Innovation Management – Score 5

Evidence (exchange of information) extend to which innovation is actively encouraged managed, fostered, put in place, put into action...

Level of maturity of the Region in Innovation processes at broader /systemic approach

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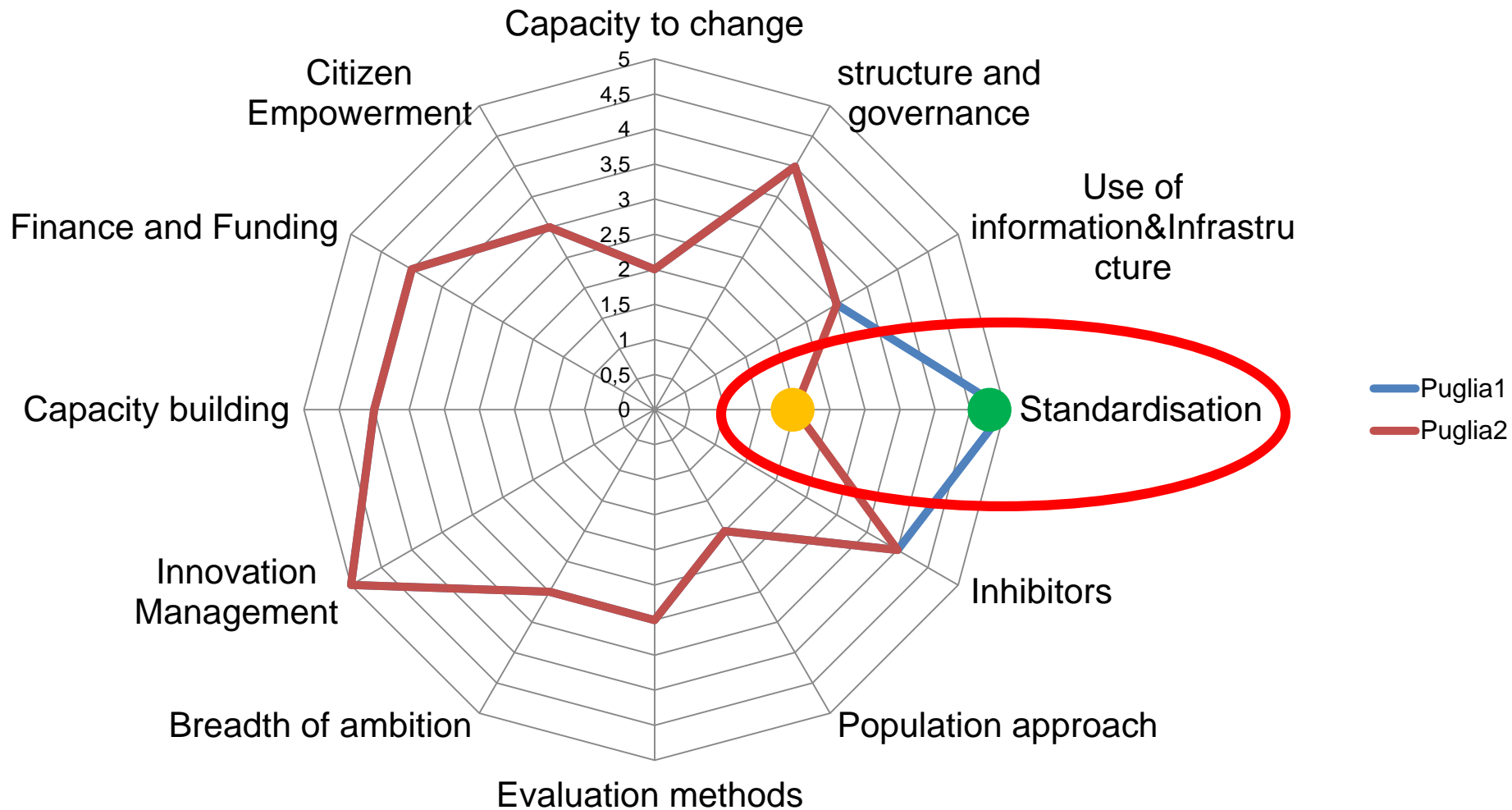
UbiCare project	Apulia Health Portal	Population Health (BDA)
Smartcare project	Carewell	ASSEHS
Health Technology Assessment (HTA)	ICT Regional WP (TSE)/Innovapuglia (ICT agency)	

SF/EU Pr/Regional funds/National Pr

Added value of B3 maturity model

- **Effective tool to analyze the state of the art of the context: easy/quick detection of areas of improvement, gaps, strengths**
- **Great tool to drive discussions during brainstorming: sometimes in meetings it is easy to miss the focus**
- **Facilitates multidisciplinary consultations: it has the potential to tackle issues from different angles giving broader views of the dimension of the problem**
- **Flexibility of the tool make it easy to use and easy to be accepted also at a policy maker level of discussion.**
- **Some dimensions might be improved in the definition (clarified)**
- **Indicators Sometimes don't cover all possible options of "maturity" in a Region....**

One example



Maturity Assessment for Puglia

One example

Standardisation – Score 2 ...or 5 ??

Puglia is pursuing a strategy of '**integration**' of systems rather than '**standardisation**' on common systems, although some attempts are being made to **reduce the number of different systems in use**.

.....ICT department,is to provide a **platform for interoperable eHealth services**.

In this regard, Puglia is planning to adopt **international informatics standards for health data**

.....

Indicators..

1 – There is a lack of standards, and lack of efforts going to the use of standards at system and organizational interfaces

2 – There is a set of agreed standards for organizational interfaces but not system interfaces

3 – There is a set of agreed standards for organizational and system interfaces

4 – There is a unified set of agreed standards to be used in organizational and system implementations specified in procurement documents but not being supported by appropriate procurement processes

5 – There is a unified set of agreed standards being used for organizational and system implementations that are specified in procurement processes and supported by appropriate procurement processes;



Thank you for your attention!

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

