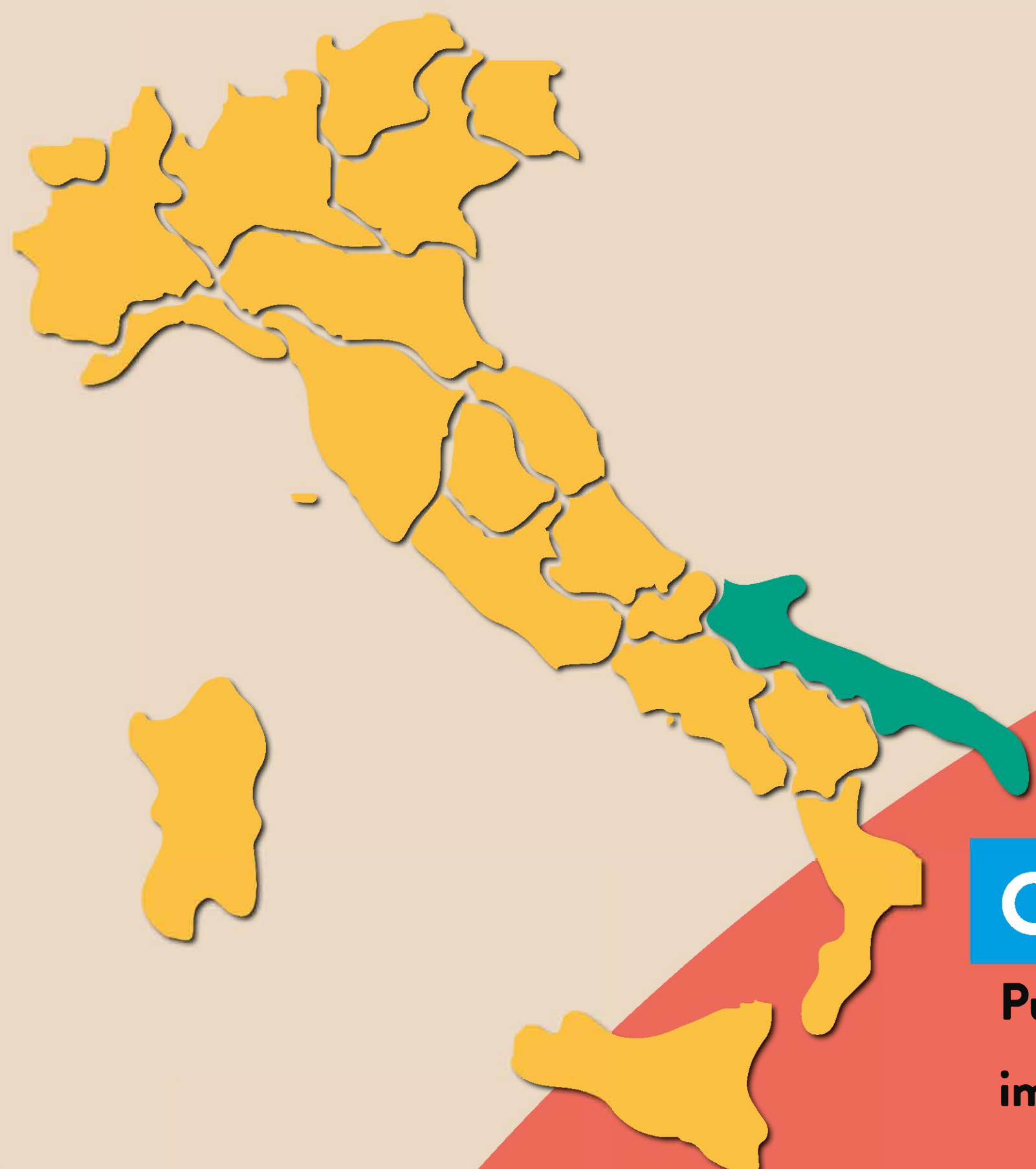


ASSESSING THE ORGANISATIONAL GOVERNANCE: THE EXPERIENCE OF PUGLIA REGION USING THE SCIROCCO EXCHANGE TOOL



CONTEXT

Puglia Region, by means of its Strategic Regional Agency for Health and Social Care (AReSS), aims at improving social welfare and health care through innovation policies targeting value based care systems and patient's needs. The aforementioned policies included the experimentation of the Integrated Care (IC) Model "Puglia Care" at its 3.0 revision to improve the disease and care management of chronic patients. In order to acquire data on the stakeholders' perception on the organisational governance of IC in the Region, AReSS assessed the IC maturity level of the Local Health Authorities (LHAs) using the EU Health Programme funded SCIROCCO Exchange online Tool.

METHODS

The SCIROCCO Exchange project provides a 12-dimensions online tool for European regions to assess their maturity in the provision of integrated care, including identification of strengths, gaps

and areas for improvement. It is intended to stimulate discussion, to encourage regions to share their experience, and to provide inputs for knowledge transfer and capacity-building activities with an objective to address the emerged maturity gaps. The methodology provides the following steps: 1) selection of key role stakeholders participating in the assessment process at macro, meso and micro level; five stakeholders for each LHA were selected to provide a multi-perspective assessment: General/Clinical Director; Integrated Health and Social care Community Centre Director; Care Manager; IT specialist; Patients' Representative; 2) Conducting the individual assessments; 3) Building the consensus among the involved stakeholders. The outcomes of the assessment were captured in the form of spider diagrams, highlighting Puglia' LHAs strengths and weaknesses in integrated care.

MATURITY MODEL



INDIVIDUAL STAGE



CONSENSUS STAGE



RESULTS

This research has provided a multi-dimensional representation of the IC maturity level of Puglia LHAs. The level of maturity of each LHA health care system varies from medium to high, coherent with the peer-assessment conducted by the European Commission which awarded Puglia in 2019 as a 4 stars Reference Site in the European Innovation Partnership on Active and Healthy Ageing. With reference to the SCIROCCO Exchange tool dimensions, major strengths include: Population Approach, Process Co-ordination, Citizen Empowerment, and Digital Infrastructure. The areas of Finance & Funding, Removal of Inhibitors and Evaluation Methods have still rooms for improvement. Puglia has invested considerable resources for the chronic care in recent years; however, cultural and infrastructure gaps may sometimes result in barriers. The emerging picture reveals a dynamic scenario in which several e-Health good practices are on the verge of being scaled up as a result of a positive assessment by the Regional HTA centre.

STRENGTHS



DISCUSSION

The experience of LHAs' stakeholders using the SCIROCCO Exchange Tool have demonstrated benefits and added value of the Tool in guiding involved stakeholders towards the implementation of integrated care in Puglia. The outcomes of the process are often influenced by the different backgrounds of the stakeholders and by their different knowledge of the local context; sharing information emerged as relevant element to fill in the knowledge gaps existing among them. The Tool has proven to be useful in stimulating multi-stakeholder discussions and participants' engagement. The assessment results will be used to orient an Action Plan to facilitate much more effective and tailored knowledge transfer process in Puglia. In addition, the analysis will be compared with the other regions taking part in the project facilitating learning and sharing of knowledge on how to improve the delivery of IC in Europe.

