

Learnings from the HSJ Integrated Care Summit 2019 Interactive Discussion Groups

This report is a summary of the discussion from a Pfizer sponsored session and does not represent the views of Pfizer.

Session Theme: Integrating resources towards better patient outcomes

Session Leader: Pfizer

Questions Posed

1. Where would integrating resources have the greatest impact? Which clinical pathways or disease areas would benefit the most from integrated care pathways?
2. What are the barriers to integrating resources in the current healthcare system you work in? How might they be overcome?
3. How can digital innovation support the integration of resources and improve outcomes for patients? Examples?

Outcomes and Learnings

- 1. Where would integrating resources have the greatest impact? Which clinical pathways or disease areas would benefit the most from integrated care pathways?**
 - Improved population health management would allow us to better understand local communities and their needs. Better integration will help empower patients to self-care and to keep people healthy.
 - To ensure better integration, it was suggested that there needs to be a more patient-centred approach. This could be measured, for example, by reducing the number of repeat conversations that patients have across different parts of the system. One way to achieve this could be through better data sharing and a multi-disciplinary team approach. It was suggested that end-of-life care would be a good place to start, by linking these services earlier before patients are in their last stages of life.
 - Stakeholder engagement is essential. It's important to ask: "what matters to you" rather than "what is wrong with you". Don't make assumptions about what outcomes the community wants or needs and, therefore, which services are most important.
 - There should be a focus on neighbourhood delivery in the poorest areas of the community. Resources should be focused on those who need them most. Use of healthcare services between patients with a similar diagnosis isn't equal. For example, people with diabetes from more affluent social backgrounds will often self-manage and make better use of available resources compared to those from poorer social backgrounds who don't or can't

access services - or self-manage effectively - and end up with acute complications related to their condition.

2. What are the barriers to integrating resources in the current healthcare system you work in and how might they be overcome?

- There was a common theme on 'information governance'. Topics covered include how to get the right data sharing agreements in place; how to share patient records across health and social care; the conflict between needing to share data but buying and designing systems in silos.
- Another major discussion point was that money can get in the way of integration. Stakeholders sign up to the idea of place-based systems but the reality is the lack of ability to move money easily. Funding needs to be brought forward to overcome this.
- One potential barrier to integration is that policy is often high level and isn't well communicated through all levels of the health system. Front line staff who treat patients everyday aren't always engaged in the broader 'integration' conversation. Better communication is critical to successful integration.
- Some potential solutions to these barriers were:
 - Co-terminus teams. One team, funded in the same way, holding regular meetings and using common language (NHS & Local Authority)
 - Empowering front line staff. Making sure they understand policy decisions and what they mean to their work. Ensuring they are invested in them.
 - Public Health to work together with NHS organisations.
 - Shared understanding and language across service providers.

3. How can digital innovation support the integration of resources and improve outcomes for patients?

- One recurring theme was that good quality data could support where resources are placed to have the greatest impact.
- Primary, secondary and social care interoperability of patient data will improve the patient experience and could lead to efficiencies across the system.
- Having patient wearables that could input information directly into healthcare systems has the potential to lead to earlier interventions and improve outcomes for patients.

Ends