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Conference Abstract

Integrated care in action: A working example from the antipodes

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Abstract

Introduction: Faced with rapid demand growth for acute hospital care, Counties Manukau Health (CMH) is integrating care delivery to improve outcomes and lower costs.

Description: The model is multi-faceted and represents a 'whole of system' change. Accordingly, it includes micro, meso, and macro level changes across multiple dimensions :

- a. Four 'Locality Clinical Partnerships' between hospital and community clinicians and managers charged with operationalising the shared vision, goals, and values for integrated care (normative integration).
- b. Aligned financial incentives through risk and gain sharing agreements between the hospital and primary care for acute care demand (financial integration).
- c. Early identification, multi-disciplinary care planning, and care coordination for patients at risk of unplanned hospital admissions and/or poor outcomes, supported by electronic shared care plans and pathways (clinical integration).
- d. Use of the IHI collaborative improvement science approach to implement initiatives that will quickly reduce acute hospital bed day's occupancy (administrative integration).

Impact: Initial benefits realised include: over 20,000 acute bed days saved through reduced hospital admissions and shorter length of stay; improved quality of care as measured through standardised mortality and key indicators; better alignment of resources to population health needs; widespread clinical engagement; and improved capability to manage chronic conditions in the community.

Discussion: The programme is two years into a five year implementation path and is subject to formal evaluation. Shifting from the siloed structures of the past to the inter-professional and inter-organizational approaches required for integrated care is challenging, however, the CMH experience shows that a multi-faceted approach can deliver better outcomes at lower cost.

Keywords

integrated care, risk sharing, locality clinical partnerships, New Zealand, financial incentives

Powerpoint presentation:

<http://www.integratedcarefoundation.org/content/special-session-tackling-inequalities-integrated-care-0>
