

Project

**INTEGRATE**

# Workforce Changes in Integrated Care Interventions for Chronic Conditions

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# Introduction

# Introduction

- Demand for health care rising & changing
- Integrated care (IC) as a solution
- Workforce changes as crucial aspects of IC interventions

Research questions:

1. Which workforce changes in IC have been implemented?
2. Which proactive workforce changes should be undertaken?

- Project Integrate



# Methods

# Methods - Concepts

- Integrated care
  - at least 2 core Chronic Care Model components
    - Self-Management Support
    - Delivery System Design
    - Decision Support
    - Clinical Information System
- Health workforce
  - the different kinds of clinical and non-clinical staff
  - responsible for public and individual health intervention

# Methods - Research Design

## Literature Review

1. Systematic database search
2. Semi-systematic database search
3. Secondary analysis of previous reviews
4. Unsystematic hand search

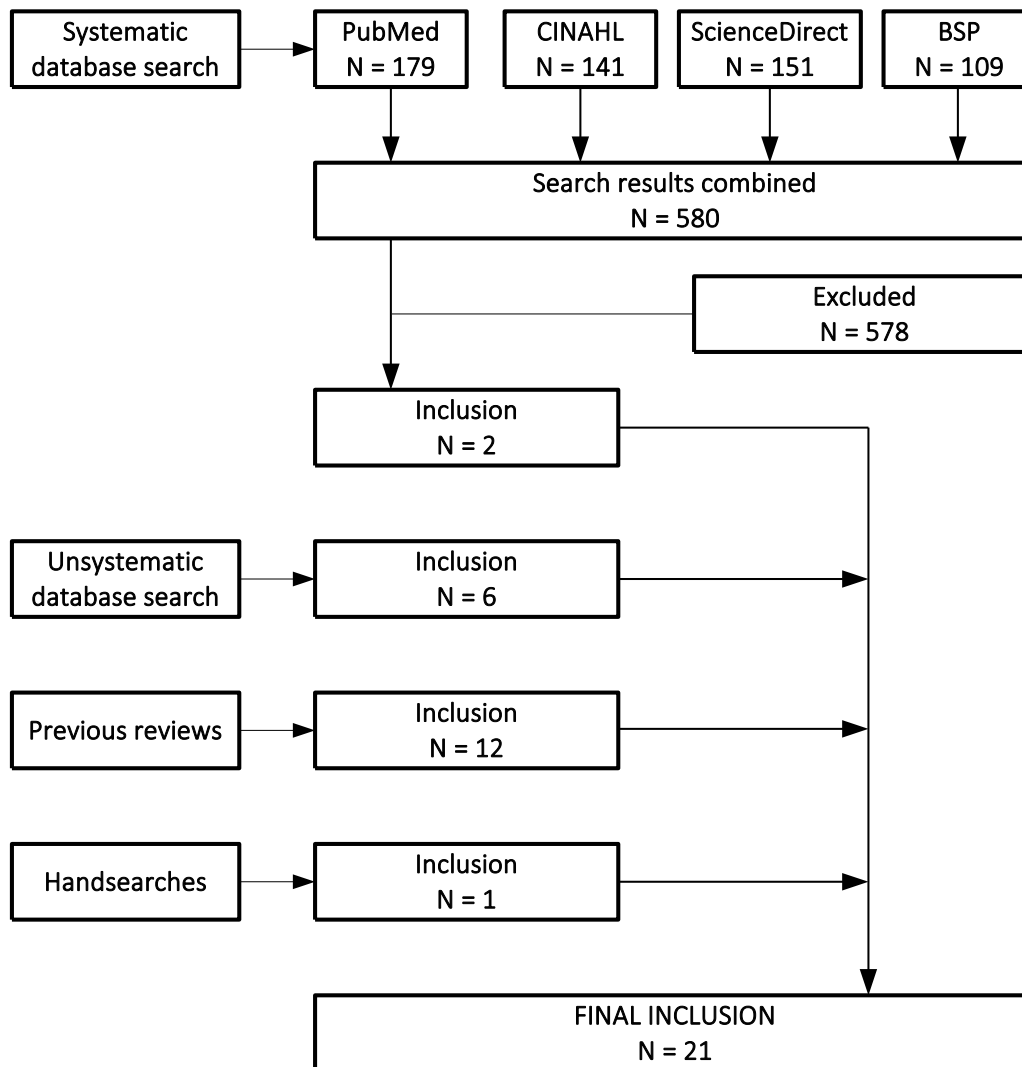
## Qualitative expert questionnaire

- English, Dutch, Italian, Spanish
- Experts:
  - Policy
  - Academia
  - Health care practice
- Snowball method



# Results

# Results - Literature Review





# Results - Literature Review

## Workforce Changes

- Nurse-led care / Nurse as main care provider
- Multidisciplinary protocols / pathways
- Multidisciplinary staff
- Nurse involvement
- Pharmacist involvement
- Team meetings
- Case manager/Care coordinator
- Provider training
- New position
- Task re-distribution
- Shared medical appointments



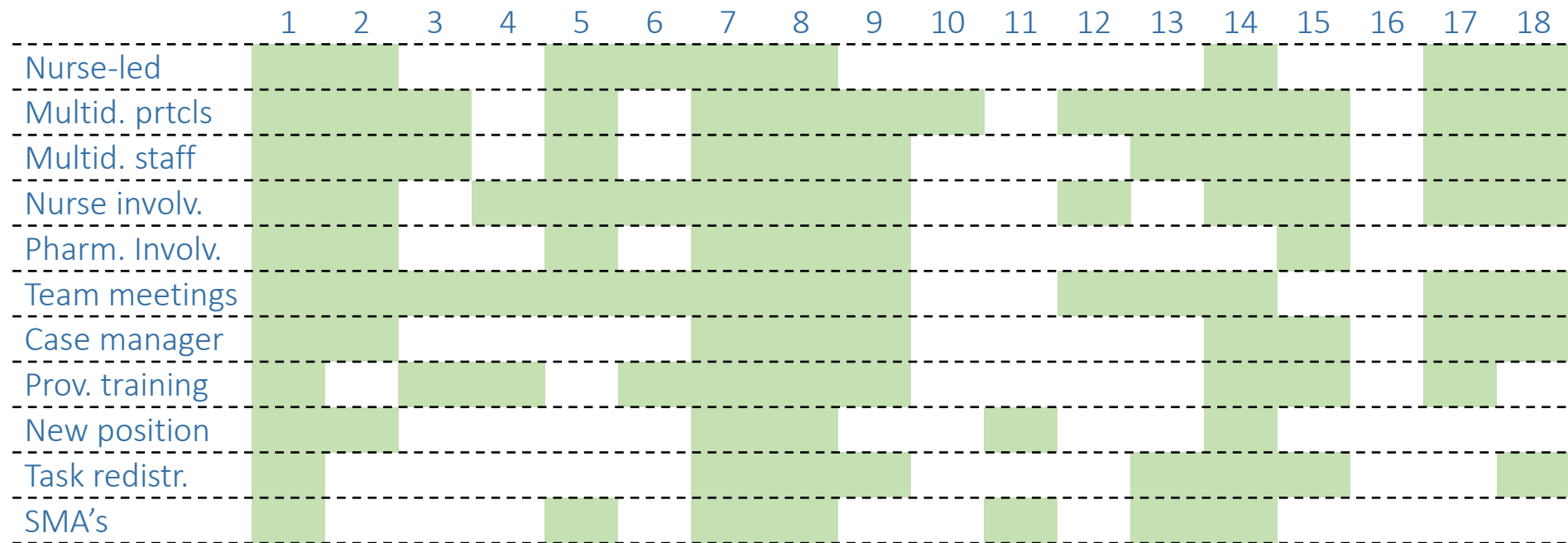
# Results - Expert Questionnaire

- 18 respondents
- Response rate: 22 %
- 8 Countries:
  - Belgium
  - UK
  - Spain
  - Norway
  - Estonia
  - Italy
  - Greece
  - The Netherlands



# Results - Expert Questionnaire

## Workforce Changes – Recognition



# Results - Expert Questionnaire

## Workforce Changes – Proactive changes

- Training health professionals
  - to work in (multidisciplinary) teams
  - to provide self-management support
  - to motivate behaviour change
  - to work with information technology
- Development of new roles
  - Chronic care nurse
  - Lifestyle educator
- Application of subsidiarity principle
- Team work beyond organisational confines

# Conclusion

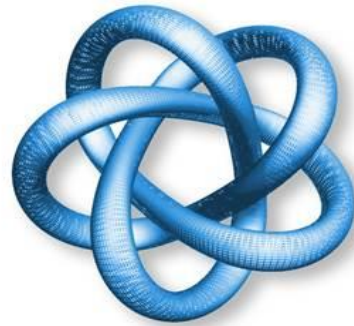
# Conclusion

- Literature review
  - Problematic literature review
    - Terminology?
  - List of workforce changes
- Expert Questionnaire
  - Confirmation of workforce changes
  - List not complete
  - Suggestions for proactive changes
- Steps forward:
  - Barriers and facilitators
  - Outcomes



# Questions?

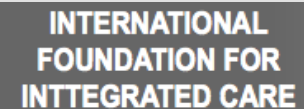




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Thank you for your attention





# Images

- Workforce:
  - <http://blogs.managementconcepts.com/consider-starting-federal-workforce-plan/>
  - [http://connectivity.opentext.com/common/images/articles/Global\\_Workforce.png](http://connectivity.opentext.com/common/images/articles/Global_Workforce.png)
  - <http://www.governing.com/gov-data/surveys/workforce-survey-results-summer-2013.html>
- Questions: <http://wolberts.com/questions-about-monsanto-or-roundup/>
- Answers: <http://www.drivingsales.com/blogs/timmartell/2013/08/14/digital-marketing-answers-questions->
- Questionnaire: <http://www.prestonparishplan.co.uk/pppqfindings.htm>