Workforce Changes in Integrated Care Interventions for Chronic Conditions

L. Busetto, K.G. Luijkx & H.J.M. Vrijhoef, Tranzo, Tilburg University
S. Calciolari & L.G. González Ortiz
University of Lugano
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

Systematic database search
- PubMed: N = 179
- CINAHL: N = 141
- ScienceDirect: N = 151
- BSP: N = 109

Search results combined: N = 580
- Excluded: N = 578
- Inclusion: N = 2

Unsystematic database search
- Inclusion: N = 6

Previous reviews
- Inclusion: N = 12

Handsearches
- Inclusion: N = 1

FINAL INCLUSION: N = 21
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

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|
| Nurse-led | | | | | | | | | | | | | | | | |
| Multid. prtcls | | | | | | | | | | | | | | | | |
| Multid. staff | | | | | | | | | | | | | | | | |
| Nurse involv. | | | | | | | | | | | | | | | | |
| Pharm. Involv. | | | | | | | | | | | | | | | | |
| Team meetings | | | | | | | | | | | | | | | | |
| Case manager | | | | | | | | | | | | | | | | |
| Prov. training | | | | | | | | | | | | | | | | |
| New position | | | | | | | | | | | | | | | | |
| Task redistrib. | | | | | | | | | | | | | | | | |
| SMA’s | | | | | | | | | | | | | | | | |
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?
Thank you for your attention
Images

- Workforce:
  - http://connectivity.opentext.com/common/images/articles/Global_Workforce.png
- 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