

# Project INTEGRATE

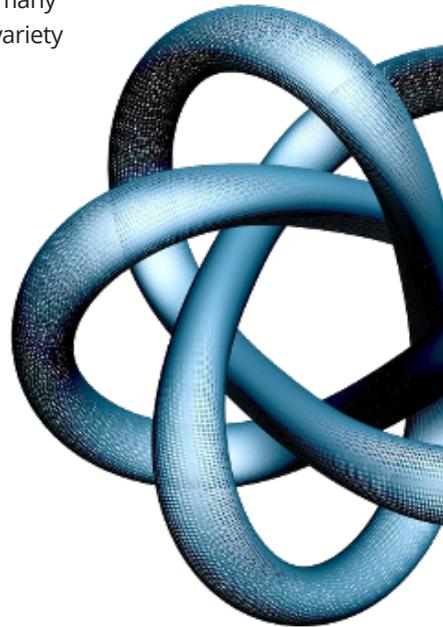
---

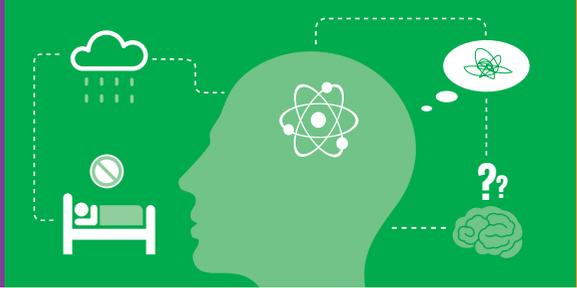
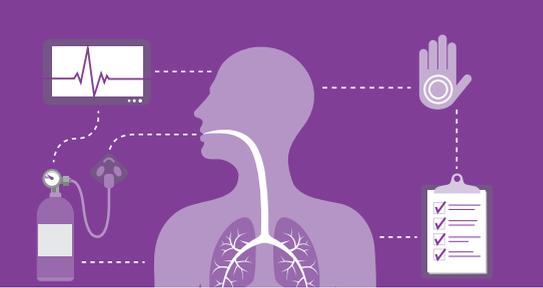
## Benchmarking Integrated Care for Better Management of Chronic and Age-related Conditions in Europe

An ageing population and an increasing prevalence of chronic diseases requires a re-orientation away from the current focus on hospital-based care towards prevention, self-care, higher standards of primary and community-based care, and care that is well coordinated and integrated.

But as systems move towards a more transversal integrated care approach, it has become clear that a truly coordinated service that is centred on the patient, requires complex interventions, with many components, multi-faceted interactions and a great variety of participating groups and individuals.

Project INTEGRATE has investigated the leadership, management and delivery of integrated care, across four European case study sites. Based on this analysis, the project seeks to influence policy-making and practice by promoting learning, developing guidance, and sharing ideas to support the adoption and successful application of integrated care.





## ABOUT PROJECT INTEGRATE

The project has gained in-depth knowledge of how integrated care can be developed and delivered successfully through a literature review analysis and case study across four prevalent age-related conditions. The purpose was to examine how systems and organisations have implemented integrated care practices successfully in different national and local contexts.

The project identified success-promoting and hindering factors by uncovering information about the intrinsic characteristics of a successful integrated care strategy and examining how strategies have varied according to the context in which they developed.

On the basis of this evidence, the project was able to generate specific knowledge on several cross-cutting themes important to the success of integrated care. The findings are contrasted with both European and international evidence.

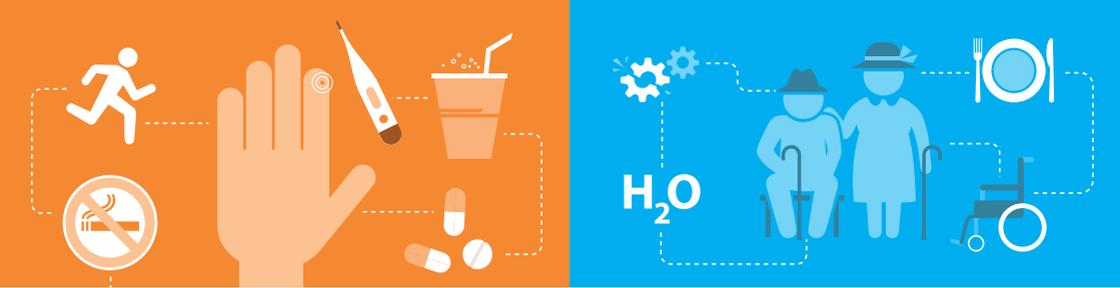
Project INTEGRATE has been able to produce practical recommendations, containing operational, managerial and leadership strategies. The project has also formulated policy and managerial recommendations for fostering integrated care at regional, national and European levels.

## HOW WAS THE PROJECT DESIGNED?

The project was designed to include 3 clear phases of work. In Phase 1 the project examined four case studies considering integrated care experience relating to prevalent age-related conditions including diabetes, COPD, geriatric conditions and mental health.

Building on the case studies, in Phase 2 partners examined a set of cross-cutting issues, checked for transferability of best practice lessons and then formulated operational and policy recommendations based on their findings.

In the final Phase the project provides managerial and policy recommendations, based on earlier work as well as a study of international best practice. These recommendations will impact on the development of national and European policy development and practice.



## WHAT ARE THE KEY MESSAGES?

- Integrated care can support health and care systems achieve Triple Aim outcomes
- Integrated care must be people-centred; empowering and engaging people in their own health is essential
- The workforce is a key enabler; better care coordination requires inter-disciplinary working
- Greater attention needs to be placed on workforce roles and skills, including opportunities for leadership and increased responsibilities
- Information technology is a tool to support and enable integration, but there are limitations to what technology can achieve
- Financial reforms and incentives are not sufficient to drive integrated care forward
- Integrated care design must be adapted to the local context; what works in one place may not in another
- Change management strategies are essential; effective involvement of stakeholders in design and implementation helps create a shared vision that facilitates adoption
- Policy-makers need to work towards long-term service transformations - encouraging disruptive innovations, developing competencies and focusing on outcomes not processes
- Good governance and leadership is key to successful integration and requires a collective and collaborative approach across sectors



## WHO IS PROJECT INTEGRATE?

The project is a consortium of ten partner organizations from across Europe, coordinated by IESE Business School in Barcelona. Each partner plays a specific role within the project and takes responsibility for contributing and leading on various work packages.

### Project Partners



## HOW CAN I FIND OUT MORE?

### Contact:

Magda Rosenmüller  
Project Coordinator  
IESE Business School  
Barcelona

**Email:** [magda@iese.edu](mailto:magda@iese.edu)

To find out more about the project findings and to download resources including journal articles, videos and presentations visit:

 [www.projectintegrate.eu](http://www.projectintegrate.eu)

 [@proj\\_integrate](https://twitter.com/proj_integrate)

