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# Workforce changes in integrated chronic care interventions

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# CONTEXT AND METHODS

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## Research questions

- Which workforce changes were implemented?
- Which barriers & facilitators?
- Which outcomes?

## Methods

- Literature review
- Case reports
- Qualitative expert questionnaire

## International scope

## Chronic conditions



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# FINDINGS

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## 7 workforce changes

- Nurse involvement
- Multidisciplinary staff
- Multidisciplinary protocols/pathways
- Provider training
- Case manager/care coordinator
- Team meetings
- New position



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# FINDINGS

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## Barriers & Facilitators

- Health professionals' motivation
- Sufficient number of staff
- Skills / expertise

## Two sides of the same coin?



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# FINDINGS

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## Outcomes

- Improved clinical patient outcomes
- Improved patient satisfaction
- Improved (patient) knowledge on self-management and disease
- Improved staff satisfaction
  
- But also negative outcomes

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# DISCUSSION

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- ❁ Difficult to find previous research on
  - Workforce changes
  - Integrated care
  - Chronic conditions
- ❁ Surprising given the relevance of the topic
- ❁ Difficult access or limited availability?
- ❁ How can this be resolved?





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