Workforce changes in integrated chronic care interventions

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CONTEXT AND METHODS

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

Methods
- Literature review
- Case reports
- Qualitative expert questionnaire

International scope
Chronic conditions
FINDINGS

7 workforce changes

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

Barriers & Facilitators

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

Two sides of the same coin?
FINDINGS

Outcomes

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

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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