

Towards people-driven care Engaging and empowering individuals, carers and families through integrated community care

Turin – Italy

26 – 27 // Feb // 2019



Transnational Forum on Integrated Community Care

TOWARDS PEOPLE-DRIVEN CARE

Engaging and Empowering Individuals, Carers and Families through Integrated Community Care

Background

Integrated community care (ICC) seeks to engage and connect people in the design and delivery of care. Its purpose is to enhance the quality of life of individuals and improving population health starting with the needs and resources of the communities. It aims to reduce fragmentation of care by developing new forms of collaborations across diverse local contexts and micro-level settings and establish partnerships between citizens, families, informal carers, professionals and community sectors. Integrated community care implies a shift in traditional thinking based on problem-based, disease-oriented care to a goal and asset based care.

The 1st Transnational Conference on Integrated Community Care - convened in Hamburg, Germany, 24-26 September 2018 – demonstrated through evidence and practice the positive impact that integrated community care can have on tackling inequalities, improving care experiences and care outcomes. It recognized the diversity of approaches that exist in making a reality of integrated community care, for example: from local, bottom-up, ‘promising practices’ led by community groups to those top-down publicly or privately funded. Others sought to improve population health across communities or focused on specific vulnerable groups in need of targeted care and support. The following principles are key: ICC is relationship-based, place-based, citizen-led and moving from needs-based to asset-based approaches. It creates space for communities to articulate what they value and health & care are co-produced within an interdisciplinary approach.

Much was learned from this first conference in the design, implementation and policy development of integrated community care that has been captured within a series of reports available on the Transform website: www.transform-integratedcommunitycare.com

During the discussions in Hamburg it was argued that the development of ICC must build upon local needs and resources and involves an ongoing process of planning, learning and evaluating together with the people. New, bottom-up methodologies are necessary to engage citizens in the processes and in the discovery of community perspectives and assets.

As this new way of addressing improvement in quality of care and quality of people’s life is spurred from bottom-up needs and resources in communities and individuals, we want to further examine the role that community members can play within integrated community care. Therefore, the next conference is set out to explore how we can move towards people-driven care.

2nd Transnational Conference on Integrated Community Care

26-27 February 2019

Circolo dei lettori, via Bogino 9, Turin, Italy

Aims and objectives of the 2nd Conference on Integrated Community Care

This conference, informed by evidence and the practical experiences of 'promising practices', explores different strategies and approaches aiming to empower and engage citizens, carers and families in the management of their own health and welfare in the context of their community. Specifically, the conference will examine how micro level actors can be supported to actively participate, facilitate, and implement integrated community care through new relationships. It will also explore the role that peers and volunteers can play in the empowerment process. This will be achieved by taking both a needs-based and a asset-based approach. The conference will also look at the need for changing the education and training of the workforce in order to enable them to deliver integrated community care.

The conference will examine strategies to enable people-driven care through the active engagement of individuals, carers and families. In examining these core issues of engagement and empowerment, this conference aims to:

- understand the key approaches that help to engage and empower individuals, carers and families in the management of their own health and wellbeing in the context of their community;
- illustrate how integrated community care better enables the active participation of individuals, carers and families in their health and wellbeing;
- demonstrate through evidence and practical experiences the positive impact that engaging and empowering people has on improving their quality of life, their care experiences and outcomes;
- illustrate how approaches to engagement and empowerment have been adopted in practice through established case examples as well as newly developed promising practices, including facilitated site visits to local innovations; and
- explore what competencies are needed by professionals and policy-makers to support, implement and deliver integrated community care and how to improve interdisciplinary training and learning.

AGENDA

DAY 1: February 26, 2019

08:30	Arrival and registration
-------	--------------------------

Session 1: Engaging and Empowering People: A Critical Component for Success in Implementing Integrated Community Care

Objective: to understand why the engagement and empowerment of individuals, carers and families is a critical component of ICC strategies (*learning outcome 1*)

09:00	Welcome address <i>Francesco Profumo, Presidente Compagnia di San Paolo</i>
09:10	Recap from first conference in Hamburg <i>Nick Goodwin, IFIC</i>
09:20	Getting everyone on the same page – Introduction and outline of the conference <i>Natasha Walker, lead facilitator</i>
09:35	Key note Mobilising the community as an asset: what do individuals, carers and families value in supporting their health and wellbeing? <i>Don Redding, Director of Policy and Partnerships for National Voices, UK</i>
09:55	Key note The Place of Kindness: Combating loneliness and building stronger communities <i>Zoe Ferguson, Associate, Carnegie UK Trust</i>
10:15	Summary discussion <i>Plenary</i>
10:30	Break
10:50	First intervention of the citizen and expert by experience panel – illustrating how we take an active role in shaping the direction of travel <i>Carole Le Floch, Catherine Cerisey, Laura Tenuti, Matteo Schianchi</i>
11:40	Overview of the Italian health and social care system <i>Cristiano Gori, Associate professor, Department of Sociology and social research, University of Trento</i>
11:55	Preparing for the site visits <i>First flavour of what to expect from the visits of local promising practices</i>
12:10	Lunch

Session 2: Engaging and Empowering People: Lessons in Design and Delivery of Key Approaches to the Individual, Carers and Families

Objective: to demonstrate through evidence and practical experiences the *design and delivery* of key approaches to engaging and empowering individuals and the impact this can have on quality of life, care experiences, care outcomes and cost (*learning outcome 2 and 3*)

13:10 – 16:00	<p>Local Site Visits</p> <p><i>Delegates visit local examples to learn how promising practices in integrated community care have sought to engage and empower individuals, carers and families.</i></p> <ol style="list-style-type: none"> 1. Centro Paideia: aims to promote the wellbeing of children with a disability (0-18 yoa) and their families through a multidisciplinary and inclusive approach. A care plan is developed together with a coordinator starting from
---------------	---

2nd Transnational Conference on Integrated Community Care

26-27 February 2019

Circolo dei lettori, via Bogino 9, Turin, Italy

	<p>the needs of the whole family</p> <p>2. Progetto Prisma: aims to empower people with disability through an individual and personalized approach. Their focus is on psychological wellbeing, social inclusion and changing the way people with disability are perceived</p> <p>3. Aging better together: a project in Mirafiori Sud: promotes active and independent ageing among elderly over 65 who live at home. Actions are taken to stimulate active participation within their local community and strengthen the informal neighbourhood networks. The centre acts as a gateway to information, services, organizations and resources in the local community</p> <p>4. Working Group for Youth Policies in Saluzzo (workshop @venue): aims to empower and promote well-being and healthy habits among young people by combating social exclusion and involving youth in the life of the community (14-20 yoa)</p>
16:00	Break
16:30	Summary and key lessons learnt from the site visits <i>Debriefing in small groups, then in the plenary</i>
18:00	End of day 1
19:30	Dinner at Etiko, Via Filippo Juvarra, 13 A

DAY 2: February 27, 2019

Session 2: Engaging and Empowering People: Lessons in Design and Delivery of Key Approaches to the Individual, Carers and Families

Objective: to demonstrate through evidence and practical experiences the *design and delivery* of key approaches to engaging and empowering individuals and the impact this can have on quality of life, care experiences and care outcomes (*learning outcome 2 and 3*)

08:30	Arrival
08:45	Welcome and transfer into the second day <i>Natasha Walker, lead facilitator</i>
09:00	<p>Case study presentations</p> <p>4 cases will represent key strategies and how they can be implemented, focusing on policy initiatives and local programmes:</p> <ul style="list-style-type: none"> • The Scottish story of moving towards integrated health and wellbeing boards: developing policy across sectors and with the community <i>Geoff Huggins, Director of Health and Social Care Integration at the Scottish Government. Director of NES Digital Service (SCO)</i> • <i>Le projet CoFoR</i>, a Recovery training centre in Marseille <i>Aurélie Tinland, Psychiatre, Équipe MARSS (FR)</i> • The Habitat Microaree programme to promote wellbeing and social cohesion in Trieste <i>Antonella Rai, Municipality of Trieste and Sari Massiotta, Trieste Local Health Authority (IT)</i> • Community Health Center Botermarkt Ghent: Patients, the community together with the interprofessional team, that makes the difference! <i>Karen Verkoelen, health promoter and Veerle Vyncke, Flemish association of Community Health Centres (BE)</i>

2nd Transnational Conference on Integrated Community Care

26-27 February 2019

Circolo dei lettori, via Bogino 9, Turin, Italy

10:15	Break
10:35	World Café – 3 Rounds with 2 tables for each case study Facilitated discussions where participants can discuss in more detail with the cases/speakers the specificities of implementing the different strategies
12:00	Plenary: Key learning messages <i>Jan De Maeseneer & Jodeme Goldhar, TransForm Advisory Group</i>
12:10	Lunch

Session 3: Engaging and Empowering People: Supporting professionals and decision-makers to design and deliver integrated care

Objective: to illustrate what competencies are necessary for professionals and decision-makers to be able to work in this new environment, and support communities to support themselves (*learning outcome 4*)

13:10	Preparing the workforce to be a partner in integrated community care <i>Anne Wojtak, Institute of Health Policy, Management and Evaluation, Adjunct Faculty, University of Toronto</i>
13:30	Plenary discussion: <ol style="list-style-type: none"> 1. Case study representatives discuss: do we need specific training for workforce to implement ICC? 2. Participants split into small groups to workshop workforce requirements 3. Plenary recap

Session 4: Enabling People-Driven Care. What have we experienced and learned about the design and implementation of strategies to engage and empower people through Integrated Community Care?

Objective: to reflect on lessons learned and how to take ICC forward in different contexts that ensure engagement and empowerment are embedded as core service strategies (*learning outcome 5*)

14:00	Speakers' Corners: Enabling People-Driven Care with policies <i>Policy makers debate with small groups in their own corner on the tactics and strategies in creating policy</i> <ul style="list-style-type: none"> • <i>Claude Allard, Associate Deputy Minister Health Services and Francophone Affairs Department of Health Government of New-Brunswick (CA)</i> • <i>Laurent El Gozhi, Counsellor of the Nanterre Municipality, President of « Elus, Santé Publique & Territoires » (FR)</i> • <i>Augusto Ferrari, Member of the Piedmont Regional Government, as Commissioner for Social Affairs and Housing (IT)</i> • <i>Nathalie Noël, Deputy Director of Health at the Cabinet of the Brussels Minister for Economy, Labour, Vocational Training and Health (BE)</i>
15:00	Enabling People-Driven Care: Next Steps <i>Policy discussion with, among others:</i> <ul style="list-style-type: none"> • <i>Danielle Kemmer, Graham Boeckh Foundation</i> • <i>Caroline Verlinde, Deputy Director of Health at the Cabinet of the Flemish Minister for Welfare, Public Health and Family</i> • <i>Expert by experience</i>
15:45	Our commitment in the countries: How we are going to take this discussion forward <i>TransForm Steering Committee representatives</i>

15:50	Closing remarks – announcing next conference <i>Valeria Cappellato, Compagnia di San Paolo and Ian Boeckh, Graham Boeckh Foundation</i>
16:00	<i>End of conference</i>

Key Learning Outcomes

Key learning outcomes have been set for the development of the transnational conferences. This means the Turin meeting will examine:

1. Understanding:

- Recognising the central importance of engaging and empowering individuals, carers and families as a means to meet the objectives of integrated community care.

2. Evidence:

- What the evidence tells us for the impact of engagement and empowerment strategies on people's quality of life, care experiences and outcomes as well as on cost-effectiveness and sustainability of care systems.

3. Design:

- *Understanding* – how practical tools and approaches may be developed that can enable the active engagement and empowerment of individuals, carers and families;
- *Organisation* - how integrated community care can act as a platform for supporting and engaging people through new service models, including a focus on core organisational issues such as management, funding, governance, information sharing and accountability.

4. Implementation:

- Identify the issues and challenges, especially with regard to cultural change, that will be faced in the implementation of people-driven care and the potential approaches and solutions that may be adopted to support transformational change;
- Identify the implications and challenges faced by different stakeholders (e.g. policy-makers; managers, professionals, community leaders, individuals and families) when seeking to sustain and roll-out innovations that support people-driven care strategies in the context of integrated community care.

5. Policy:

- Examine the role of policy and policy-making through sharing practice, promoting research and enabling legislation to the purpose of providing an enabling platform to support the adoption of people-driven care in practice.