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Conference Abstract

Partnership working to develop integrated care – practical steps. AQuA's approach in North West England

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Abstract

Introduction: Partnership working is essential to achieving effective integrated services and systems. AQuA's experience in a regional integrated care programme with 19 health and social care economies involved multi-disciplinary clinicians, managers and executive teams, patients, carers and wider stakeholders in collaborating to design and implement new integrated care models.

Description: Working at system, service and team level AQuA has coached and supported our members and customers to understand the components of effective partnership working; to develop the skills and behaviours this requires; to consider the spectrum from co-existence to co-ownership. AQuA has designed initiatives to help people learn, practice and share the success of their partnership working and to intervene when it is not effective.

Conclusion: Understanding what partnership working entails in practical terms and how to structure development and support as part of a dynamic change management programme is essential to achieving integrated care at scale and pace.

Discussion: Learning from AQuA's examples of how to build partnership working into a change management programme; how to ensure the emergent needs of rapidly changing systems can be met; potential challenges and how to address them.

Keywords

partnership, collaboration, integrated care, change management

Powerpoint presentation:

<http://www.integratedcarefoundation.org/content/workshop-managing-and-leading-change-aquas-integrated-care-programme>