

Volume 14, 01 October 2014

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2014; Annual Conf Suppl; [URN:NBN:NL:UI:10-1-116165](https://nbn-resolving.org/urn:nbn:nl:ui-10-1-116165)

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Conference Abstract

Using an external evaluation to inform the ongoing development of AQuA's Integrated Care Programme in North West England

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Abstract

Introduction: In 2011 AQuA, a membership improvement body in North West England commenced the Integrated Care Discovery Community, a change management programme co-designed with members across 19 health and social care economies.

Description: AQuA has developed an approach to large-scale change based on a framework of eight key enablers; service user and carer engagement, leadership, culture, service and care model design, workforce, information and IT, financial and contractual mechanisms and governance.

The support programme includes: a learning network with technical workshops and webinars, access to international experts and thought leaders, action learning sets, executive and team coaching, learning resources and tools.

AQuA aims to continually learn and develop its programme of support and has commissioned OPM as an external evaluation partner to understand the value and impact of the programme.

Conclusion: To date the evaluation has identified that participants highly value access to external expertise, support and resources. However, they want increasingly tailored and bespoke help to meet their individual needs as they work at greater scale and complexity and to achieve pace.

Discussion: Drawing from the findings of the evaluation and AQuA's experience of working with its members there is a need to balance the value of a learning network to share and spread good practice with a programme that is responsive to individual need through tailored support.

Keywords

integrated care, change management, evaluation

Powerpoint presentation:

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