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Conference Abstract

Developing change management tools to support 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 its members across 19 health and social care economies. Early in the programme the need for a systematic approach and tools to assess the enablers and impact of integrated care were identified.

Description: AQuA has developed 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 and a tool for members to assess their baseline and progress against these enablers.

AQuA has also been working with its members and expert faculty to test a range of measurement approaches and tools.

Conclusion: The System Integration Framework has gone through a process of iteration, review and development and is being utilised as part of AQuA's programme of support. Developing a measurement framework and tool has been more difficult because of the complexity of integrated care and the time needed to deliver outcomes.

Discussion: Tools are useful aids to learning within a change management programme but because of the complex nature of integrated care often require expert facilitation and support and ongoing development to respond to changing need and emergent issues.

Keywords

integrated care, change management, measurement, improvement tools

Powerpoint presentation:

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