

CONFERENCE ABSTRACT

From Design to Practice: Implementing the World's First People-Centred, Integrated Care Standard

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Health and social service organizations around the world are moving towards integration and becoming more people-centered. But there is no-one-size-fits-all approach. Effective integration requires significant planning, cross-sector collaboration and alignment of people, policies and practices for better outcomes.

Integration is context driven; it requires trusting relationships, resources and alignment across health and social service ecosystems. Among other requirements, clear expectations are needed. Standards provide a common language, expectation and focus for teams as they move through phases of integration. Standards built with policy makers, health system decision-makers, Indigenous leaders, providers, patients, caregivers, and academics help establish trust and open the door for collaboration.

The first of its kind, the CAN/HSO 76000:2021 Integrated People-Centred Health Systems (IPCHS) standard was developed to support policy makers and health system partners in achieving their integration goals. Globally relevant and locally customizable, the IPCHS standard equips decision-makers with criteria and explicit guidance to plan, implement and assess the coordination of services and supports across the care continuum.

Specific policy and operational guidelines can be used to drive action at both levels toward a common vision and goal, regardless of population type or jurisdiction. Criteria on partnering with people is woven throughout the evidence-informed standard. Complementary integrated care assessment tools are currently being developed and tested to help organizations build capacity for implementation and continuous improvement of health system integration.

This session will profile the evidence, experience, and perspectives of key players in the integration journey: standards organizations, international assessment bodies, health system leaders and patient partners.

The 10 design principles of HSO's IPCHS standard will serve as a framework for discussion. Real life examples will illustrate ways in which various jurisdictions are addressing integration at clinical, organizational and system levels, including tackling growing population needs, such as aging care and mental health. Attendees will learn about evidence-informed assessment tools that drive continuous improvement in the context of health system integration.

Grounded in the IPCHS standard, the integrated care assessment tool helps networks understand where they are on their integration journey to guide priority setting, planning and action. The pathways design tool empowers groups of organizations to co-design integrated care pathways in partnership with patients and families.

Attendees will learn how they can leverage the IPCHS standard and assessment tools to coordinate with policymakers, organizations and health systems to respond to population-based health needs and deliver health and social services that address complex health conditions.

Leaders will better understand how to drive integration by partnering with people from policy and operational levels to respond to local and population needs and deliver integrated health and social services. Attendees will leave this discussion ready to embark on, or continue their transformative journey towards people-centred, integrated care.