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## POSTER ABSTRACT

### Coordinated Care: Our Forward View

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There was a lack of clarity and confusion as to “who, what and where” when developing coordinated care roles across the West Midlands. While we knew that coordinated care was better for individuals, we didn’t know the core competencies required and how to align coordinated care roles across the region.

Health Education England HEE in the West Midlands worked with Birmingham City University to develop:

a consensus definition for the function of coordinated care

a set of core competencies

resources to promote and support the development of coordinated care across the region.

Coordinating care is a significant feature, in several of the new care models outlined in the Five year forward view [1]. Coordinating care is also an important part of The GP Forward View [2] and the HEE Framework 15 [3].

The HEE coordinated care model was developed by:

Identifying best practice – locally, nationally and internationally [4].

Consultation events: 26th January 2016, 11th February 2016 and 22nd March 2016

Regional monthly stakeholder meetings

Testing the model with 4 local organisations.

The model is not intended for any single occupational group; its aim is to capture the principles that cross all professions and staff levels and that consequently provide a common model for all staff groups.

The model is intended to help realise the benefits of care coordination when used by:

- Education and training providers
- Service leaders and managers
- Staff and workers
- Employers

By developing the model, HEE has started to build consensus in the West Midlands, most importantly across health and social care.

It is now being used by multiple organisations for different purposes and HEE has made it the model and associated resources available as part of its on-line integrated care toolkit.

The model sets the foundation for other regions to use and adapt the model for their own local needs. The model is currently being used to help develop and structure other national and regional organisations coordinated care plans.

Four test sites were developed to understand if the model was fit for purpose. The four sites were chosen for their diversity in coordinated care activities.

There is a need to scale up and implement the Coordinated Care Model across a wider geography. It is clear that organisations are currently employing multiple people in coordinated care type roles both full-time roles or as a significant part of another role and guidance about the key competencies is needed.

We found that the varying coordinated care based job titles causes confusion, e.g. Practice Navigator, Care Navigator, Case Manager, and this imprecise use of the term care coordination is distorting the importance of the role. This is why HEE West Midlands has developed a model not for a specific role i.e. care navigator or care coordinator but instead a common set of competencies for the functions of coordinated care. Finally, we are developing a coordinated care network to improve the engagement of staff from different organisations.

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**Keywords:** coordinated care; integrated care; terminology; shared knowledge

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