

MATURITY MODEL FOR SCALING UP Self-assessment exercise from Puglia Region

Francesca Avolio – Regional Healthcare Agency of Puglia

Integrated care in Puglia Region

Background



- 4,1 millions population
- 18% over 65 yy
- 49 Primary care health Districts
- 6 local health autorities (ASL)
- 39 public hospitals
- 2 Hospital trusts
- 2 Research Hospitals
- 3000 patients involved in integrated Care program



- 1. In Puglia an integrated approach to patients with complex needs exists since 2012 (Care Program)
- Gps and Care Managers are involved in powering electronic health record (EHR) and using it for interconsultations
- 3. Care Manager has an important role in pathway coordination and support patients empowerment
- 4. ICT tools are available to support integrated approach (Care program software – Regional health information system)
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The New Healthcare Model to foster Healthy Ageing

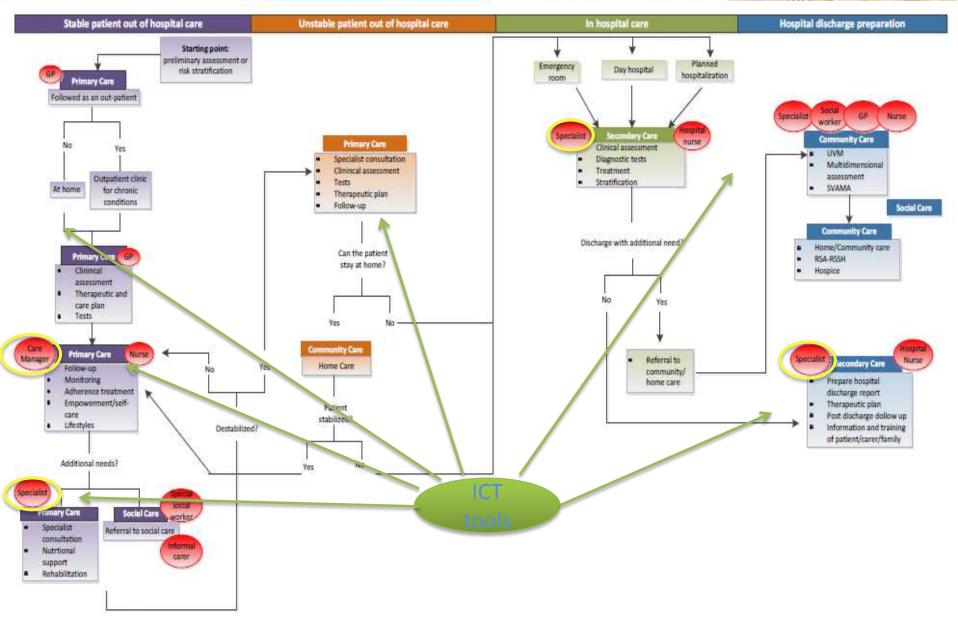
The pillars:

- Leverage on new organisation in group practices of general practitioners (GPs)
- Leverage on the trust between GPs and patients
- Accurate design of clinical pathways for each disease problem
- Definition of individualised care plan
- Engagement of GP- Care Manager (CM) specialists patient
- Support GPs and patients with well-trained care managers coaching patients during their disease pathway
- Empower patients and keep them focused on the target of the healthcare plan
- Introducing ICT tools for remote monitoring



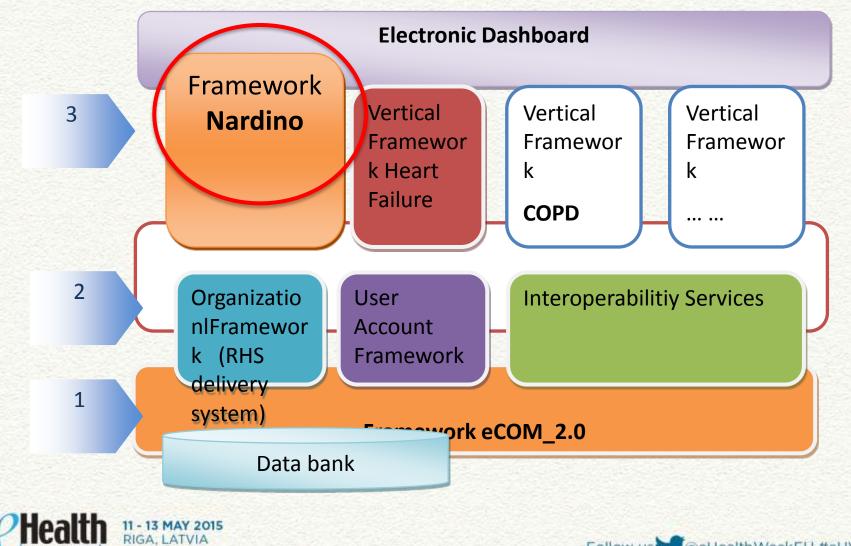
Peschici Pertocannone Vico del Gargano Vieste Carpino Rodi Garganico **Compexity of Puglia Region Territory** a Ururi Serracapriola Larino San Giovanni Apricena Rotondo ant'Elia D. Mattinata Pianisl San Severo asso Castelnuovo della Daunia Manfredonia San Marco "Lucera le Catola Margherita Foggia A14 ello 🔑 di Savoia Trinitapoli an Marco dei Cavoti Carabelle Barletta Cerignola Trani qo Veiano ... SS16 Bisceglie Ariano Bovino Molfetta Canosa di Irpino Andria andela Puglia Terlizzi Barı Corato vento_Flumeri Bitonto Lavello ... Minervino Modugno io Bitetto Murge Fontanarosa Rapolla Conversano Monopoli lino Spinazzola Guardia Lombardi Venosa delle Fonti Castellana Grotte PUGLIA Gravina Montella Pescopagano Altamura Fasano Torre Canne in Puglia Oppido Putignano ofra Lucano Alberobello Ostuni Martina Franca Santeramo in Colle Oliveto Avigliano no Citra Matera San Vito dei Normanni Buccino Potenza Grassano Brindisi Eboli Laterza -0 Massafra Tricarico Montescaglioso Postigliorie Ginosa Mottola Latiano Serre Tito Anzi BASILICATA Mesagne Castelcivita Pomarico 0 Carosino San Pietro Ferrandina \odot Torchiarolo Sah Rufo Capaccio Calvello Bernalda Taranto Sava Vernotico Trinita Stigliano Pisticci Metaponto Surbo () Laureana Laurino Manduria Leporano Montemurro Cilento 。 Aliano Lecce Stio Sant'Arcangelo Scanzano Jonico Sanza Castronuovo di Copertino Sessa 9 Sant'Andrea Porto Cesareo & Cilento Lucania Vallo della Galatina Rotondella Senise Otranto oli Nardò⁰ . Chiaromonte Rocca Imperiale Galatone Botrugno Marina Roccagloriosa Gallipoli Episcopia San Severino di Montegiordano Lucano Casarano_{S.} Cesarea Ascea Castellucolo Rotonda Terranova Roseto Capo Alliste Melissano Castro Terme Inferiore Mormanno di Pollino Spulico Morciano Castrignano Santa Domenica Talao CAEABRIA Cerchiara Castrouillari diteuce leuca di Calabria

Service procedures

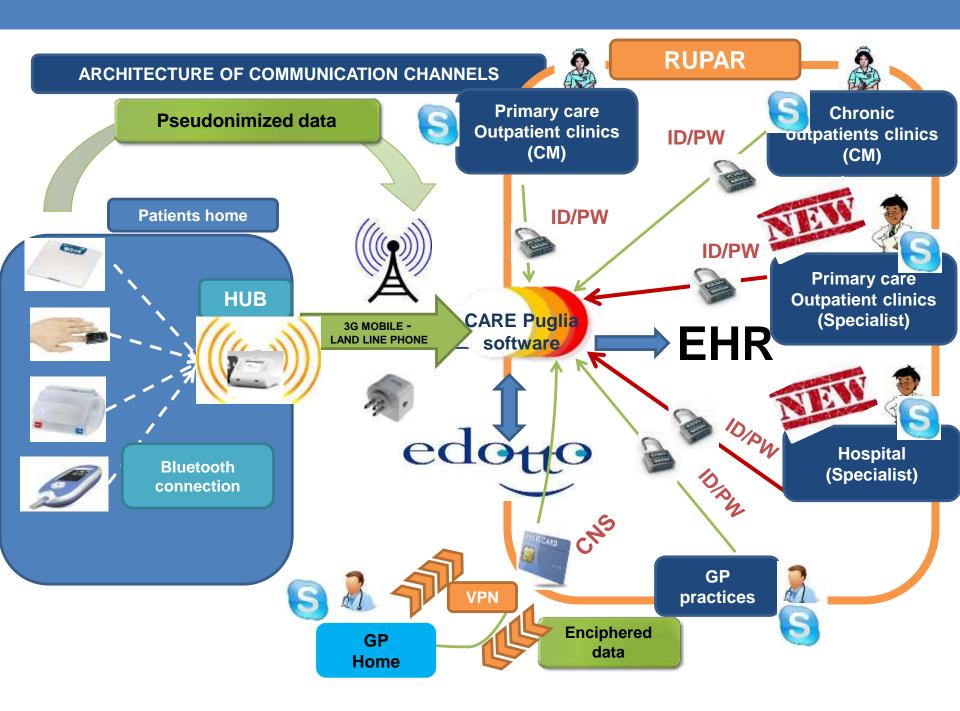


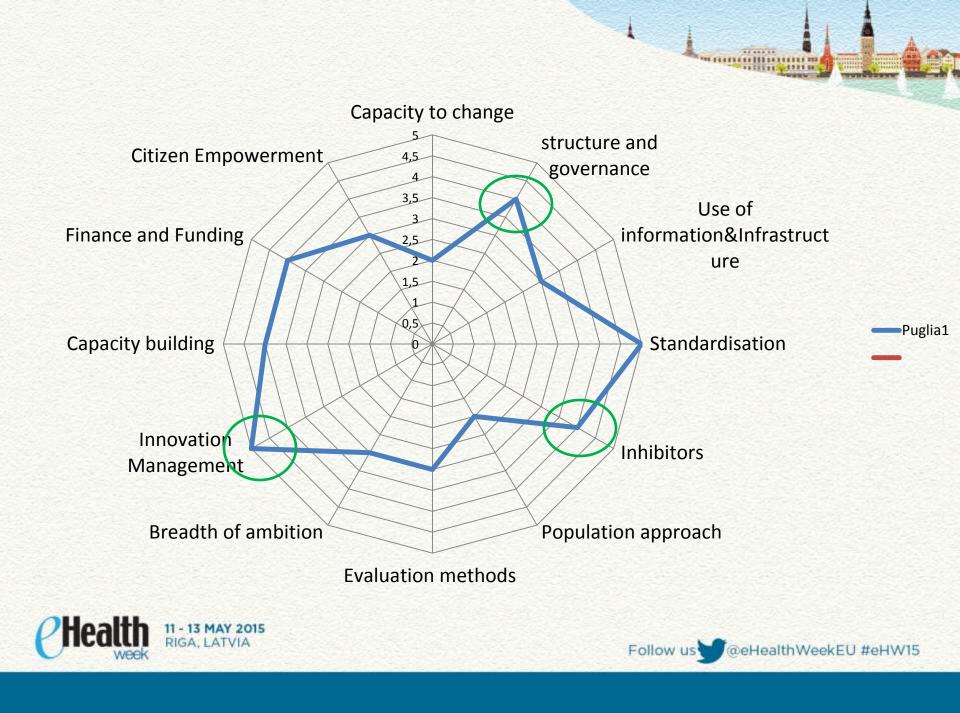
Manual History

CARE PUGLIA PLATFORM



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Inhibitors – Score 4

Made possible to understand the level of development of projects and Areas that still need to be completed: Aknowledgement of inhibitors > state of the art of running projects and detection/aknowledgement of barriers and clear classification of them

....Strict privacy laws exist

....resistance from GP's,

....eCommunications - more of an organisational issue than a technical one.

.....**EHR** is being designed...... however deployment has been held back, awaiting publication of the specification by central government, on transfer of health data between regions of Italy

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Typical Governance Structure

Structure and Governance – Score 4

Full integrated programme - parallell activities carried out between Welfare Departement and Economic Development Department: shared vision and common planning for univocal aim : implementation of the Digital Agenda (taking into consideration European and National directives) DIGITAL FIRST

PCP's and public/private/academic collaborations are being used in the areas of security, health, assistance and inclusion, also transport and eGovernment. There are documents on Smart Specialisation and the Regional Agenda which explain the overall strategy. (SF/OP)

In 2006 a Regional eHealth plan for Puglia was published, but this has not been updated this as there is an emerging national eHealth agenda, which Puglia will have to adopt.

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Innovation Management – Score 5

Evidence (exchange of information) extend to which innovation is actively encouraged managed, fostered, put in place, put into action...

Level of maturity of the Region in Innovation processes at broader /systemic approch

PCP's and public/private/academic collaborations are being used in the areas of security, health, assistance and inclusion, also transport and eGovernment. There are documents on Smart Specialisation and the Regional Agenda which explain the overall strategy. (SF/OP)

UbiCare project

Apulia Health Portal

Population Health (BDA)

Smartcare project

Carewell

ASSEHS

ICT Regional WP (TSE)/Innovapuglia (ICT agency)

Health Technology Assessment (HTA)



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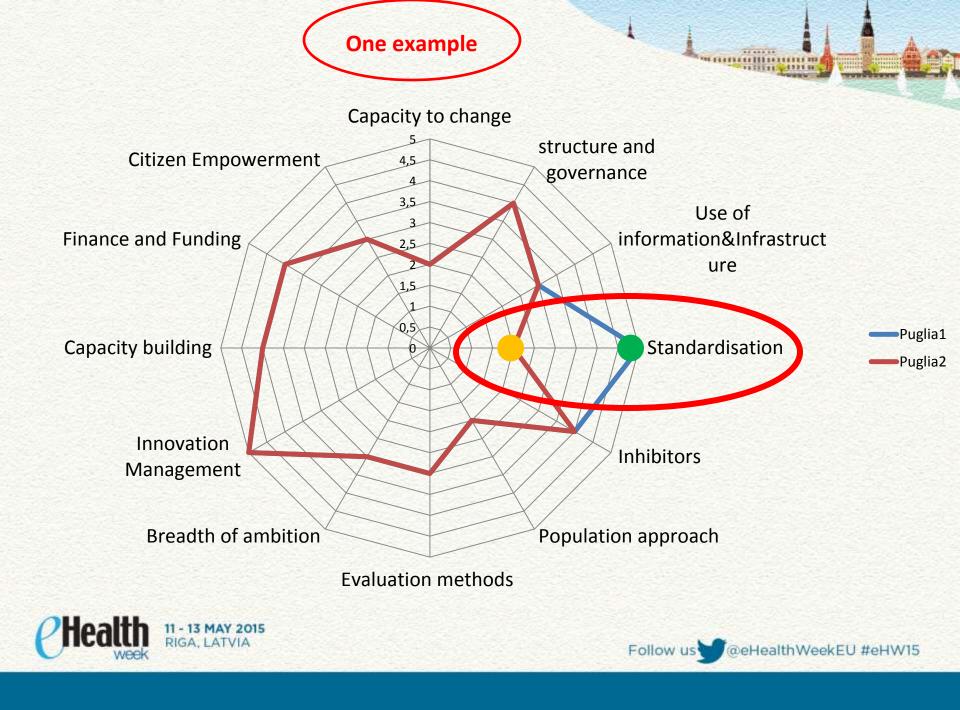
Added value of B3 maturity model

- Effective tool to analyze the state of the art of the context: easy/quick detection of areas of improvement, gaps, strengths
- Great tool to drive discussions during brainstorming: sometimes in meetings it is easy to miss the focus
- Facilitates multidisciplinary consultations: it has the potential to tackle issues from different angles giving broader views of the dimension of the problem
- Flexibility of the tool make it easy to use and easy to be accepted also at a policy maker level of discussion.
- Some dimensions might be improved in the definition (clarified)
- Indicators Sometimes don't cover all possible options of "maturity" in a Region....

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Standardisation - Score 2 ... or 5 ??

Puglia is pursuing a strategy of 'integration' of systems rather than 'standardisation' on common systems, although some attempts are being made to reduce the number of different systems in use.

.....ICT department,is to provide a *platform for interoperable eHealth services*.

In this regard, Puglia is planning to adopt *international informatics standards for health data* Indicators..

One example

1 –There is a lack of standards, and lack of efforts going to the use of standards at system and organizational interfaces
2 – There is a set of agreed standards for organizational interfaces but not system interfaces

3 – There is a set of agreed standards for organizational and system interfaces
4 – There is a unified set of agreed standards to be used in organizational and system implementations specified in procurement documents but not being supported by appropriate procurement processes
5 – There is a unified set of agreed standards being used for organizational and system implementations that are specified in procurement processes and supported by appropriate procurement processes and supported by

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THANK YOU



Francesca Avolio

CONTRACT IN CONTRACTOR OF

Regional Manager Regional Healthcare Agency of Puglia

f.avolio@arespuglia.it



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