



CHRODIS+
IMPLEMENTING GOOD PRACTICES FOR CHRONIC DISEASES



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Sustainability and scalability of the pilot actions: five key messages

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The role of European Futures Forum in Study visits

Our brief: to evaluate

- the potential applicability of the QCR recommendations
- enablers and barriers to their use
- Submit observations to WP7 in the form of lessons that could be learnt
- Offer messages re sustainability and scalability



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Our evaluation team

We fielded four experts on healthcare quality, all with 20 or more years of experience in the field.

Dr Ales Bourek (CZ), Basia Kutryba (PL), Rui Loureiro (PT) and Dr David Somekh (UK/IRL). Three of these four are former Presidents of the European Society for Quality in Healthcare ((ESQH).

*Having participated in 5 study visits during March and April 2019, our preliminary observations on **the sustainability and scalability of the pilot actions** follow from how we approached the task of evaluation*

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Evaluation principle no.1: use precise terms

Be clear about your use of terms, such as ‘quality’ and ‘empowerment’. For example:

- Quality assurance is not the same as quality improvement
- Patient empowerment is not just about changing patient behaviour, but health professionals behaviour also
- Scalability and transferability are not exactly the same



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Evaluation principle no.2: process and outcome

‘The operation was a success but the patient died’

Donabedian triad for assessing elements of care

Evaluating applicability? The nature of the QCR tool:
defines quality criteria to assess a ‘good practice’
then applied to implementation of new interventions

Good practices defined from research findings (SRs):

- Evidence of effectiveness (see PROSTEP project)
- Consensus based guidelines

Are construct validity and reliability relevant here?

Evaluation principle no.3: the long and winding road

History of quality in EC policy – since 2003 cross-border issues prompted collaboration despite subsidiarity rule

Great plans and the huge distance from the Boardroom to the shop-floor

‘If I was going to Tipperary I wouldn’t start from here’

Value for money versus value for patients: the cultural change needed to make patient-centred care a reality

Why digital transformation has huge potential – but isn’t really happening yet (but will eventually!)

Sustainability



Many factors, but among the most important:

- Quality from the top: leaders set the culture
- Need for local champions
- Wide engagement and ownership essential
- Cyclical review e.g. the PDCA cycle: change takes a long time and is incremental
- Power (politics) and money (resource constraints) can undermine excellent practices



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Scalability



The concept of 'scaling up': WHO (2009) defined as (www.who.int/reproductivehealth/publications/strategic_approach/9789241598521/en/) '*deliberate efforts to increase the impact of health service innovations **successfully tested** in pilot or experimental projects (local evidence of effectiveness and feasibility) so as to benefit more people and to foster policy and programme development on a lasting basis*'. Adoption is the key issue, but of established practice.

SCIROCCO project (scaling integrated care in context): EIP on AHA B3 (www.scirocco-project.eu) Challenges of scaling-up:

'How to use existing evidence?' 'What elements of good practice are transferable?' 'What is my local environment like?' 'Is my environment ready to adopt a good practice and what information do I need to enable adoption?'

5 'take-home' messages at this interim stage

Outcomes aren't necessarily what you planned, but there may be unexpected benefits e.g. bringing together stakeholders: it's the journey that matters

Education, education, education

Local champions need continued support

Notion of a maturity matrix gives basis for assessing progress over time: context is so important

Substantial culture change needed to empower patients



The Joint Action on Implementing good practices for chronic diseases (CHRODIS PLUS)

This presentation arises from the Joint Action CHRODIS PLUS. This Joint Action is addressing chronic diseases through cross-national initiatives identified in JA-CHRODIS to reduce the burden of chronic diseases while assuring health system sustainability and responsiveness, under the framework of the Third Health Programme (2014-2020). Sole responsibility lies with the author and the Consumers, Health, Agriculture and Food Executive Agency is not responsible for any use that may be made of in the information contained therein.



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