

Knowledge Transfer - Flanders, Belgium

(extract from D7.1 Knowledge Transfer Programme)

Informed by the outcomes of maturity assessment on strengths and weaknesses in integrated care in Flanders, the following dimensions of SCIROCCO Exchange Maturity Model for Integrated Care were identified as priorities for the knowledge transfer:

- **Dimension(s) for improvement:** these can be either weaker points, or relatively strong areas on which the region intended to improve further: Population approach and Population Health Management.

No areas for coaching were identified due to limited capacities and availabilities of stakeholders to participate in this type of knowledge transfer activity.

The following knowledge transfer and capacity-building activities were conducted in Flanders, Belgium

a) Goal Oriented Care

The objective of this capacity-building activity was to find synergies between the SCIROCCO Exchange (SE) Maturity Model for Integrated care and its tool and a Goal Oriented Care (GOC) approach as both of these initiatives are policy aims for Flanders. The ambition was to assess to what extent these two approaches are compatible and/or on the other hand need further adaptation to match the need of the Flanders Primary Care Institute (VIVEL) and the Primary Care Boards for the development of multi-annual policy plans. The aim is to apply the SCIROCCO Exchange tool in a GOC context for the 60 Primary Care Boards (PCBs) in Flanders. The tool was tested in 4 PCBs so far.

Several activities were conducted for this purpose:

- Workshop on 21/01/2021: concept of goal-oriented care, its theoretical background, key principles and practical implementation in Primary Care Boards in Flanders was presented. There was an introduction by the University of Ghent who are developing the concept of GOC for Flanders. The workshop was open to all SCIROCCO Exchange partners.
- Working Group on 31/03/2021 with an objective to explore the potential adaptation of SE Maturity Model to the concept of goal-oriented care with the participation of SE partners and University of Ghent.
- Workshop on 16/12/2021: SE discussion with University of Ghent to identify the synergy and how to further look at the use of the SCIROCCO Exchange Tool for a GOC approach. The GOC can be a catalyst or can be the additional focus for user expansion or it can be seen as an intervention to assess its maturity. In all cases, the tool might be adaptable to the GOC approach.

In terms of the outcomes of these activities, it was concluded that In order to assess a GOC approach, the dimensions should be more open towards patient / citizens reflections. Some of the dimensions might be more relevant for this exercise which will be further elaborated by the University of Ghent. This would not mean

necessarily a change in the maturity scores but rather the objectives of the dimensions of SCIROCCO Exchange Maturity Model.

b) Workshop on Interpretation of data by Primary care Boards in Flanders

The objective of this capacity-building activity was to find insights in successful approaches and challenges in using data to inform local decision-making in the delivery of health and social care services. The future goal is to build out skills and methods on the interpretation of data to help the local Primary Care Boards in Flanders.

This activity was implemented by bilateral knowledge exchange workshop with Scotland on 2 June 2021. The workshop was an opportunity to learn about Scotland's approach and experience on how data can be provided or on the kind of assistance needed to use and interpret data, in our case for local decision-making. It was a small workshop attended by the Primary Care Institute and the University of Ghent. We learned about methods to analyse data for local decision-making; techniques/tools to support the workforce in using the data; how to improve data health literacy and skills you may need to understand the data; a very interesting aspect was the leadership education on 'How do you best use/interpret the data to inform local decision making' and the Data Lab's Professional Development Programme;

The knowledge acquired will be used for the 60 Primary Care Boards in Flanders who have to make a new multiannual policy plan in 2022. VIVEL and the Academy of Primary Care (Flemish Universities) will assist the PCBs to introduce the data use in population management. For this a project group on data and dashboarding which contributes to population management is established. A proposal on creating a user's group needs still to be validated.

Challenges in the implementation of SCIROCCO Exchange Knowledge Transfer Programme in Flanders region

In terms of the GOC capacity-building activities, adopting a GOC approach requires also a mentality change of the formal and informal health and care providers but also will require the citizen to become part of his/her own care. There is still a long way to showcase the benefits for the person with care and support needs and the informal care giver. This is a gradual process, where Flanders invest in raising public awareness and has started in 2022 with an interprofessional training on GOC. For the time being, the minds of the primary care actors are mostly focused on mitigating the COBID-19 related crisis.

In terms of the data use and interpretation by PCBs, the main challenge in Flanders is to change the attitude of the different health and wellbeing actors towards using data. It remains difficult for people in the field to interpret data. The complexity of dashboards on data is adding to the reluctance of the health and wellbeing actors to use them. The diversity in data systems and data banks and the fact that Flanders does not have a global data system does not inspire confidence of the users for the time being.

Impact of SCIROCCO Exchange Knowledge Transfer Programme

In terms of the concept of GOC, taking into considerations with the exchanges between the SCIROCCO Exchange partners and wider audience, Flanders is looking

forward to improving the GOC approach and use the SE Tool as a basis to move the health and social care actors in that direction.

In terms of the data use and interpretation by PCBs, Scotland's experience in assisting the work field on the use of data and what it requires is a landmark for Flanders. It gives an insight of the different steps required to reach the same level as Scotland.