

Knowledge Transfer - Scotland

(extract from D7.1 Knowledge Transfer Programme)

Informed by the outcomes of maturity assessment on strengths and weaknesses in integrated care in Midlothian Health and Social Care Partnership (HSCP) in Scotland, the following dimensions were identified as priorities for the knowledge transfer:

- **Dimension(s) for coaching:** these are areas in which the maturity assessment revealed strengths which could be of interest for other regions to increase knowledge: Readiness to change, Citizen Empowerment and Innovation Management.
- **Dimension(s) for improvement:** these can be either weaker points, or relatively strong areas on which the region intended to improve further: Digital Infrastructure (with a particular focus on digital skills, implementation of EHR and deployment and use of digital services at large scale), Removal of Inhibitors (with a particular focus on citizen engagement) and Population approach (with a particular focus on the implementation of population-based risk stratification approaches).

It should be noted that due to organisational changes in Midlothian as well as COVID-19 pandemic it was very difficult for Scotland to undertake the role of the adopting region due to staff shortages, increased pressure on healthcare delivery organisations and ultimate shift of priorities towards the management of COVID-19 pandemic and its consequences.

The following knowledge transfer activities were facilitated and implemented by Midlothian HSCP and Scotland as the coaching region:

a) Workshop “Transforming local healthcare systems - co-creation and co-design with citizens

The objectives of this workshop were to:

- identify key learning - successful approaches and common challenges in empowering citizens to actively participate and co-create the delivery of health and social care services’
- explore specific topics for in-depth further knowledge exchange;
- build long-term strategic partnership to enhance learning and mutual exchange.

The main topics tackled during the workshop included:

- Introduction Scottish approach to service re-design.
- Introduction the Pathfinder Programme and its main outcomes.
- Experience of healthcare professionals and citizens with the Programme.
- Existing strategic/policy framework/model supporting the service re-design with an active role and participation of citizens.
- The role of the users/citizens in the transformation of healthcare services; users’ participation in the preparation and development of strategy/decision-making processes for the system’s transformation.
- Engagement of other key stakeholders in this process; communication of the change needed.

- Creation of opportunities for citizens to increase their participation in planning and implementation of health and social care services.
- Personalised care delivery in the community.
- Development of clinical pathways from the individual/citizen's point of view.
- Shifting the care delivery to local delivery upstream to prevention and self-management.
- Training of healthcare professionals and citizens to co-create clinical pathways.
- The role of digital technology in supporting the transformation of local systems.
- Citizen empowerment for prevention & self-management.
- Key success factors and challenges in engaging citizens in the service re-design.

The workshop was also found very useful by Scottish stakeholders, particularly when it comes to the peer review by other European regions and countries on the progress in this area and providing some inspirational examples for the future work.

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. The workshop was organised on 2 June 2021.

The main topics tackled during the workshop included:

- Data strategies
- Data skills and literacy
- Techniques and tools to support workforce in using the data
- Interpretation of data and the main techniques applied.

The workshop was also found very useful by Scottish stakeholders, particularly when it comes to the peer review by other European region on the progress in this area and providing some inspirational examples for the future work.

In addition to these exchanges with SCIROCCO Exchange partners, Scotland actively engaged with wider European and international audience to share their good practices, organised jointly with the Integrated Care Thematic Ecosystem of European Connected Health Alliance (please see the Figure below).



Integrated Care Thematic Innovation Ecosystem

26 May 2021
10:00 – 11:00 CET (09:00 – 10:00 BST)

COVID-19 – How to effectively communicate the need for change?

The COVID-19 pandemic has proven to be a catalyst of change and of greater demand for coordinated and integrated health and social care services, with healthcare professionals and citizens at the centre of this change. This includes the need for effective communication strategies, including both top down and informal strategies via social media, in order to build the necessary knowledge and skills in managing this pandemic. Training and awareness-raising strategies and programmes on communication between professionals and wider public is an emerging trend across health and social care systems in Europe and worldwide. It is therefore vital to encourage the countries and regions to share their knowledge and experience in implementing these strategies and programmes.

ECHAlliance Integrated Care Thematic Innovation Ecosystem has been set up to facilitate the sharing of good practices, exchanging ideas and gaining new knowledge. In collaboration with the EU Health Programme co-funded project **SCIROCCO Exchange** and Scottish Digital Health and Care Learning Network, the Ecosystem offers the opportunity to share the experience of Scotland and Lithuania in managing the communication and training strategies in response to COVID-19 crisis. Specifically, this knowledge exchange webinar will feature examples of:

- Effective communication strategies
- Training of healthcare professionals on the forms of communication
- Training of citizens on the forms of communication
- Healthcare literacy initiatives.

The outcomes of this webinar will inform about the objectives and aspirations of newly established Integrated Care Thematic Innovation Ecosystem and opportunities for collaboration. It will also help to gain the knowledge of other regions and countries in communicating the need for change in response to COVID-19 and accelerate the learning and potential adoption of this knowledge at local and regional level.



SCIROCCO Exchange Webinar

16 June 2021
11:00-12:30 CET / 10:00-11:30 GMT

COVID-19 – Mental Health & Well-being of Healthcare Professionals

Capacity-building and knowledge exchange is both the foundation and aspiration of SCIROCCO Exchange EU Health Programme funded project (www.sciroccoexchange.com). The ultimate objective of this project is to support health and social care authorities in their transformation towards sustainable integrated and more efficient health and social care systems through better understanding of local needs, mutual learning, access to tailored evidence and improvement planning. To achieve this objective, the SCIROCCO Exchange Knowledge Transfer Programme has been set up to facilitate the exchange of experience, good practices and lessons learned in order to speed up the adoption of integrated care in European regions and countries. The COVID-19 pandemic has proven to be a catalyst of change and of greater demand for coordinated and integrated health and social care services, with healthcare professionals and citizens at the centre of this change. As a result, healthcare professionals in particular are under enormous psychological pressure with stress, fatigues and anxiety being present in over 86% of health and social care workers worldwide (Vitez, M.2020).

The objective of this webinar is to share the experience of Scotland and South Denmark regions in supporting psychological well-being of healthcare professionals, highlighting the potential of digital solutions and importance of digital (technological) literacy in providing this support. Specifically, the webinar will feature examples of:

- Assessing the psychosocial impact of COVID-19 on nurses and midwives at Odense Universal Hospital (South Denmark) including personal and work concerns of nurses/midwives during the COVID-19 outbreak and level of emotional distress experienced by nurses/midwives during the COVID-19 outbreak.
- PRoMis National Well-being Hub for those working in Health and Social Care in Scotland.

Challenges in the implementation of SCIROCCO Exchange Knowledge Transfer Programme in Scotland

The following key challenges were identified by stakeholders participating in the Knowledge Transfer Programme:

- Assessment of the outcomes of knowledge transfer activities and how to best capture the learning to inform the future improvement.
- Transferability of learning and how to ensure its local adoption.
- Assurance of the strategic alignment of knowledge transfer activities with current priorities and on-going initiatives particularly at the level of delivery organisations.
- COVID-19 pandemic and its impact on the availability and engagement of healthcare professionals in the knowledge transfer activities.

Impact of SCIROCCO Exchange Knowledge Transfer Programme

The most profound impact of SCIROCCO Exchange Knowledge Transfer Programme in Scotland was a development of a Programme of Self-evaluation in Midlothian HSCP with a SCIROCCO Exchange Tool for Integrated Care a key component of the Programme. The participation in knowledge transfer and capacity-building activities also facilitated an internal learning and exploration of possibilities how to embed SCIROCCO Exchange approach to capacity-building as an integral routine practice of Midlothian planning and decision-making processes.