

Knowledge Transfer - Slovenia

(extract from D7.1 Knowledge Transfer Programme)

Informed by the outcomes of maturity assessment on strengths and weaknesses in integrated care in Trbovlje region in Slovenia, the following dimensions were identified as priorities for the knowledge transfer:

- **Dimension(s) for coaching:**
 - Digital Infrastructure
 - Process coordination
- **Dimension(s) for improvement:**
 - Innovation management

The objective of the knowledge transfer in Trbovlje region in Slovenia was to improve the overall maturity for integrated care at national and local level. The specific objective was to gain a good insight into innovation management of integrated care and deinstitutionalisation of healthcare and shift of the care to community level in Slovenia. The main driving need was to improve awareness of the importance of integrated care at all levels - professional, public and political. A good enabling environment for piloting and managing innovations and other good practices needed to be established. This can be mostly done by engaging in the exchange of good practices with other countries and regions in Europe, encouraging the piloting of new innovative solutions with the view to capture main lessons learned and embed these pilots into routine care at all system levels.

The following knowledge transfer and capacity-building activities were conducted in Trbovlje region in Slovenia:

a) Workshop on Transforming local systems - Participation and co-creation with citizens

The online workshop was organised on 13 April 2022 with the Basque Country and Trbovlje region in Slovenia as the adopting regions and Scotland as the coaching partner with a simultaneous translation.

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 basis for planning this knowledge transfer was the maturity assessment of integrated care in the municipality of Trbovlje using the SCIROCCO Exchange tool. Based on the results of the assessment and discussions at the consensus workshop, the advantages and disadvantages of moving to more integrated care were identified. Understanding the need for change was identified as a main priority. Based on the assets shared by Scotland and Midlothian Health and Social Care Partnership in particular, the good practice on the engagement of stakeholders in addressing the need of change in designing and delivering

health and social care services was identified as a priority for learning. In addition, in Scotland there is a number of good practices in place, and innovation is mostly seen as the key driver for achieving long-term financial sustainability as well as realistic medicine goals. Hence these practices were identified as promising for improving the maturity in integrated care in Trbovlje in Slovenia,

The key message/main outcome of this workshop was the understanding of the necessity and importance of needs assessments of citizens, using the co-creation approach. Stakeholders gained insights on how to involve citizens in planning innovative health care solutions which is one of the planned outcomes of the improvement plan in Trbovlje. Representatives of Slovenian municipalities also reported the valuable learning on applicability of the lessons learned from Scotland at the local level. In the Social Protection Institute of the Republic of Slovenia, we will continue to actively involve users in our work (conducting needs assessments, planning strategies, actions, etc.) and also complement the approaches with the knowledge presented at the workshop. We will try to implement them as a part of strategic planning in a municipality of Domžale (new project 2021/2022). The knowledge gained could also have an added value for the stakeholders in Trbovlje when they try to redesign the system, starting with the needs analysis and reforming e-care in their environment.

b) Workshop on Social Health Coordination in the Basque Country

The online workshop was organised on 23 November 2021 with the Basque Country as the coaching region and Slovenia as the adopting partner with a simultaneous translation.

The objectives of this workshop were to:

- explore specific topics for in-depth further knowledge exchange
- identify key learning - successful approaches and common challenges in implementing the Social Health coordination in the Basque Country
- build long-term strategic partnership to enhance learning and mutual exchange.

The main rationale for this knowledge transfer activity was the interest to learn about the support and entrepreneurial commitment of the Basque healthcare system to healthcare integration. The integration policy is defined as well as the need for change and a plan for change for the organisation and its staff. Health and social coordination is planned at the institutional level. The Health Department also has a defined research and innovation strategy in place.

The key outcome of this knowledge exchange was gaining insight on the organisation of health and social care integration, with a particular focus of integrating mental health services. The lessons learned from the presented pilots provided valuable set of knowledge for the participating stakeholders who reflected on the potential adaptation of these pilots to local settings.

The added-value of this capacity-building activity was in-depth knowledge on how to plan the service redesign to more integrated care system, including governance and organisation models and roles of different stakeholders. For Social Protection Institute of the Republic of Slovenia specifically, the message about the pilot projects was of additional value, as the Institute is currently conducting the evaluation of eight pilot projects in the field of

integrated care in Slovenia. Added value is also the real opportunity to promote strategic partnerships to enhance learning and mutual exchange between Slovenia and the Basque Country.

c)Public awareness raising activities: Scientific publication *Long-term care - a challenge and an opportunity for a better tomorrow: Evaluation of pilot projects in the field of long-term care*

The objective of this knowledge transfer activity was to:

- inform professional and scientific public, decision makers on the experience of implementing integrated long-term care
- raise discussions on the piloted long-term solutions piloted in the existing pilot projects
- influence the implementation of systemic solutions toward more integrated long-term care.

The long-term care pilots tested important solutions for achieving more integrated care (e.g., single entry point, single eligibility assessment tool, integrated care teams, long-term care coordinator, information system, etc.). The evaluation outcomes of these pilots provided important lessons learned which were consolidated and disseminated in the form of the Publication "*Long-term care - a challenge and an opportunity for a better tomorrow: Evaluation of pilot projects in the field of long-term care*". The publication can be accessed here: https://www.sciroccoexchange.com/uploads/Dolgotrajna-oskrba-monografija_ANG-WEB.pdf.

Challenges in the implementation of SCIROCCO Exchange Knowledge Transfer Programme in Trbovlje region in Slovenia

The outcomes of the maturity assessment in Trbovlje region demonstrated quite low maturity in integrated care. Hence, it was quite difficult to identify the areas that could be presented to other participating regions and countries as good practices and on the other hand the areas where knowledge transfer is most needed and valuable to learn from other SCIROCCO Exchange partners. Also, initially the focus of capacity-building was initially mostly on the local level which is very dependent on the national level when it comes to potential implementation of learning. It would have been more beneficial to focus mainly on the national level. In addition, the Covid 19 pandemic had a significant impact on knowledge transfer planning and participation. First, the original plan was to hold the field trips to Scotland and the Basque Country, which likely would have resulted in more intensive stakeholder participation. Second, participation in the virtual events was lower because there were many situations that affected participation (illness, closure, technical problems, too many virtual events etc.).

Impact of SCIROCCO Exchange Knowledge Transfer Programme

The knowledge transfer and capacity-building in Slovenia showed the importance of these activities in planning changes and improvements locally. The main learning was that it was very important to plan the knowledge transfer in advance as it encouraged participating stakeholders to collaborate with each other, share knowledge and increase common knowledge competence. In the knowledge transfer from Scotland and the Basque Country the main learning was the importance of involving citizens in planning for change and transformation of health care system as well as strategies and plans in place to support

coordination and integration of health and social care services across different setting. Participating stakeholders from Slovenia expressed a desire for further knowledge transfer activities which was a promising outcome to continue engaging in the exchange of good practices and learning from other regions and countries in Europe. It was also a reassurance that selected topics and focus of the capacity-building activities was very much aligned with local priorities and future implementation plans.