



SELF-ASSESSMENT PROCESS IN THE BASQUE COUNTRY

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SELF-ASSESSMENT PROCESS

METHODOLOGY



The **SCIROCCO Exchange Tool** was used in the self-assessment process. This is structured as a **12 questions** survey, each of which is associated to a particular “dimension”.

DIMENSIONS

Q1	Readiness to Change	Q7	Population Approach
Q2	Structure & Governance	Q8	Citizen Empowerment
Q3	Digital Infrastructure	Q9	Evaluation Methods
Q4	Process Coordination	Q10	Breadth of Ambition
Q5	Finance & Funding	Q11	Innovation Management
Q6	Removal of Inhibitors	Q12	Capacity Building

The maturity level in each dimension is evaluated by an assessment scale which goes from a **minimum rating of “0” to a maximum rating of “5”**.

Five stakeholders per each Local Health Authority (LHA) with diverse background and different roles within the organisation comprised: a representative of the Top Management (e.g. CEO, CMO, CAO); a representative of the Health & Social Care District; a representative with medical background (e.g. Care Manager, Chief Nurse); a representative of the ICT Team; and a patients’ group representative.

The maturity assessment process comprised **two separate stages**:

- a •** Individual self assessment, completed by each appointed stakeholder with one-to-one support upon request; and
- b •** Consensus workshop, delivered to each LHA office with all the stakeholders face-to-face.



TWO EXAMPLES OF INDIVIDUAL ASSESSMENTS IN THE BASQUE COUNTRY



Health & social care
Coordinator

Primary care nurse



In the assessment phase, together with the score, each participant stakeholder was invited to provide a brief justification for the score assigned.

The results were plotted on individual spider diagrams for each self-assessment completed, whose combination during the consensus stage originated a spider diagram over the scores individually provided and visualised with bubbles as depicted in the figure below.



SELF-ASSESSMENT PROCESS IN THE BASQUE COUNTRY

Basque Country's final
spider diagram



PARTICIPANTS TO THE BASQUE COUNTRY'S CONSENSUS WORKSHOP

ROLE	AFFILIATION
Insurance & Procurement unit's professional	Basque Department of Health
Health & social care Coordinator	Osakidetza Basque Health Service
Deputy Director of Quality and Information Services of the General Directorate	Osakidetza Basque Health Service
Integration and chronicity service's professional of the General Directorate	Osakidetza Basque Health Service
Head of department of internal medicine	Osakidetza Basque Health Service
Primary care nurse	Osakidetza Basque Health Service
Hospital nurse	Osakidetza Basque Health Service
Organisational innovation professional	Basque foundation for health innovation and research
Citizen	-



SCOPE

To capture the perception of multiple stakeholders on maturity and readiness to change of the Basque Country's public healthcare system, in order to identify strenghts and weaknesses of the adoption process, to provide the basis to enable improvement through knowledge transfer.

ASSESSMENT PROCESS

Five step process: identification of local stakeholders by the Trust; individual on-line self-assessment with help-line support; share of the individual assessments with Kronikgune; consensus meeting at the Headquarters of Osakidetza; data analysis by Kronikgune; Regional report.

STRENGTHS

The strenghts on which majority of the stakeholders agreed, are: **Q2 - Structure and governance**; **Q3 - Digital Infrastructure**; and **Q7 - Population Approach**.

The healthcare structures have been unified and the governance aligned with the objective of integrated care and digital and information systems have been created and standardised. A Unified Healthcare Record accessible for all the healthcare professionals and the nursing homes has been created, and a risk stratification strategy has been carried out and improved stratifying the entire population of the Basque Country. These and other actions in these domains aimed at integrated care have been and are a priority for the health system

WEAKNESSES

Q4- Process Coordination, **Q6- Removal of Inhibitors**, and **Q8- Citizen Empowerment** were the dimensions where the Basque stakeholders found more room for improvement



Igor Zabala
Head of the Integration and Chronicity service-
Osakidetza Basque Health Service

“The self assessment has enabled us to reflect on the situation in which we find ourselves regarding the implementation of integrated care in the Basque Country. There’s still work to be done, but we’re on the right track”

SUMMARY AND CONCLUSION

In the last decade, the Basque health system has moved towards a new organisational and management model aiming for an integrated care system. The self-assessment outcomes reflect the actual maturity of the Basque health system, showing progress towards integrated care in all dimensions. The features that justify the scores in each of the dimensions provide evidence and allow comparing the outcomes with previous assessments and measuring progress.

SELF-ASSESSMENT PROCESS

KEY MESSAGES



- The outcomes provide a harmonised approach, scoring 3 or 4 in all dimensions. From the previous self-assessment, the one carried out in 2017, scores have improved by one level on 5 of the 12 dimensions.
- The transformation towards integrated care of the Basque health system has been promoted at a political level by the Ministry of Health of the Basque Government, highlighting the need to guarantee its quality and sustainability. A series of structures and tools have been developed to make change possible and a process of awareness raising and training has been deployed for the management teams and front line professionals.
- The embracement of tools for the assessment of continuity of care as IEXPAC, IEMAC, D`AMOUR and the Framework Contract, has helped to monitor the process and maintains the focus.
- All this is facilitating a cultural change for Osakidetza' professionals. They have had to adopt new roles, adopt new ways of working and face new challenges, that has implied important changes across all the twelve domains implying a tremendous challenge for the system.
- The inclusion of a citizen not professionally related to the health system in the process has allowed us verifying how informed the citizens are of the transformation and the interventions that are being carrying out in the last years.
- The stakeholders valued their maturity assessment process and experience as very positive. The process was carried out successfully and could be performed as planned. It has allowed stakeholders to reflect on the integrated care approach carried out in the Basque Country, the current level of development and the main gaps that still need to be covered.
- Some testimonials from the participants were:

“The outcomes of this self-assessment reflect our situation quite well, especially regarding the progress we have achieved in the last years. It corresponds quite closely to reality; it is quite realistic”.

“Conducting individual evaluations at the beginning of the process is very positive. The personal reflection is key to the successful completion of the final consensus exercise”

“Although it is a subjective self-evaluation, it allows us to see where we are, in which areas we have made the most progress and in which we still have much room for improvement”

About SCIROCCO Exchange

SCIROCCO Exchange is a 32 month project, running from January 2019 to February 2022. The project's total budget is € 2,649,587. The project consortium consists of 14 partners from 10 countries, including national and regional healthcare authorities, universities, competence centres and membership organisations. Capacity-building support will be provided to 9 national and regional healthcare authorities, with diverse maturity and organisation of integrated care.

SCIROCCO Exchange Consortium

National and Regional Health and Social Care Authorities

Belgium - Flanders Agency for Health and Care

Germany - Optimedis

Italy - Regional Agency of Health and Social Care of Puglia

Lithuania - Vilnius University Hospital Santaros Klinikos

Poland - National Health Fund

Scotland - Scottish Government (Project Co-ordinator)

Slovakia - Pavol Jozef Safarik University

Slovenia - Institute of Social Protection of the Republic of Slovenia

Spain - Basque Health Service - Osakidetza

Universities and Competence Centres

Scotland - University of Edinburgh

Spain - Kronikune - Institute for Health Services Research

Spain - University of Valencia

Membership Organisations

Belgium - European Health Telematics Association

France - Assembly of European Regions

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