



**MATURITY ASSESSMENT PROCESS
FOR INTEGRATED CARE
IN POLAND**

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MATURITY ASSESSMENT PROCESS

METHODOLOGY

The **SCIROCCO Exchange online self-assessment tool** was used in the maturity assessment process. The objective of this process was to assess the readiness of primary care centres in Poland to adopt integrated care.

The Tool is structured as a **12 questions** survey, each of which is associated to a particular “dimension”.

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

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 assessment process comprised **two separate stages**:

- Phone interviews carried by NHF’s employees, completed by each of the selected stakeholders separately; and
- Consensus-building workshop with an objective to reach consensus across all 12 dimensions of the SCIROCCO Exchange Maturity Model and agree a final spider diagram in 3 groups of stakeholders according to their size.

Individual stage

Consensus stage



MATURITY OF POLAND IN INTEGRATED CARE



Group consensus-diagram
for small-size Primary
Healthcare Centres

List of stakeholders participated in the maturity assessment process

NZO "ZDROWIE" S.C. w Batorzu

NZO "CENTRUM" ALEKSANDRÓW w Aleksandrowie

"OPTIMA MEDYCYNĄ" S.A. DYTMARÓW

"OPTIMA MEDYCYNĄ" S.A. RACŁAWICE ŚLĄSKIE

ZOZ NR 2 ŁĄKA

ZOZ NR 2 WYSOKA GŁOGOWSKA

SPZOZ MOŃKI w Krypno Kościelne

CENTERMED KIELCE

"ELMED"SP. Z O.O. w Orzynach

"PRO-FAMILIA" w Czerwonak

"VITA" PRZYCHODNIA MEDYCYNĄ RODZINNEJ w Osiek nad Notecią

"SZAFERA" PRZYCHODNIA MEDYCYNĄ RODZINNEJ w Bezzreczu



Group consensus-diagram
for medium-size Primary
Healthcare Centres

List of stakeholders participated in the maturity assessment process

- NZO "PRZYCHODNIA RODZINNA" w Sobótce
- POWIATOWE CENTRUM ZDROWIA SP. Z O.O. w Lwówku Śląskim
- NZO CENTRUM MEDYCZNE "FARMA-MED" w Inowrocławiu
- WSPL SPZOZ w Gorzowie Wielkopolskim
- "NEUCA MED." SP. Z O.O. w Zgierzu
- CM "MEDYCYNĄ GRABIENIEC" w Łodzi-Bałuty
- CM "SZPITAL ŚW. RODZINY" w Łodzi-Śródmieście
- "SCANMED" S.A. ŚRÓDMIEŚCIE w Krakowie-Śródmieście
- NZO "KROMED" S.C. w Grybowie
- NZO "CENTRUM" MIŃSK w Mińsku Mazowieckim
- NZO "CENTRUM" SIEDLCE
- ŁOMŻYŃSKIE CENTRUM MEDYCZNE
- "COPERNICUS" SP. Z O.O. w Gdańsku
- "BALTIMED" w Gdańsku
- NADMORSKIE CENTRUM MEDYCZNE w Gdańsku
- "EPIONE" SP. Z O.O. PIOTROWICKA w Katowicach
- "EPIONE" SP. Z O.O. SZOPIENICKA w Katowicach
- NZO CENTRUM MEDYCZNE SP. Z O.O. w Katowicach
- CENTERMED SP. Z O.O. w Katowicach
- ZPiSOZ "MEDIX" w Kaliszu
- NZO "MULTIMEDIS" w Poznaniu- Wilda



Group consensus-diagram
for large-size Primary
Healthcare Centres

List of stakeholders participated in the maturity assessment process

- “SCANMED” S.A. KROWODRZA w Krakowie-Krowodrza
- NZOZ KRAKÓW-POŁUDNIE SP. Z O.O. w Krakowie-Podgórze
- SPZZLO WARSZAWA-ŻOLIBOŹ
- SPZZLO WARSZAWA-WAWER
- NZOZ “MEDIQ” w Legionowie
- “ZDROWIE” S.C. PORADNIA RODZINNA w Płońsku

Blank horizontal lines for additional stakeholder information.

MATURITY OF POLAND IN INTEGRATED CARE

SCOPE

The assessment was made at national level. Stakeholders represent the Primary Healthcare Centres (PHC) of all regions in Poland.

LANGUAGE

Polish



KEY FINDINGS

STRENGTHS

The overall outcomes show that primary care in Poland is making significant progress in all dimensions, but mostly due to the fact that PHC take part in a pilot project **POZ PLUS** that generates new pathways, adopts new solutions, and forces cooperation between primary and specialised care.

WEAKNESSES

“**Process Coordination**”, “**Digital Infrastructure**” and “**Citizen Empowerment**”. However, during 2019, Poland introduced a national e-solution referring to every patient called **IKP – Individual Patient Account**, where every patient has access to historic data on healthcare services reimbursed by National Health Fund, e-prescriptions ordered, e-referrals and planned visits to doctors, which strengthens patient empowerment.

SUMMARY AND CONCLUSION

The SCIROCCO Exchange Tool and self-assessment process has allowed understanding of the current level maturity of Primary Healthcare Centres in integrated care. The assessment among PHCs, that have joined the pilot of integrated care project in Poland, can become the foundation to the assessment of the progress achieved throughout the pilot project **POZ PLUS**.




KEY MESSAGES

- The assessment of primary healthcare providers in Poland reflects the actual state in healthcare system, scoring 3 or 4 in all dimensions. The PHCs that took part in the maturity assessment are the selected primary healthcare units that have met all requirements of **POZ PLUS** programme such as implementation of visits in voluntary use, electronic patient documentation, participation in preventive programmes. This may be the reason why, despite the differences in the size of the facility itself and the population it covers, the results do not differ significantly.
- The stakeholders valued the maturity assessment process and agreed that the process should be performed once again after implementation of integrated care solutions achieved throughout the pilot project **POZ PLUS**.



NEXT STEPS

- The assessment among PHCs, that have joined the pilot of integrated care project in Poland, can become the foundation to the assessment of the progress achieved throughout the pilot project POZ PLUS. There is a strong need to repeat the whole assessment using the Scirocco Maturity Model by each individual PHCs to measure the progress and implementation of integrated care solutions after 3 years of integration.
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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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