Leiden University Medical Center

Integrated care as a means to promote health and wellbeing throughout the life course

Plenary 2: How To Make Palliative Care Policies More Public Health Minded

Ass. Prof. Dr. Viktoria Stein

Department for Public Health and Primary Care

7TH PUBLIC HEALTH PALLIATIVE CARE

INTERNATIONAL CONFERENCE 2022

TWO THINGS I HATE: CHANGE, AND THE WAY THINGS ARE.

We all know what influences health and wellbeing – or do we?

Peace
Shelter
Education
Food
Income
Stable eco-system
Sustainable resources
Mobility
Social justice and equity
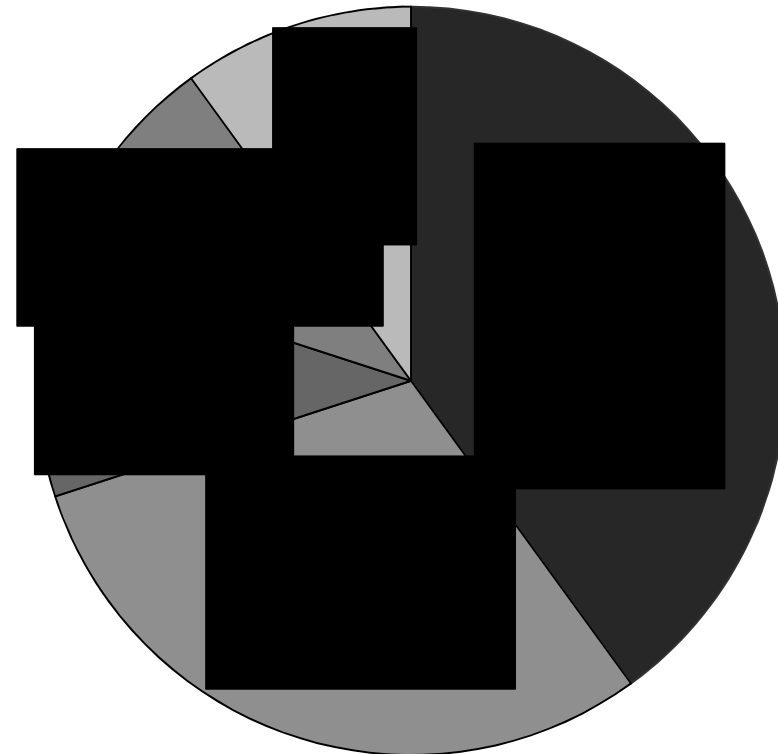
World Health Organization. Ottawa charter for health promotion. International Conference on Health Promotion: The Move Towards a New Public Health, November 17-21, 1986 Ottawa, Ontario, Canada, 1986. Accessed July 12, 2002 at <http://www.who.int/hpr/archive/docs/ottawa.html>.

Determinants of Health Model based on frameworks developed by: Tarlov AR. *Ann N Y Acad Sci* 1999; 896: 281-93; and Kindig D, Asada Y, Booske B. *JAMA* 2008; 299(17): 2081-2083.
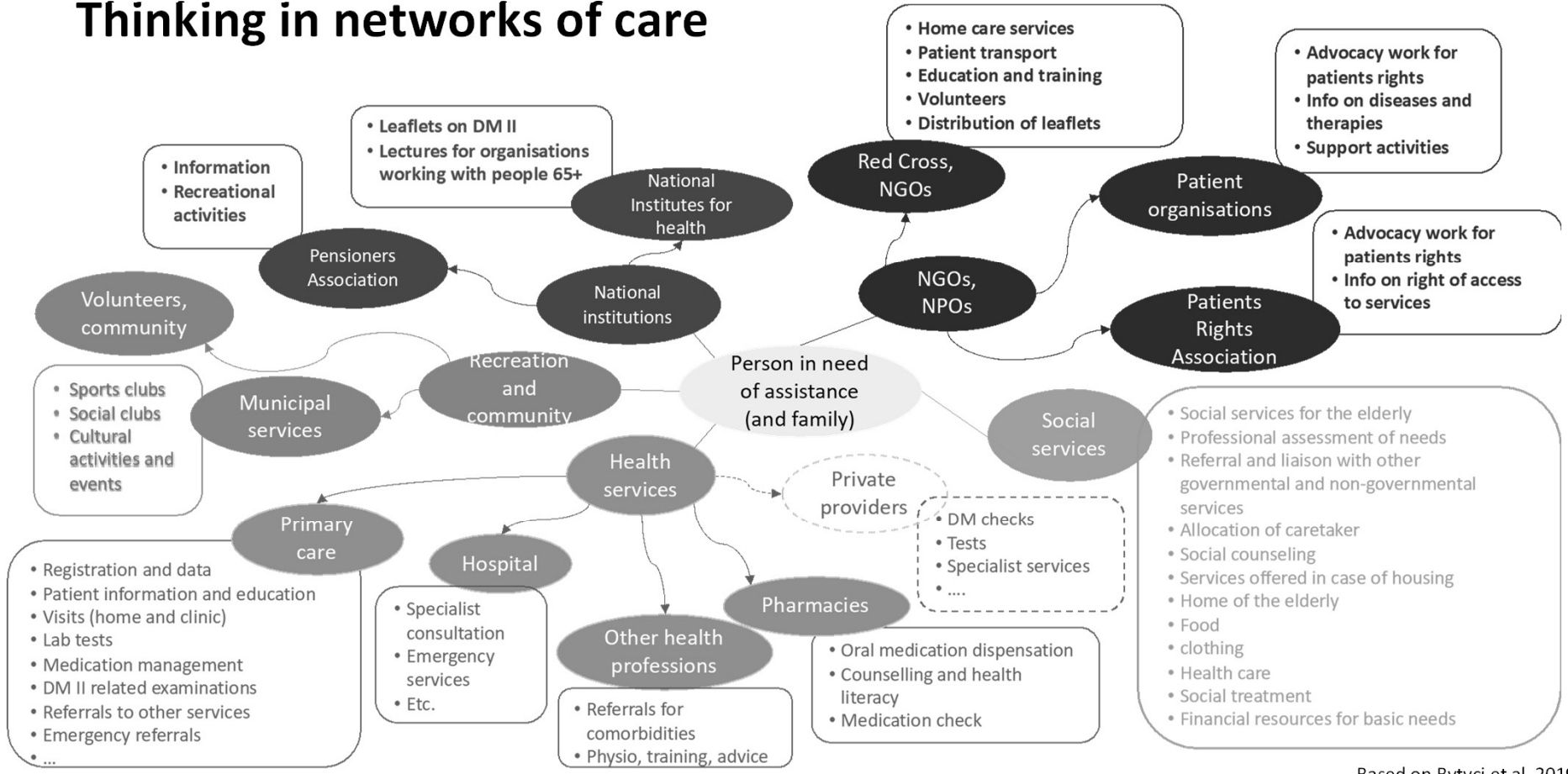
Integrated care is a concept centred around the needs of people

"I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me."

National Voices 2013

Thinking in networks of care

- Home care services
- Patient transport
- Education and training
- Volunteers
- Distribution of leaflets

- Advocacy work for patients rights
- Info on diseases and therapies
- Support activities

- Leaflets on DM II
- Lectures for organisations working with people 65+

- Information
- Recreational activities

Red Cross, NGOs

Patient organisations

National Institutes for health

- Advocacy work for patients rights
- Info on right of access to services

Pensioners Association

National institutions

NGOs, NPOs

Patients Rights Association

Volunteers, community

Municipal services

Recreation and community

Person in need of assistance (and family)

Social services

- Sports clubs
- Social clubs
- Cultural activities and events

Health services

Private providers

- Social services for the elderly
- Professional assessment of needs
- Referral and liaison with other governmental and non-governmental services
- Allocation of caretaker
- Social counseling
- Services offered in case of housing
- Home of the elderly
- Food
- clothing
- Health care
- Social treatment
- Financial resources for basic needs

Primary care

Hospital

- DM checks
- Tests
- Specialist services
- ....

Pharmacies

- Registration and data
- Patient information and education
- Visits (home and clinic)
- Lab tests
- Medication management
- DM II related examinations
- Referrals to other services
- Emergency referrals
- ...

- Specialist consultation
- Emergency services
- Etc.

Other health professions

- Oral medication dispensation
- Counselling and health literacy
- Medication check

- Referrals for comorbidities
- Physio, training, advice

Based on Bytyci et al. 2019

k.v.stein@lumc.nl

The relevance of public health

People and caregivers

- Support individuals and families to live healthy throughout their lives.
- Support individuals to better manage ill health, ageing processes, disability and mental conditions.
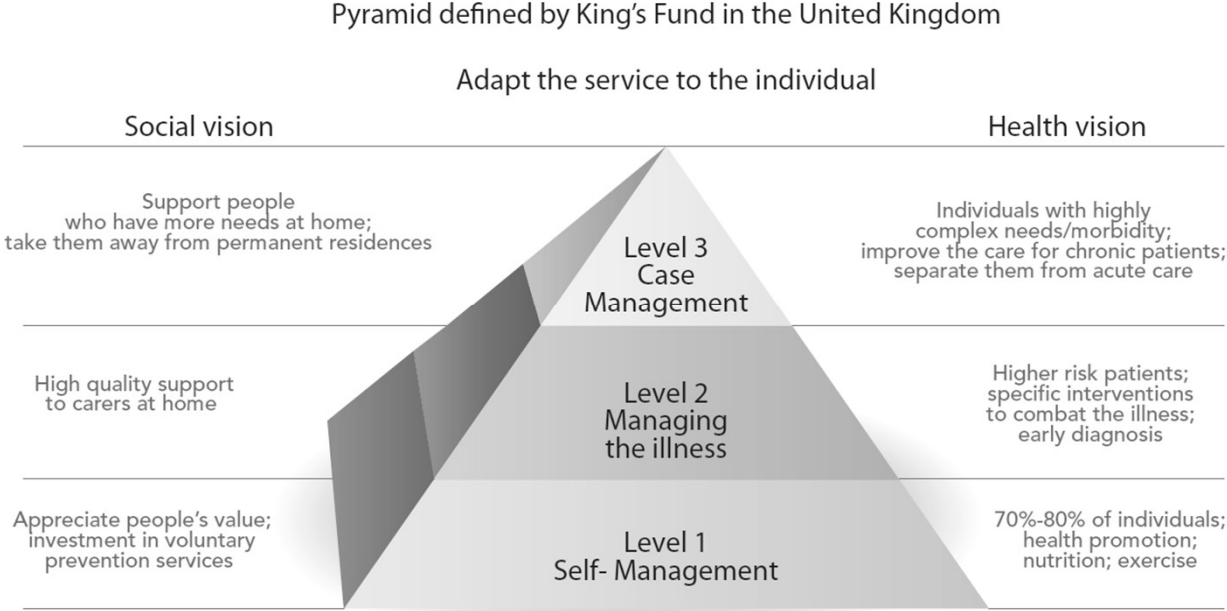- Support families and carers to better look after themselves and their loved ones.

Communities and populations

- Support populations and communities to act upon their social determinants of health and contribute to the development of healthy environments.
- Support populations and communities to coproduce the care services they receive and to contribute to service and system improvement
- Ensure equity in health is a key part of all strategies.

Organising services according to population needs

Pyramid defined by King's Fund in the United Kingdom

Adapt the service to the individual
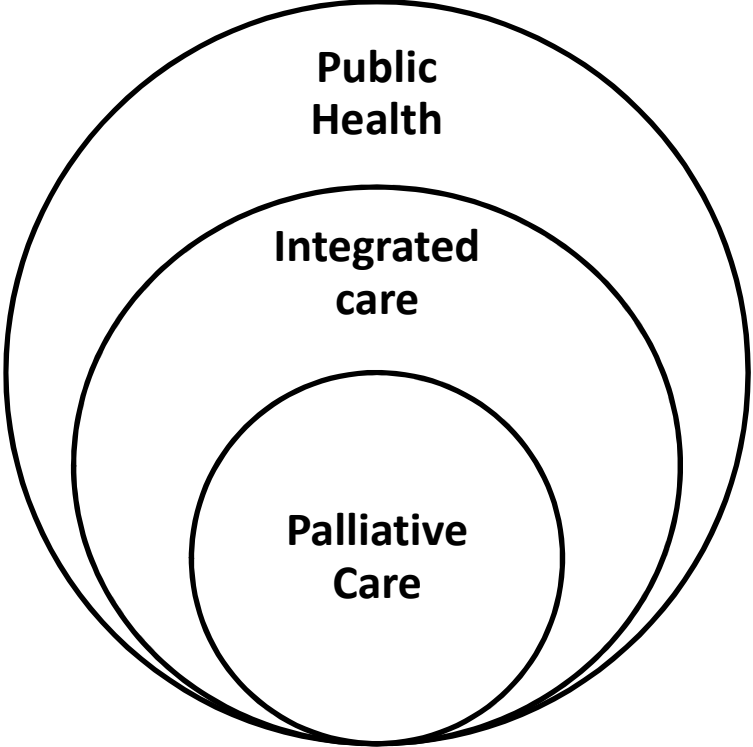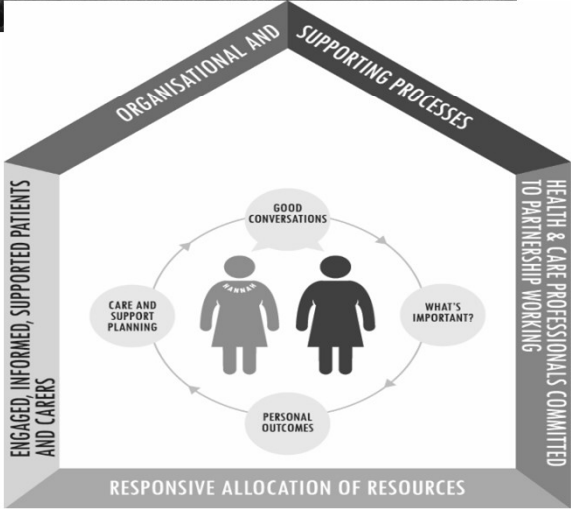
Social vision		Health vision
Support people who have more needs at home; take them away from permanent residences	**Level 3 Case Management**	Individuals with highly complex needs/morbidity; improve the care for chronic patients; separate them from acute care
High quality support to carers at home	**Level 2 Managing the illness**	Higher risk patients; specific interventions to combat the illness; early diagnosis
Appreciate people's value; investment in voluntary prevention services	**Level 1 Self- Management**	70%-80% of individuals; health promotion; nutrition; exercise

Source: King's Fund (C.Ham)

k.v.stein@lumc.nl

Relevance for palliative care

Shifting from clinical problems to personal goals: changing the question

From "What is the matter?" to "What matters to you?"

Working with people to define their goals to:

- Support team-based and interprofessional care as it encourages team members across professions and sectors to work together towards a common goal: that of the patient.

- Use what is most important to the person seeking care to determine what kinds of care are appropriate and how care is to be delivered.

- Move from a model that focuses on *problem-solving strategies* and *clinician-relevant objectives* towards addressing *people's priorities.*

"My goal: I want to be able to go shopping with my granddaughter"

Changing th way we teach and learn

Technical competencies

Behavioural competencies
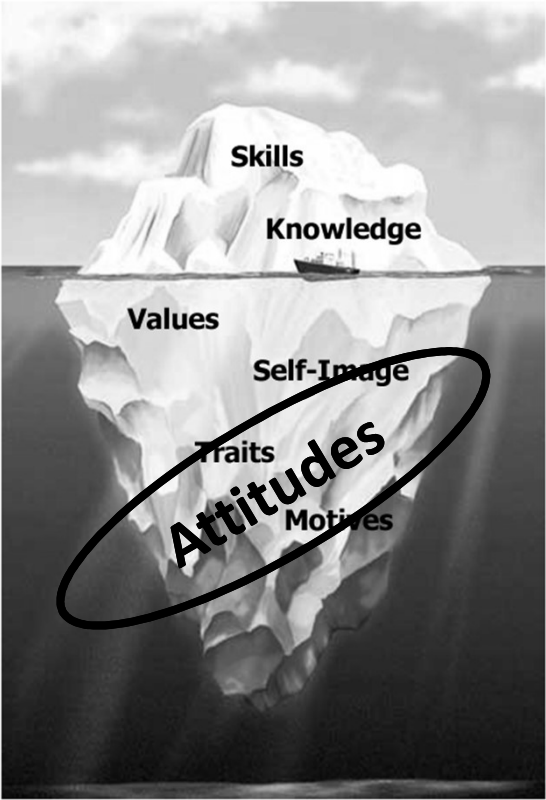
Can be influenced directly through education and training

What we know and can do

What we perceive and what motivates us

May be influenced indirectly through education and training and role models

Stein 2016, based on McClelland 1973

# Community particpation is essential: everywhere, all the time

"We don't need to involve patients and caregivers in healthcare, we need to involve professionals in the every day care."

"The soft skills are the hard skills"

"The two words 'information and 'communication'
are often used interchangeably, but they signify
quite different things. Information is giving out;
communication is getting through."

Sydney J Harris
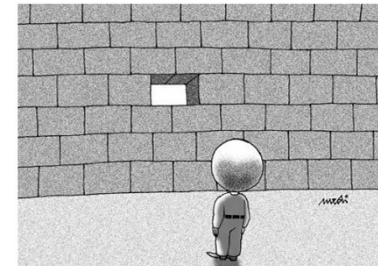
"Cooperation involves giving up at least some
autonomy, sacrificing organisation-specific goals
for network-level goals."
(Provan el al 2004: 175)

What have we learnt? What do we need?

A **paradigm shift** across professions, systems and society to think and value health and wellbeing differently.

Use the **new power of networks,** communities and value-driven people and harness their ideas for changing cultures, organisations and systems.

Develop a workforce capable of delivering high-quality, people-centred and integrated care needs to be a priority on all levels.

Performance measurement and evaluation for integrated care.

Building trust and relationships across professions and organisations is of paramount importance to achieve our vision of a people-powered, integrated health and care system.

If we want to change systems,
we need to change people

"The people-centred approach meets these broader challenges by recognizing that **before people become patients, they need to be informed and empowered in promoting and protecting their own health**. There is a need to reach out to all people, to families and communities beyond the clinical setting. In addition, **health practitioners are people, and health care organizations and systems are made up of people**. Their needs should also be considered, and they must be empowered to change the system for the better. That is, a people-centred approach **involves a balanced consideration of the rights and needs as well as the responsibilities and capacities** of all the constituents and stakeholders of the health care system [and beyond]."

People-centred health care: a policy framework, WHO Western Pacific Region 2007

Ultimately, what do we want?

ONE PERSON
supported by people acting as
ONE TEAM
from organisations behaving as
ONE SYSTEM

Commission for the Provision of Quality Care in Scotland, 2015

k.v.stein@lumc.nl