



International Study Tour on Integrated Care

Minneapolis VA Health Care System

19-23 September 2016



International Foundation
for Integrated Care



Tour description

This International Study Tour, which is part of the Integrated Care Academy® programme and is organised in partnership with Shropshire Doctors Cooperative Ltd, offers an individually tailored week-long programme of presentations and site visits that will provide valuable insight into the Veterans Health Administration (VHA) health system. The programme will provide exposure to various examples of where healthcare is being provided in an integrated way through the best use of technology.

The study tour will be hosted by the VA Midwest Health Care Network, also known as Veterans Integrated Service Network (VISN 23), encompassing health and social care the VISN serves more than 440,000 enrolled Veterans. Health care services are delivered through an integrated system of 9 hospitals, 69 community based outpatient or outreach clinics, 8 community living centers and 4 domiciliary residential rehabilitation treatment programs. The tour will include many of the services offered by VISN 23 and will be individually

tailored. Comprehensive health care is provided through primary care, tertiary care and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics and extended care. The tour will examine the use of VA Mobile Health which aims to improve the health of Veterans by providing technologies that expand clinical care beyond the traditional office visit. Mobile apps are developed for both Veterans and VA care teams, offering safe and secure mobile access to patient data, and providing more opportunities for Veterans to be active participants in their health care.

VA Mobile Health underscores VA's commitment to transforming the way care is delivered and to improve communications and health care coordination between Veterans and their care teams. VA recognizes that mobile health is emerging as an essential element of health care, and is dedicated to providing the most up-to-date technologies to enhance patient experiences.

Benefits of attending

- Explore and understand the delivery of integrated care in the VA Healthcare system
- Meet staff members and understand their roles and how their model of delivery supports patients and improves care coordination and communication
- Discuss the impact of leadership and culture in delivering successful integrated care
- Explore the use of digital health as an enabler for integrated care including: video consultations, home telehealth, Store and Forward (Diagnostic), Online portals, e-consultations, video learning
- Learn how data is used and reported; how the team plan their day; how patients are supported to better self-manage; and what training is provided to staff to ensure success
- Visit outpatient clinics, acute hospital sites including a world-class Tele-Intensive Care Unit here best practice and consider how to transfer learning to your own healthcare system



What previous attendees said about the tour

"The programme had well balanced days with a mixture of speakers and venues and a 'narrative' that came together on a daily basis and as a whole by the end of the week. It was clear from the various speakers that the VA have developed a new model of care that is allowing a reduction in patient stays over time and is putting primary care at the heart of all that they are doing. It is very patient-centred and the concept of team based working is well embedded. I was struck by the way in which the teams have been designed and work together and the fact that they really use methodologies such as risk stratification on a weekly basis. In some way the 'telehealth' agenda is secondary to this concept of integrated team based working which looks to be highly embedded. As for the study tour programme – my view is that it has been invaluable!"

Alan Lawrie, Deputy CEO, Director of Primary & Community Care, NHS Wales

"This was an excellent week in terms of the range and variety of what was discussed, seen and experienced. Despite my preconceptions, there was far more in common between the US and the UK healthcare systems. We must move to an integrated system that focuses on the population rather than a single unit like a hospital. Technology is critical and the US is making far greater use of this than we are in the UK. There are tangible examples in the US where secondary care clinicians have become part of the primary care team to great effect and this needs to evolve in the NHS if we wish to reduce the dependency on hospital based care."

Dr Nigel Watson, Primary Care General Practitioner in South of England

"It was a wonderful visit with an exceptional group of people from diverse roles, very ably led by the facilitators. Each and every thing that was needed, right down to the minutest detail, was provided. Nothing was left to chance - what an organization! I was particularly impressed that the VA has highly integrated and secure, real time electronic systems, and the records can be accessed anywhere in the US."

Dr Amit Arora, Secondary Care Consultant for the Elderly

"The Study experience has been invaluable to me and I fully appreciate the importance of ensuring the time away results in key measurable change with benefits to staff and patients in the NHS. The programme always ran to time despite flexibility to ensure we had every opportunity to ask questions or schedule in individual meetings. I was struck by the warmth, friendliness and hospitality we received over the week. I was impressed by the professionalism of the team, the use of technology appeared to be the norm with all seemingly at ease to be able to introduce, present, pose and respond to questions confidently over video conference. There was an openness to share experiences, data, information and learning which was refreshing to observe. I also observed openness to discuss examples of where there are gaps and what they can, and will do, to improve. A 'can do attitude' was evident to see across all areas."

Hilary Bradbury, Professional Head of Allied Health Professionals, Staffordshire



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Facilitators

Joanne Harding, RGN, RM, BSc(Hons), MSc

Joanne has worked in healthcare, largely in the NHS since 1983, initially working as a nurse with a passion for urgent care, acute medicine and cardiology. She has worked to continuously improve services for patients and staff. Her achievements include redesigning cardiology services, introducing nurse-led clinics, standardisation of care for cardiology and introduction of technology to support care from a distance. Joanne has worked in strategic management roles supporting large-scale transformation programmes both in commissioning and provider organisations and has maintained a clinical focus putting patients at the centre of service redesign.

Joanne has specific interests in "Digital Health" and manages the Partnership Exchange Programme between the Veterans Health Administration and Health & Social Care organisations across the UK and beyond, aiming to share best practice supporting integrated care transformation and spread of digital health modalities between the USA and other organisations.

Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)

Nick was the co-Founder of the International Foundation for Integrated Care (IFIC) in October 2011 and became its first Chief Executive Officer in March 2013. Nick is also the Editor-in-Chief of IFIC's open-access and impact rated scientific periodical the International Journal of Integrated Care. Nick holds a range of research, educational and consultation roles worldwide including working with the World Health Organization to support the development of its Global Strategy on People-Centred Integrated Health.

Nick has previously worked as a Senior Fellow at the King's Fund (2007-2013) leading key work on integrated health and social care as well as a two-year Inquiry into the quality of care in English general practice. He has also worked as a Senior Lecturer at the London School of Hygiene and Tropical Medicine (2003-2007) where he directed MSc and DrPH courses and worked as a lead academic for the National Institute for Health Research commissioning key studies into the service delivery and organisation of health care.

Requirements and Fees

This International Study Tour is geared towards professionals, clinicians, managers and researchers from all relevant backgrounds, including medicine, economics, sociology, psychology, law, public health and social security institutions, with at least 5 years of experience in the field of integrated care. No limit on age or professional background applies.

Between 12-16 participants will be selected following an application process (motivation letter and CV). Group and team bookings are encouraged. The course language is English and a high proficiency (European level C1) is necessary.

The fees are GBP £2,000. This includes course material, accommodation and all main meals during the tour but does not include flights.

Further Information

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See website for full terms and conditions.