

inTouch –
**A STRATEGY FOR COOPERATION AND COPRODUCTION
FOR INTEGRATED HEALTH SERVICE DELIVERY**



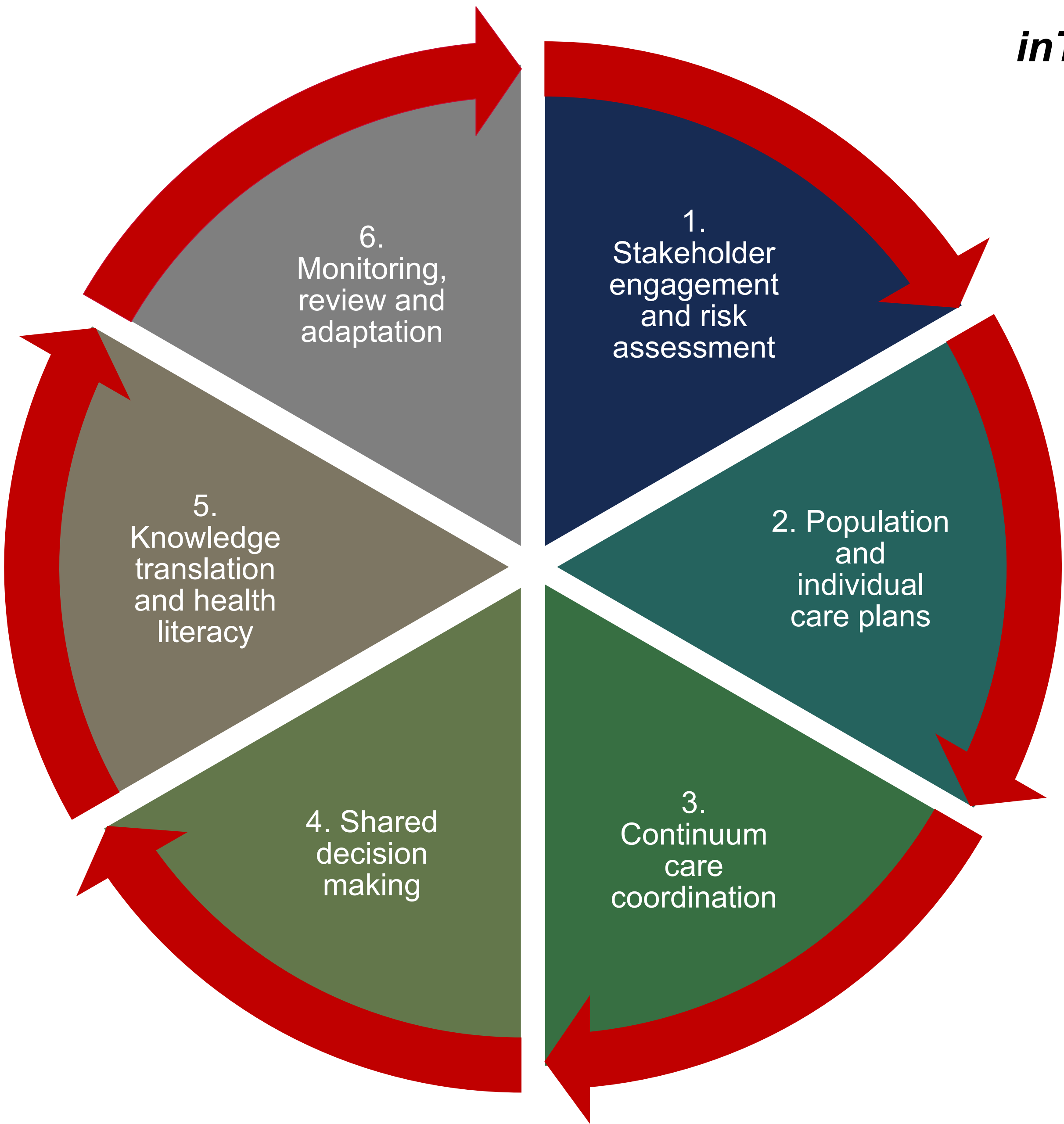
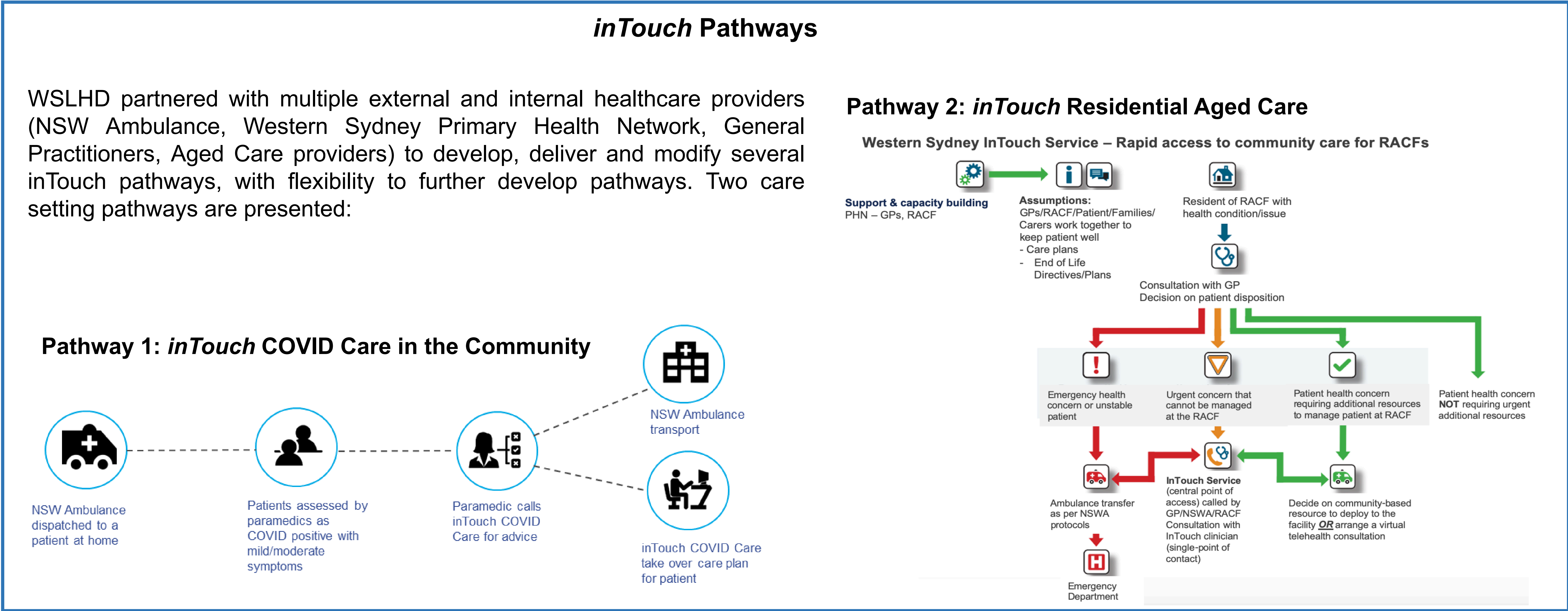
ELJIZ Kathy¹, LOY Graeme², MEDLIN Joanne², DERRETT, Alison², ELLIS, Jasmin², GREENFIELD, David¹
Contact: k.eljiz@unsw.edu.au

1 University of New South Wales, Faculty of Medicine and Health, School of Population Health, 2 Western Sydney Local Health District

Background and aim

Pursuing seamless, integrated care is necessary to meet community expectations, technology and knowledge developments, and available resources. However, integrated care is not a one size fits all approach: understanding the service and practice nuances across different settings is required. Western Sydney Local Health District (WSLHD) developed *inTouch* as a mechanism to ensure appropriate and quality patient care is delivered in the right environment.

The study investigated the *inTouch* Program to identify core elements required to enable integrated care application in different organisational and care settings.



Descriptions
1. Identification and engagement of people who are at risk of hospitalisation
2. Care plans developed to address population and individual health needs and risk factors
3. Connecting patients to services across the continuum: acute, ambulatory, general practice and community health through navigation or referral to services
4. Shared decision making between the patient, carer, and all health care providers
5. Bridge the knowledge gaps in health information and services to be able to make appropriate care decisions
6. Identification of disease exacerbation, psychosocial issues and the need for initiation of early service provision

***inTouch* Principles**

- Accounting for nuances in organisational and care settings, is the difference between success and failure for integrated care.
- The *inTouch* Program achieves success by facilitating cooperation and coproduction between internal and external healthcare providers across primary care, aged care, community care and hospitals and social services to reconfigure services.
- The *inTouch* Program elements provide a common focus for service providers to integrate systems components, platforms for service delivery and environments for care delivery.
- There are key enablers to create an environment that engages people to work across different organisational and care settings, including:
 - construct a shared broad vision through a population approach
 - engage social services such as housing, welfare, education and police
 - clarify responsibility and accountability
 - facilitate coordination, collaboration and cooperation
 - enact proactive communication, engagement and decision making across multiple levels, and
 - ensure the seamless flow of information between services providers in a timely and contextually sensitive way.