

Ten high-impact actions for integrated care system success



1 Create common purpose with your local population. Capture the 'hearts and minds' of everyone involved in health and care in the widest possible sense. Be clear that the only underpinning strategy is one of collaboration and integration.



6 Adapt the lessons learned on integrated care. Study the learning from the past and present to improve your prospects for success. The elements of high-performing integrated systems have been identified from international examples. Tailor the learning for your local context.



2 Assess readiness and appetite for change. Readiness can change over time and different partner organisations are likely to be at different levels of readiness. Build on areas where readiness is high and address areas where readiness is low.



7 Invest in capacity and capability. Do not underestimate the quality and quantity of resources needed to deliver system transformation. Invest in strategic and system leadership across all levels of the workforce, together with improvement capability.



3 Tell the story of your population health improvement and integrated care ambitions. Provide the picture of the end state, even if some of the detail is still to be considered. Get your communications strategy in place early.



8 Focus on the physiology of change. Understand that the change process is evolving and non-linear. Align clinical/professional energy to achieving cycles of change. Celebrate success and keep moving forward.



4 Embed and sustain the transformation endeavour achieved during COVID-19. Be ready to mitigate the risks involved, such as competing priorities, pump prime funding running out and leadership change stalling progress.



9 Evolve your Incident Coordination Centre into a day-to-day system-wide function to facilitate system oversight, resource allocation and coordination, patient flow and operational management.



5 Use up-to-date data, measurement and evidence to demonstrate the value of integrated care for improving outcomes and care, and reducing preventable activity, cost and unwarranted variation.



10 Tackle the barriers of persistent and hard-to-solve problems in a mutually supportive, collaborative and coordinated way for all key actors.