

HEALTH SYSTEMS TRANSFORMATION:  
WHAT ROLE FOR PRIMARY  
AND COMMUNITY CARE?

# Integrated Community Care for All

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Tinne Vandensande



# Main take-aways

- A fundamental shift is required in the way we value and understand the role of people and communities as an integral part of the system
- Community Care is as important as Intensive Care
- ICC must remain a priority in a post-Covid-19-world
- ICC is an important shaper of community resilience
- ICC builds upon the WHO vision for PHC
- ICC will benefit from a new type of health and welfare provider
- ICC will benefit from a more structural and empowering financial logic

# What is Integrated Community Care (ICC)

- ICC acknowledges that communities are essential partners that contribute **invaluable assets**: relationships, expertise, contextual knowledge, entrepreneurship and locally supportive and responsive ecosystems.
- ICC envisions a paradigm shift in the way health and care systems are organised. The key difference is the move beyond 'delivery' to genuine **'co-development'** with the individuals and communities that are traditionally seen as recipients
- ICC emphatically addresses the broader **determinants of health** through evidence-informed policies and actions across all sectors

# What is Integrated Community Care (ICC)

- ICC pivots on greater integration between **primary care, public health functions, social work and neighbourhood development** within a given territory.
- **Place-based governance** is a crucial competence to continuously form new alliances and constellations of service providers that can respond to changing and spatially differentiated needs.
- ICC comes down to a *continuous process of* **'whole system innovation'**. Distributed power and collective learning are the cornerstones of this comprehensive perspective on health and care.

# What, how and why of Integrated Community Care (ICC)

## Root definition

ICC encompasses a range of strategies to support local organisations, community members, professionals, and policy makers in a continuous process of co-developing health, care and social support infrastructures and services with the aim to enhance the quality of life, social cohesion and resilience of a territorially defined community

# 7 Effectiveness Principles

## Co-develop health and wellbeing, enable participation

1. **Value and foster** the capacities of all actors, including citizens, in the community to **become change agents** and to coproduce health and wellbeing. This requires the **active involvement of all actors**, with an extra sensitivity to the most vulnerable ones.
2. **Foster** the creation of **local alliances** among all actors which are involved in the production of health and wellbeing in the community. Develop a shared vision and common goals. Actively strive for **balanced power relations** and **mutual trust** within these alliances.
3. **Strengthen community-oriented primary care** that stimulates people's capabilities to maintain health and/or to live in the community with complex chronic conditions. Take **people's life goals** as the starting point to define the desired outcomes of care and support.

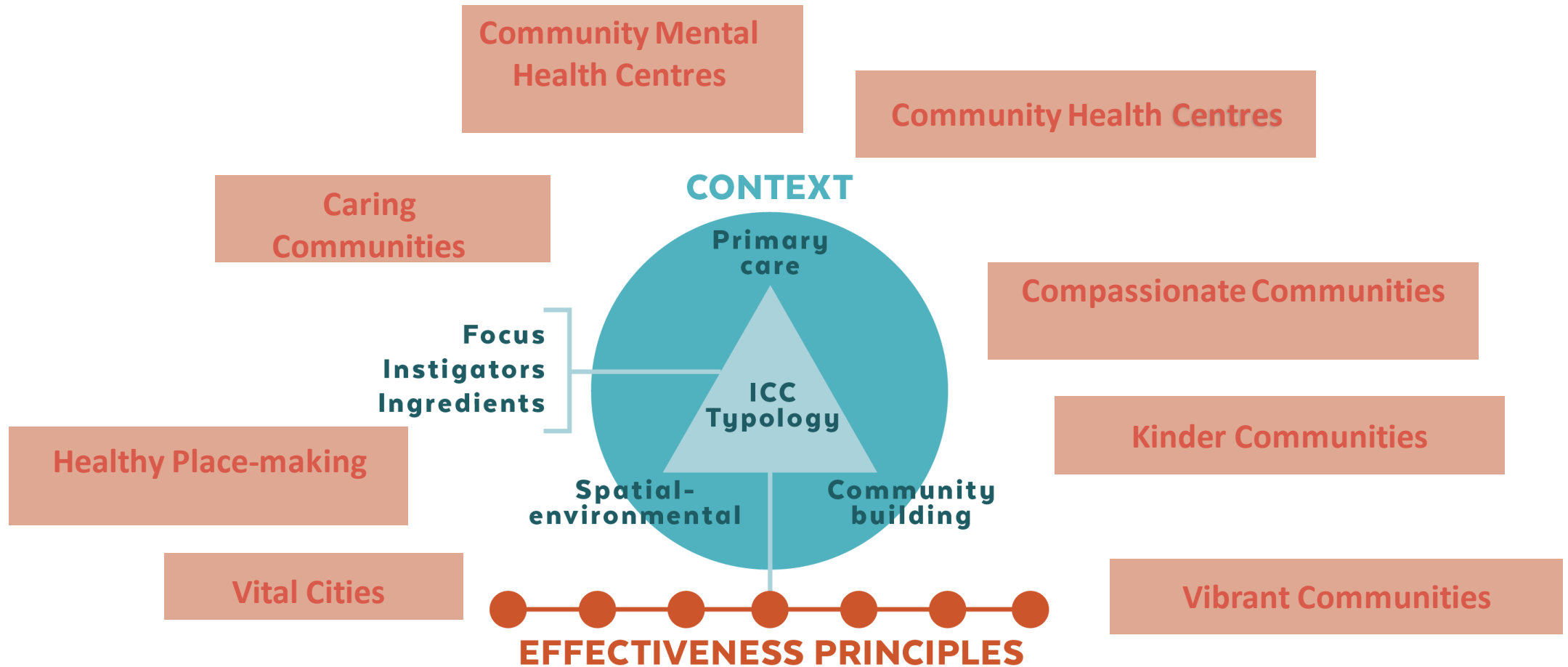
## Build resilient communities

4. **Improve** the health of the population and reduce **health disparities** by addressing the social, economic and environmental **determinants of health** in the community and investing in **prevention** and health **promotion**.
5. **Support** healthy and inclusive communities by providing opportunities to bring people together and by investing in both **social care and social infrastructure**.
6. **Develop the legal and financial conditions** to enable the co-creation of care and support at community level.

## Monitor, evaluate and adapt

7. **Evaluate** continuously the quality of care and support and the status of health and wellbeing in the community by using methods and indicators which are grounded within the foregoing principles and documented **by participatory community diagnosis** involving all stakeholders. Provide opportunities for **joint learning**. Adapt policies, services and activities in accordance with the evaluation outcomes.

# Emblematic exemplars of ICC



# Key challenges for ICC

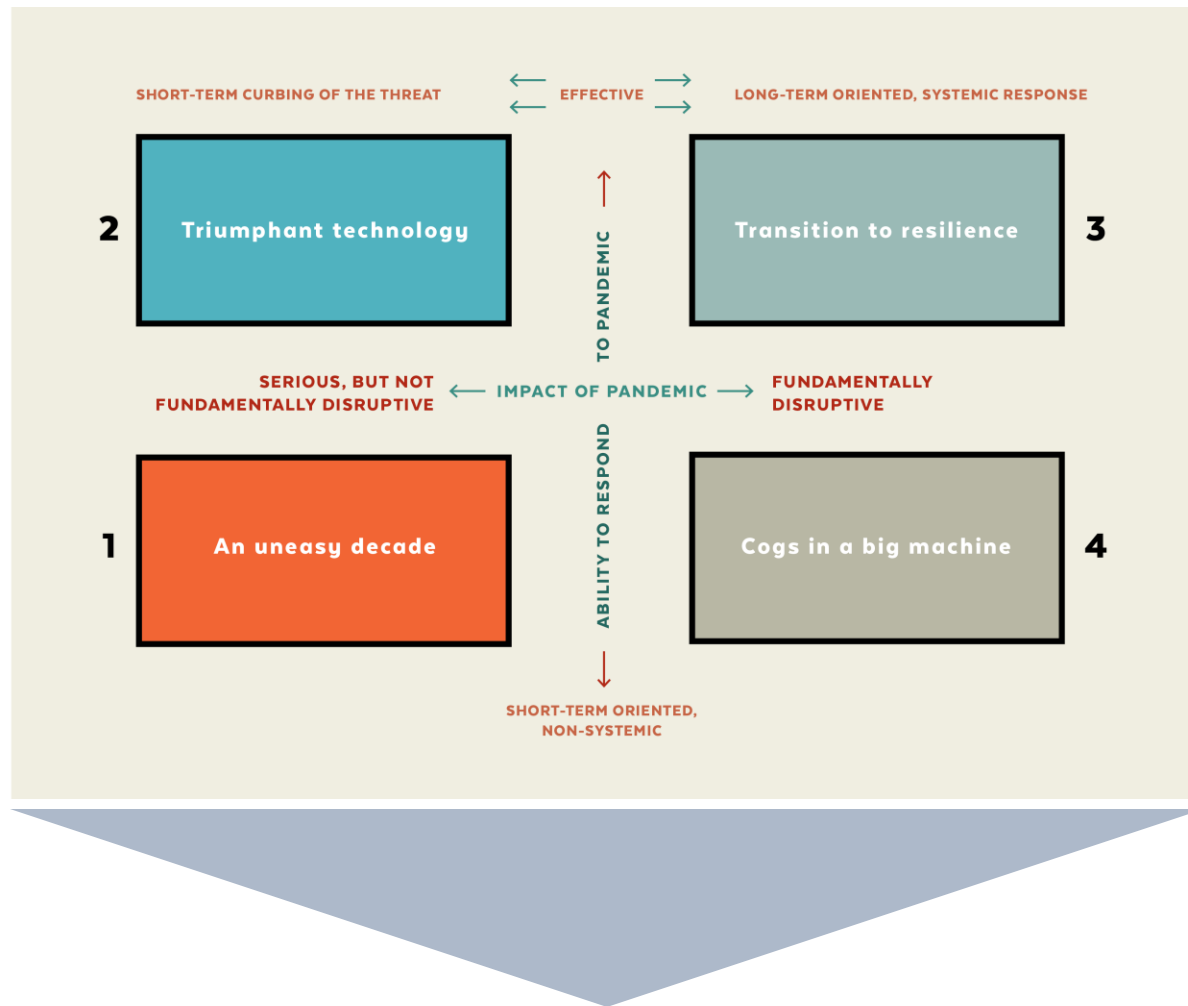
1. Challenge of 'meeting halfway': balance between bottom-up and top-down trajectories
2. Need to find champions amongst policy-makers
3. Need to train a new type of health and care provider
4. Importance of maintaining focus and overview
5. Need to transcend the typical project or pilot approach and financing



# What Future for ICC?

- What needs to be done in order to make sure that ICC becomes the guiding philosophy in health and care systems?
- Inevitably, the reflection unfolds against the background of **uncertainty**. We don't know how a post-COVID-19 future will look like and whether it is even a plausible hypothesis.
- Therefore, we developed a set of **future scenarios**. Each scenario presents a believable image of the future. Altogether they provide us with a feeling for the 'future possibility space' associated to the presence and aftermath of the Coronavirus.

# An emerging pandemic-robust strategic agenda for ICC



Consolidate – Localise – Deepen – Expand



[transform-integratedcommunitycare.com](https://transform-integratedcommunitycare.com)