

6 LESSONS LEARNED: GOAL-ORIENTED CARE AS A DRIVER FOR INTEGRATED CARE

Adopted from the IJIC

The healthcare industry sees a brighter future with modernized structures, efficient operations, and patient-centred goals. But the transition to goal-oriented care (GOC) has been more difficult than other innovations causing a delay when implementing the integrated care model worldwide. This approach uses patient priorities, and goals, to drive what kinds of care are appropriate and how care is delivered.

An international case study was conducted to illustrate the connection between GOC and integrated care. These cases have adopted the GOC model to drive clinical, professional, organizational, and system-level integration. It demonstrated how GOC can activate mechanisms that drive the implementation of integrated care delivery. As a result, six lessons were learned.

TRAINING IS KEY



To *drive clinical integration*, health and social care providers, as well as patients and their informal caregivers, need to be trained in how to engage and be engaged in a GOC approach and be given opportunities to put the model into practice.

ESTABLISH INTER- AND INTRA- ORGANIZATIONAL PROCESSES



To *drive professional integration*, inter- and intra-organizational processes need to be established where professionals can easily share information and communicate around person-identified goals.

PERSON-CENTRED GOALS DRIVES ORGANIZATIONAL UNITY



To *drive organizational integration*, person-centred goals can be used to create shared aims and vision across disparate organizations, which should be strongly supported and reinforced by senior leadership.

GOC CREATES A COMMON VISION AND A ROAD MAP



To *drive system integration*, GOC can be used to create a common vision and road map for system level reform efforts towards greater vertical and horizontal integration

INVEST IN RESOURCES AND TOOLS



To *drive formative integration*, organizations and regions need to invest in resources and tools (e.g., information systems) that enable a shared GOC approach within and across the health and social care systems.

GOC INFO SHOULD BE READILY AVAILABLE



To *drive normative integration*, intensive training in the approach and philosophy of GOC should be regularly available for clinicians, managers and patients. Preferably training should be done together to reinforce shared beliefs and values related to the model of care.

To *conclude*, the international case study of the GOC demonstrates how the GOC can be used as a catalyst to implement person-centred integrated care models. By pushing the GOC ideology internationally, there is an opportunity for healthcare systems to deliver better patient experiences and models of integrated care.

To learn more on this topic, visit the sources below.