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Driving and accelerating a 'one system' response: why COVID-19 has shown a spotlight on Integrated Care

COVID-19

The fourth in IFIC's "Care during and beyond the COVID-19 Crisis - Building integrated care as the cornerstone of our new reality" webinar series will take place at 12pm (Eastern Standard Time - Toronto, New York) on Wednesday, 27 May. This webinar is in association with IFIC Canada, the Dalla Lana School of Public Health at the University of Toronto and The Change Foundation. It will be chaired by Jodeme Goldhar, Executive Lead, Strategy and Innovation at The Change Foundation and Professor Walter Wodchis from the Institute of Health Policy, Management and Evaluation at the University of Toronto, Co-Directors of IFIC Canada.

High performing health and social care systems provide exceptional care, quality and experiences for patients, caregivers and providers. Pivotal to this, is how we work across health and social care as one team. The need for integrated care is a global priority and is poised to address fragmentation and accelerate the improvements that are needed. During a global pandemic, the need to work as an integrated system is even more pressing and gives us an opportunity to pause, reflect and respond.

In situations where systems are subjected to unprecedented pressure, organizations and

sectors may respond from the lens of what can their individual organization or sector do, rather than responding as a cohesive and interconnected system.

Organizations that have embraced collaborative models of response and care and were already working to advance integration pre-pandemic appear to be more effective in responding as one connected team and community.

Through this webinar, we will profile Canadian and international examples that demonstrate what teams have leveraged and accelerated in order to respond to COVID-19 as one connected team and community. This webinar will enable health and care decision-makers and managers to hear about the integrated care approaches implemented and considerations made to address people's continued care and support needs beyond the public health issues and crisis management. The webinar will include an opportunity to ask questions and will highlight IFIC's COVID-19 Knowledge Exchange Platform to facilitate the sharing of people's experiences of responding to the situation.

In this webinar series we will be offering an opportunity for our network to hear about the integrated care approaches implemented and considerations being made around the world to address people's continued care and support needs beyond the immediate public health issues and crisis management. This webinar series is not intended to be about lessons learnt or to provide expert advice, but it is intended as a space to share observations, insights and thoughts. We will discuss various responses and reflect on new ways of working and ongoing learning as the weeks progress.

While we are not able to represent all the contexts in the world, it is our intention to host webinars that include contributions from many regions and those in different time-zones. We understand that every country will often have very different challenges and responses and in these webinars we will draw experiences from a wide range of regions and countries. If you would like to recommend a panellist for a future webinar, please do get in touch with us.



If you have any questions or comments you would like to share in advance of the webinar with our panellists please contact [Darren Curran](#) or tweet to @IFICinfo using #integratedcare #COVID19

Panellists include:



Stacey Daub
VP Integration, North York Toronto Health
Partners



Rebecca Stoller
Primary Care Integration, North York
Toronto Health Partners



Dave Pearson
Ontario Health Team Lead, Hills of
Headwater



Bob Borden
Chair Community Wellness Council, Hills
of Headwater



Anne Wojtak
Integration Lead, East Toronto Health
Partners



Tia Pham
Family Physician and East Toronto Family
Practice Network, East Toronto Health
Partners



Leo Lewis
Director of Research and Development,
International Foundation for Integrated
Care

Chaired by:



Jodeme Goldhar
Executive Lead, Strategy and Innovation,
The Change Foundation and Co-Director
IFIC Canada



Professor Walter Wodchis
Institute of Health Policy, Management
and Evaluation at the University of
Toronto and Co-Director IFIC Canada

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It's time for health and care leaders to hit
the reset button and come together as one
system, one team



["Realising the true value of integrated care: Beyond COVID-19"](#), is thought leadership report published by the Foundation which states that Covid19 presents an opportunity to reset our fragmented health and care systems so that they are integrated, driven by people and communities and resilient in the face of future systemic shocks.

COVID-19 is changing what we value as a society – we are redefining the meaning of 'community', realising that we cannot get through difficult times on our own. We are discovering the importance of undervalued care work. We are now painfully aware of how the social, economic and health inequities, entrenched in the past decades through austerity measures, exacerbate and are exacerbated by the pandemic.

Seizing the opportunity to transform how we think about and design our systems will lead to improving population health and wellbeing and ensure we are better equipped to respond to future crises. This requires unprecedented levels of collective action. It requires tackling the social determinants of health and reducing health inequalities. It requires shifting our focus from hospital-centric, disease-specific approaches to assuming accountability towards a territorially defined population, taking as a start point people's and communities' strengths.

IFIC proposes nine building blocks to help steer health and care system leaders towards a radically different future where we as one team, one system can achieve a stronger and more resilient society. In shifting sands, Integrated Care provides solid foundations.

The current crisis represents an opportunity to do things better and speed up integration of our health and care systems so that they are more resilient in the future. This report, which brought together many global perspectives from across IFIC's network, was written and collated by **Leo Lewis**, Director for Research and Development and **Nieves Ehrenberg**, Senior Researcher, and describes the issues with and opportunities for strengthening the enablers of integration.

IFIC has also launched a COVID-19 Knowledge Exchange Group to facilitate the sharing of people's experiences of responding to the situation. We will share these resources in the COVID-19 Group in our members area. To access the resources you will need to be or become an IFIC Community Member which is free to join.

The COVID-19 group also includes a forum for people to start discussions, ask for advice or to share thoughts and considerations.

Support through COVID-19

The current COVID-19 pandemic has rapidly impacted every area of our lives and, in particular, is creating an unprecedented challenge to our health and care systems worldwide. Governments across the globe are taking numerous measures to respond to the urgent care needs of those impacted by COVID-19, while at the same time trying to reduce the long-term impact on vulnerable people as much as possible. IFIC recognizes the extraordinary pressures that this crisis has imposed on health and care decision-makers, but particularly on system managers and frontline staff. Our thoughts are with you all.

The International Foundation for Integrated Care (IFIC) is well aware that COVID-19 impacts are highly localized and reflect both the health and care systems and population demographics in each region and country. Since the first COVID-19 cases appeared, countries have developed different strategies and responses to cope with the pandemic. At the same time, we have witnessed a wide range of innovations and willingness to adapt to these challenging times.

IFIC will be facilitating the ability of our community to share some of these inspiring stories and experiences through a series of special webinars aimed at supporting those working in the health and care sectors. The focus of the series is to enable health and care decision-makers and managers to hear about the integrated care approaches implemented and considerations made to address people's continued care and support needs beyond the public health issues and crisis management. The webinars will include an opportunity to ask questions and share experiences. You can catch up on previous webinars by watching the recording or listening to the podcast both available on the [COVID-19 Resource Page](#).

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[Submit your Experience](#)

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relating to any of the content here
please contact - Fiona Lyne
fionalyne@integratedcarefoundation.org

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