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Care during and beyond the COVID-19 Crisis - People as Partners in Care

COVID-19

The third 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 7pm (Dublin, London, Lisbon) on Wednesday, 6 May. This webinar is in association with IFIC Scotland and will be chaired by Professor Anne Hendry, Director, IFIC Scotland. The webinar will focus on "People as Partners in Care during COVID 19"

There is a growing imperative to place people and communities, and what matter to them, at the centre of health and care services. The World Health Organisation (WHO) emphasises the need to engage and empower people as partners in creating and maintaining their health and wellbeing. The Astana Declaration (2018) advocates for policies that embed integrated care in strong, community-oriented primary care. This is particularly important for people with multiple health conditions and/ or care needs managed by different providers, often through many unconnected episodes of care. Continuity and collaborative care, through planning, monitoring and review are essential if we are to achieve what really matters to the person and their family and carers. Attention to carers is part of person-centred care acknowledging that carers experience worse

outcomes when compared to non-carers. This requires the right information, advice and health literacy support to help people to understand their conditions and how to live well. However, the realisation of these aspirations remains elusive. Professionals are not always ready to cede power and embrace a people-centred approach. Professional culture and practice are notoriously slow to change, and it is highly probable that the citizen movement will grow to such an extent that the health and care system will be forced to be held accountable. This can be avoided if the goal and focus is to share involvement and power with citizens and patients to both design the system that will work best for them and to reorient health and care accordingly. Power is shifting as never before, so 'New Power' is addressing a vital issue for our times: how to make the voices and choices of all, not just a few, count for something.

In tackling COVID-19 we – citizens, patients, carers and professionals together – need to recognise that our actions will only be effective if people are engaged, informed, and supported to look after their own health and wellbeing, reducing demand on services, whilst at the same time ensuring they understand when they should seek help. It appears, for example, that many people are dying during the pandemic, unrelated to COVID-19, because they are avoiding contacting their GP or going to the A&E department.

To protect our most vulnerable citizens, we must have honest conversations about their personal goals, preferences and ceilings of care. These steps can move us closer to a future in which integrated care is embedded in strong, community-oriented primary care systems that help individuals, and the people who are important to them, to stay well and make informed decisions about their care and support to achieve the outcomes that matter to them. To leave nobody behind, we must reach out to the underserved and those facing barriers to having their rights and dignity respected.

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:



Audrey Birt
Leadership coach, Writer and Founding
Chair, The ALLIANCE, Scotland



Dr Graham Kramer
General Practitioner and National Clinical
lead for House of Care, Scotland and
Health Literacy



Roseann Logan
Manager, Links Worker Programme, The
ALLIANCE, Scotland



Dr Larissa Verissimo
Health in Action Programme, Sao Paulo,
Brazil



Dr Donald Macaskill, CEO, Scottish Care



Anne Mills
Chief Executive, Hospice Isle of
Man, Director, Scholl Academic Centre
and Lead for IFICs Palliative and End of
Life Care Special Interest Group (SIG)

Chaired by:



Professor Anne Hendry, Director, IFIC
Scotland

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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](#).

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.

[Submit your Experience](#)

If you would like more information relating to any of the content here please contact - Fiona Lyne
fionalyne@integratedcarefoundation.org

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