

# NAPCRG

## Annual Meeting

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# Scaling up integrated care programs for people with complex needs: a realist synthesis

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November 24, 2024



CANADA RESEARCH CHAIR IN  
IMPLEMENTING INTEGRATED CARE  
FOR PEOPLE WITH COMPLEX NEEDS

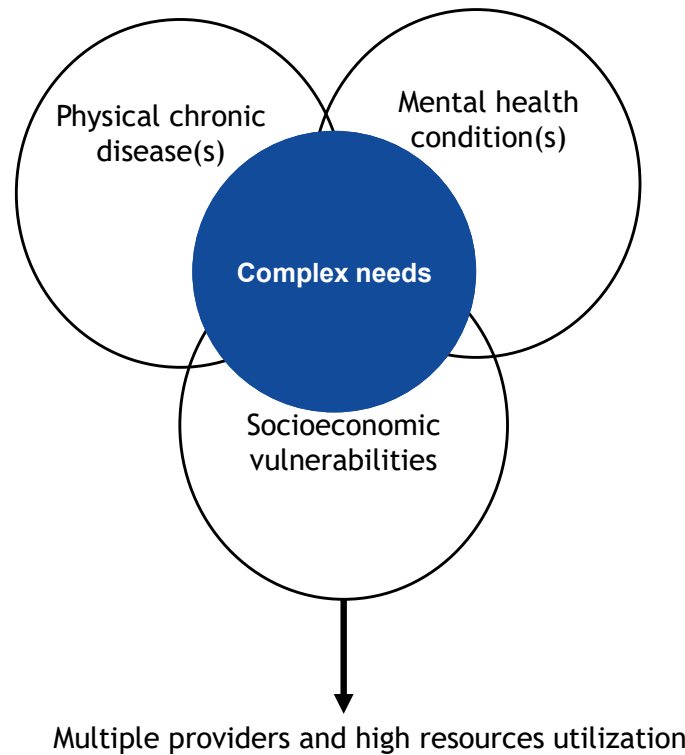


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## Outline

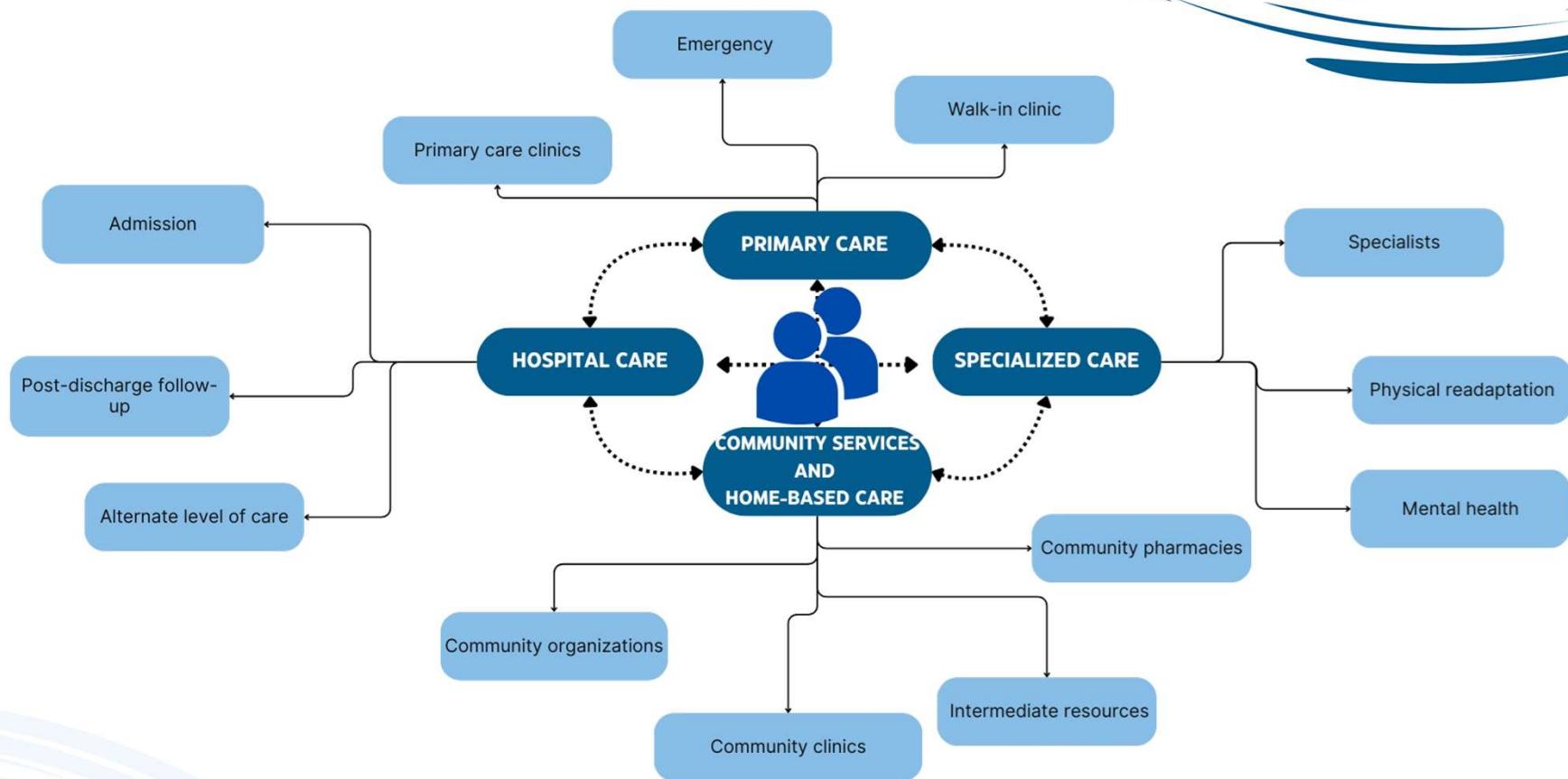
- Background and Study Objective
- Realist Synthesis
- Data Collection and Analysis
- Results of the Study
- Conclusion

# Individual with Complex Needs



(Hangasi et al. 2001; Schoen et al. 2011)

# Integrated Care



# Objective

To understand and explain how scale-up of integrated care programs works, under what conditions and for whom



# Realist Synthesis

- ‘What works, how, in which conditions and for whom’, rather than ‘does it work?’
- Uses mainly secondary data, form of systematic literature review
- Goal is to synthesize findings from studies and other relevant publications to develop, test, and refine a theory to explain why a program may or may not work

(Pawson, et al. 2005; Rycroft-Malone, et al. 2012)

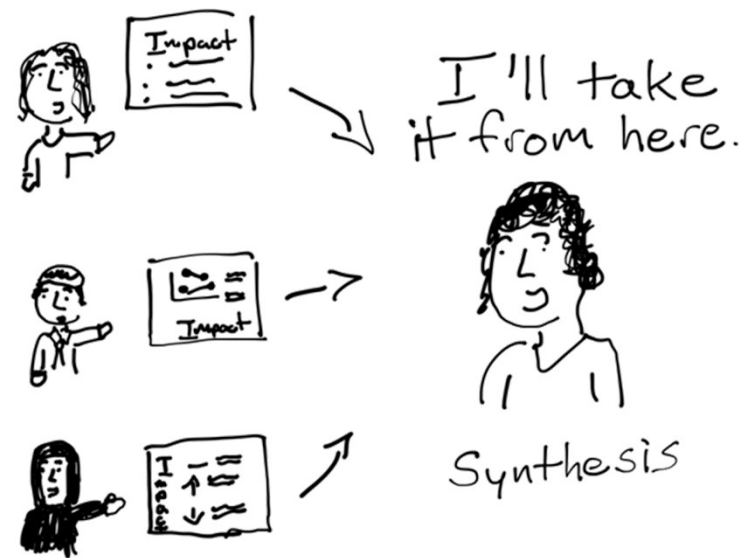


Figure from ramesesproject.org

# CMO configuration

## CONTEXT (C)

Background of the program :  
informants' characteristics,  
interpersonal relationships,  
social, economic and political  
contexts and structures

## MECHANISM (M)

Reasoning, attitudes and  
behaviors of the various  
actors in relation to the  
program

## OUTCOME (O)

Impact of the relationship  
between the context and  
the mechanism

Figure adapted from Pawson and Tilley 1997

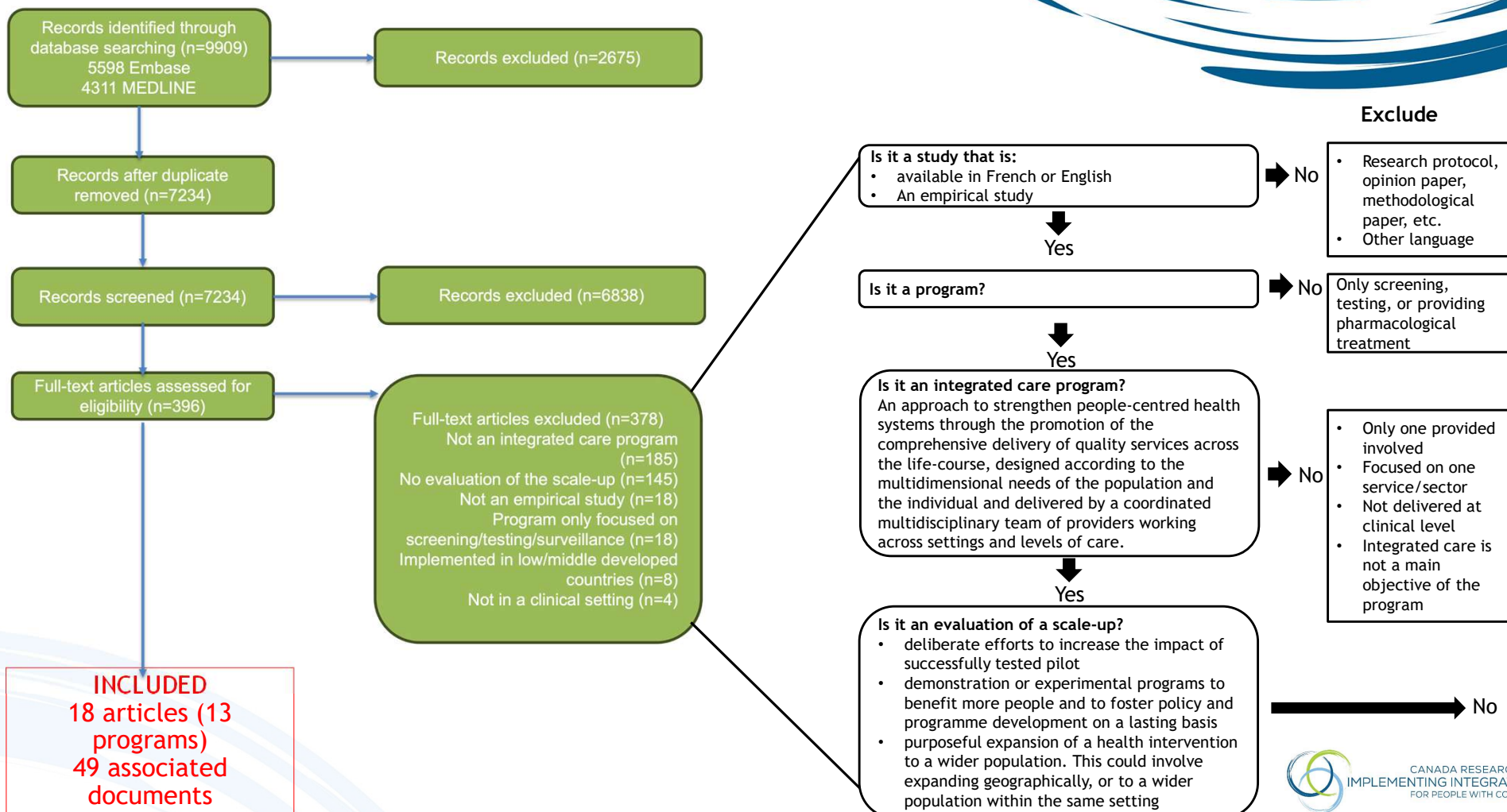


# Data Collection and Analysis

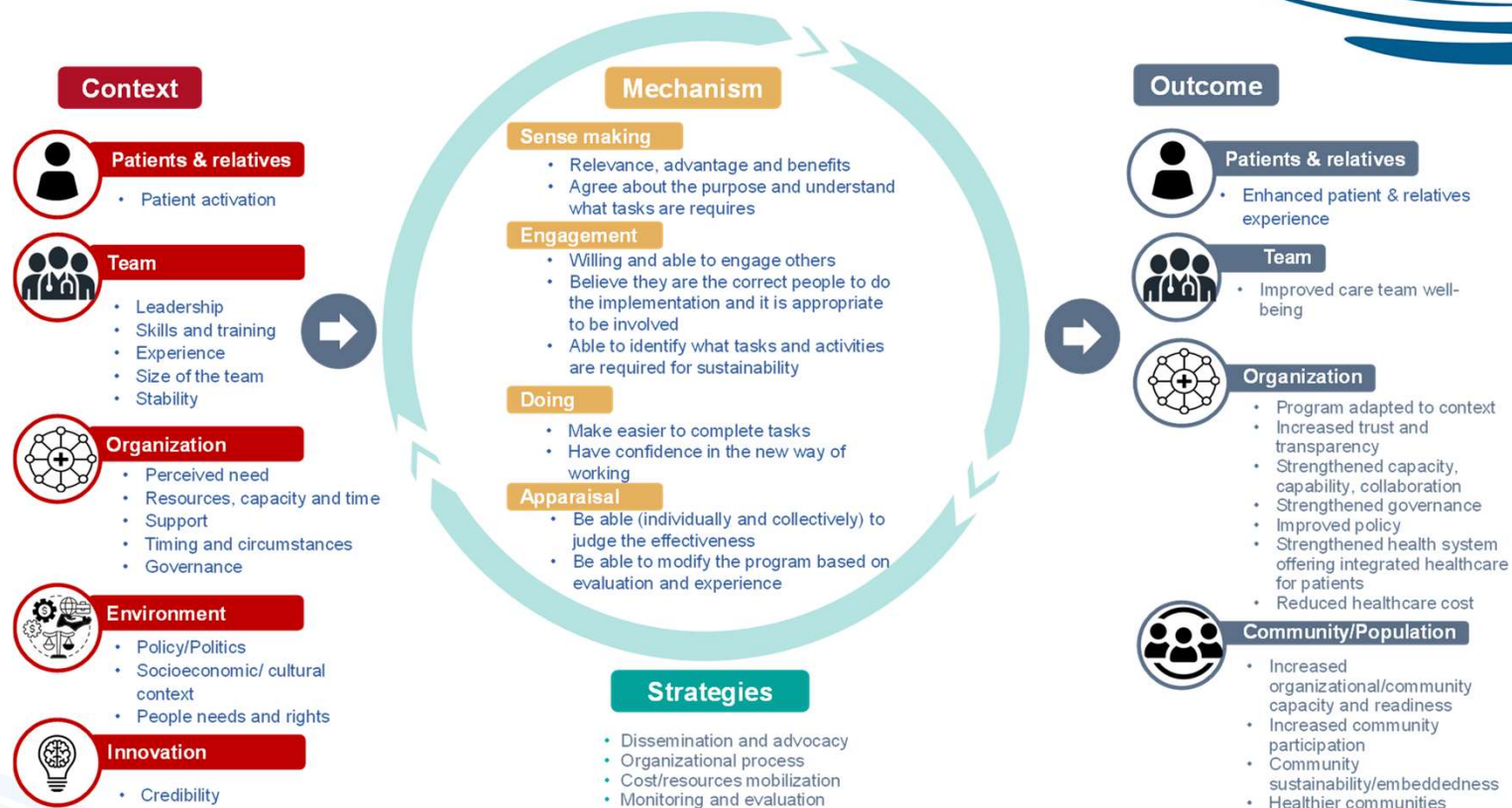
Electronic search in MedLine and Scopus for terms associated with “Integrated care” and “Scale-up”

#	MeSH and keywords search
1	"Delivery of Health Care, Integrated" /
2	Managed Care Programs /
3	((integrat* or coordinat* or "co-ordinat*" or collaborat* or interprofession* or interorganization* or interdiscipli* or cooperation* or fragment*) adj3 (health* or care* or delivery or system*)).mp.
4	case management.mp.
5	Case Management /
6	1 or 2 or 3 or 4 or 5
7	("scaling -up" or "scaled -up" or "scale up" or "up-scaling" or upscaling or scalability or scalable or "at scale").mp.
8	((spread* or disseminat* or implement* or diffus* or scope or reach or adoption or 'knowledge transfert' or change or sustainability) adj3 (innovation or intervention)).mp.
9	((bring* or brought or taking or take* or increas* or going or implement*) adj3 scale).mp.
10	7 or 8 or 9
11	6 and 10

# Data Collection and Analysis



# Initial program theory



# CMO configuration: Sense-making

## CONTEXT (C)

- Program considered as a priority
- Evidence-based program
- Environment conducive to change
- Patients' needs
- Providers' positive experience and expectations

## MECHANISM (M)

- Providers & patients perceived the program as valuable, effective, beneficial
- Providers' buy-in

## OUTCOME (O)

- Increased referrals
- Easy implementation
- Successful implementation and scale-up

# CMO configuration: Teamwork

## CONTEXT (C)

- Environment conducive to change
- Different models of care

## MECHANISM (M)

- Providers shared a common vision, established a good rapport & communication, felt like a team.
- Providers' buy-in

## OUTCOME (O)

- Successful implementation and scale-up

# CMO configuration: Engagement

## CONTEXT (C)

- Diverse settings and models of care
- Evidence-based program
- Initial collaboration approach
- Appropriate resource, capacity and time
- Support from leaders & organizations
- Providers concerns and reluctance

## MECHANISM (M)

- Clinics, leaders and providers engagement
- Providers' sense of ownership

## OUTCOME (O)

- Transformation of practice
- Strengthened governance
- Successful implementation and scale-up
- Sustainability of the program
- Improved population health



## Strengths and limitations

- Followed guidance for conducting a realist synthesis
- Engaged experts, academic researchers and patient partners in the study
- Findings limited to existing publications
- Analysis to complete

# Conclusion

- Key CMO configurations in relation to the initial program theory
- Core mechanism: interest holders' buy-in
- Next step: realist evaluation

# References

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Merci



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