

ICOPE

INTEGRATED CARE FOR OLDER PEOPLE

Implementation framework guidance for systems and services

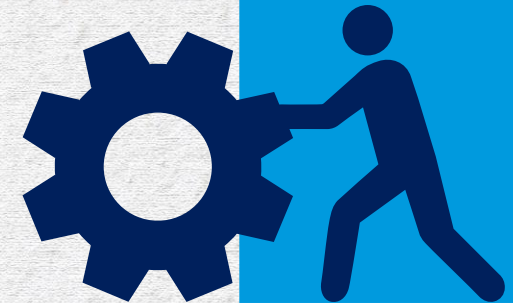


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Learning objectives

By the end of this module, you will be able to:

- Describe the purpose of the ICOPE implementation framework
- List the steps for creating integrated services for older people
- Explain the implementation action



Rationale for the implementation framework

The implementation framework may be used to:

Evaluate the capacity of services and systems to provide integrated care at the community level, using the ICOPE approach.

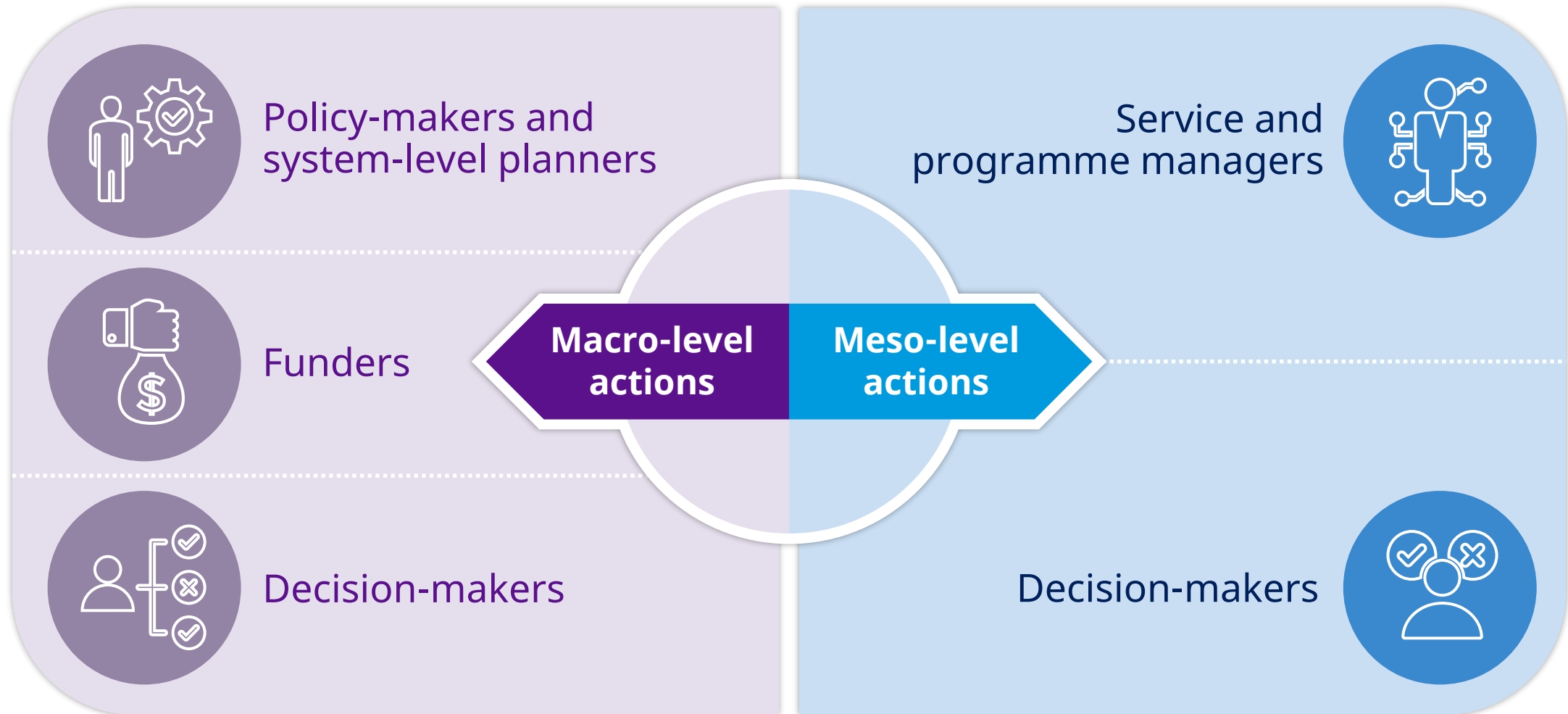
Facilitate countries in conducting self-assessments about their readiness in delivering integrated care through the use of scorecards.

Initiate and support the implementation of the ICOPE approach, aligned with service- and system-level capacity and the respective implementation plan.



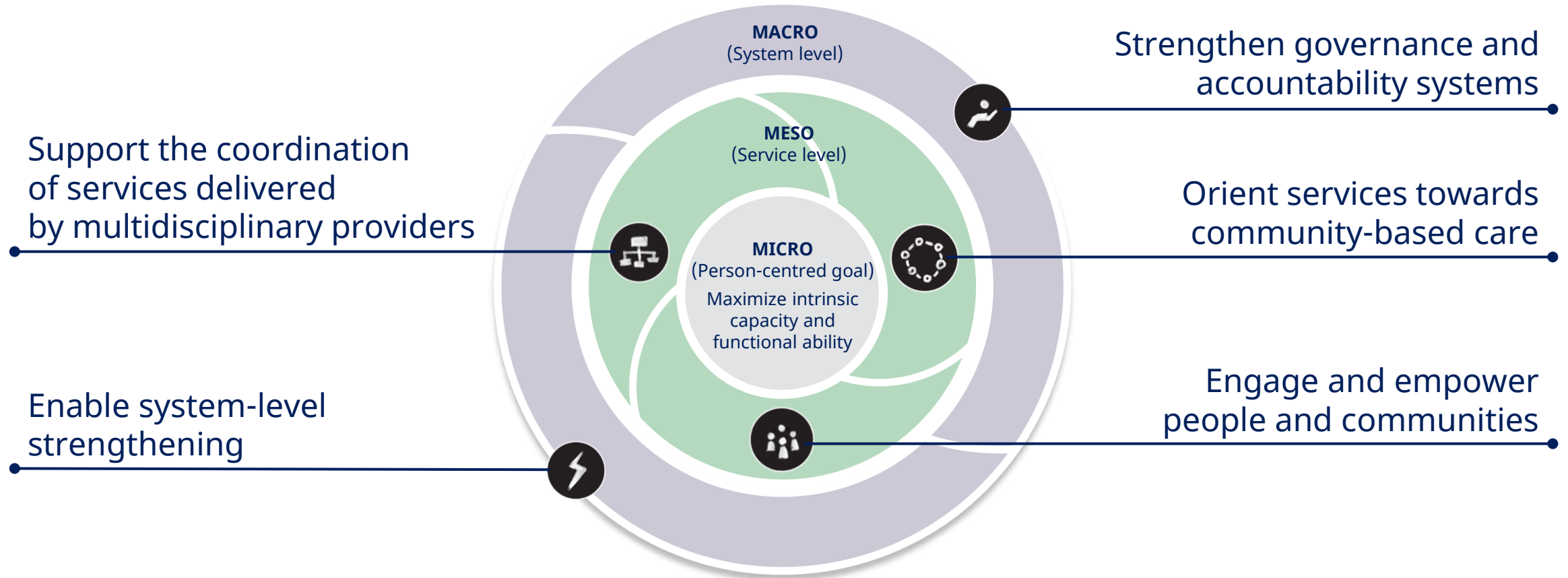
ICOPE framework users

WHO implementation framework is for:



Service and system level in the ICOPE implementation framework

The ICOPE implementation framework consists of two parts: one for the meso (service) level and another for the macro (system) level.



Steps for creating integrated services for older people

Ensure older people's needs are met through evidence-based community care that is available, accessible, acceptable, and high quality.

STAGE OF IMPLEMENTATION
How are integrated care services implemented?

Integrate health and social care services

STAGE OF IMPLEMENTATION
NONE TO MINIMAL INITIATING SUSTAINING SCORE

1. ENGAGE AND EMPOWER PEOPLE AND COMMUNITIES

1. Actively engage older people, their families and caregivers and the society in service delivery? (1) (2) (3)

2. Offer caregivers support and training? (1) (2) (3)

SUBTOTAL FOR SERVICE ACTIONS 1 AND 2: 0/6

2. SUPPORT THE COORDINATION OF SERVICES DELIVERED BY MULTISectorAL PARTNERS

3. Actively seek and identify older people in need of care in the community? (1) (2) (3)

4. Establish a center of excellence to coordinate older people's care across health and social care sectors and a decline in personal capacity is supported or observed? (1) (2) (3)

5. Support appropriately trained health and social care workers to develop comprehensive care plans for older people that are feasible, practical and target individual capacity and functional ability? (1) (2) (3)

6. Initiate networks of health and social care providers to create timely referral and service provision? (1) (2) (3)

SUBTOTAL FOR SERVICE ACTIONS 3-6: 0/12

3. DELIVER SERVICES THROUGH COMMUNITY-BASED CARE

7. Deliver care through a community-based model, supported by community-based workers? (1) (2) (3)

8. Make available the infrastructure (e.g. physical space, transport, information systems) that is needed to support safe and effective care delivery in the community? (1) (2) (3)

9. Deliver care with evidence that is needed that is acceptable to older people, effective and targets functional ability? (1) (2) (3)

SUBTOTAL FOR SERVICE ACTIONS 7-9: 0/9

SERVICES 0/27

2 SERVICES

What is the capacity of services to respond to identified care needs?

ICOPE Guidelines and Handbook



ICOPE Framework



3

Draft the implementation plan

What is the capacity of the system to support integrated services?

2 SYSTEMS

Align care systems to support integrated care

STAGE OF IMPLEMENTATION
How are integrated care systems implemented?

1. STRENGTHEN GOVERNANCE AND ACCOUNTABILITY SYSTEMS

10. Support the active engagement of older people and their families or caregivers, civil society and their service providers in policy and service development? (1) (2) (3)

11. Create or update policy and regulatory frameworks to support integrated care and to protect quality of care? (1) (2) (3)

12. Implement quality assurance and improvement processes for health and social care services? (1) (2) (3)

13. Regularly review the capacity to deliver care equitably? (1) (2) (3)

SUBTOTAL FOR SYSTEM ACTIONS 10-13: 0/12

2. ENABLE SYSTEM LEVEL IMPLEMENTATION

14. Develop capacity in the current and emerging workforce (and expand to deliver integrated care)? (1) (2) (3)

15. Strengthen financing mechanisms to support integrated health and social care for older people? (1) (2) (3)

16. Establish evidence-based resource management processes to support the current and emerging workforce? (1) (2) (3)

17. Use health information and communication technologies to facilitate coordination and information exchange? (1) (2) (3)

18. Collect and report data on the resources, capacity and functional ability of older adults within existing health information systems? (1) (2) (3)

19. Use digital technologies to support older people's self-management? (1) (2) (3)

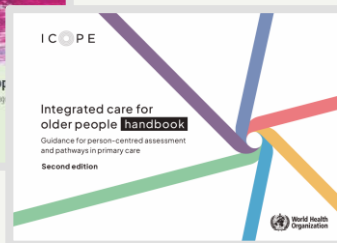
SUBTOTAL FOR SYSTEM ACTIONS 14-19: 0/18

SYSTEMS 0/30

TOTAL SCORE 0/57

FOR SERVICES AND SYSTEMS CAPACITY INDICATORS OF ICOPE

1



ICOPE scorecards

The scorecards summarize the level of integrated care implementation across various services and systems for older people.

STAGE OF IMPLEMENTATION
(check one, weighted score)

Integrate health and social care services

	NONE TO MINIMAL	INITIATING	SUSTAINING	SUBTOTAL SCORE
ENGAGE AND EMPOWER PEOPLE AND COMMUNITIES				
1 Actively engage older people, their families and caregivers and civil society in service delivery*	☐ (0)	☐ (2)	☐ (3)	
2 Offer caregivers support and training*	☐ (0)	☐ (2)	☐ (3)	
SUBTOTAL FOR SERVICE ACTIONS 1 AND 2				/6
SUPPORT THE COORDINATION OF SERVICES DELIVERED BY MULTIDISCIPLINARY PROVIDERS				
3 Actively seek and identify older people in need of care in the community	☐ (0)	☐ (1)	☐ (2)	
4 Undertake comprehensive assessments when older people enter health or social care services and a decline in intrinsic capacity is suspected or observed*	☐ (0)	☐ (2)	☐ (3)	
5 Support appropriately trained health and social care workers to develop comprehensive care plans for older people that are feasible, practical and target intrinsic capacity and functional ability*	☐ (0)	☐ (2)	☐ (3)	
6 Establish networks of health and social care providers to enable timely referral and service provision*	☐ (0)	☐ (2)	☐ (3)	
SUBTOTAL FOR SERVICE ACTIONS 3-6				/11
ORIENT SERVICES TOWARDS COMMUNITY-BASED CARE				
7 Deliver care through a community-based workforce, supported by community-based services*	☐ (0)	☐ (2)	☐ (3)	
8 Make available the infrastructure (e.g. physical space, transport, telecommunications) that is needed to support safe and effective care delivery in the community*	☐ (0)	☐ (2)	☐ (3)	
9 Deliver care (with assistive products when needed) that is acceptable to older people, effective and targets functional ability*	☐ (0)	☐ (2)	☐ (3)	
SUBTOTAL FOR SERVICE ACTIONS 7-9				/9
SERVICES				/26

*Essential

STAGE OF IMPLEMENTATION
(check one, weighted score)

Align care systems to support integrated care

	NONE TO MINIMAL	INITIATING	SUSTAINING	SUBTOTAL SCORE
STRENGTHEN GOVERNANCE AND ACCOUNTABILITY SYSTEMS				
10 Support the active engagement of older people and their families or caregivers, civil society and local service providers in policy and service development*	☐ (0)	☐ (2)	☐ (3)	
11 Create or update policy and regulatory frameworks to support integrated care and to protect against elder abuse*	☐ (0)	☐ (2)	☐ (3)	
12 Implement quality assurance and improvement processes for health and social care services*	☐ (0)	☐ (2)	☐ (3)	
13 Regularly review the capacity to deliver care equitably*	☐ (0)	☐ (2)	☐ (3)	
SUBTOTAL FOR SYSTEM ACTIONS 10-13				/12
ENABLE SYSTEM-LEVEL STRENGTHENING				
14 Develop capacity in the current and emerging workforce (paid and unpaid) to deliver integrated care*	☐ (0)	☐ (2)	☐ (3)	
15 Structure financing mechanisms to support integrated health and social care for older people*	☐ (0)	☐ (2)	☐ (3)	
16 Establish equitable human resource management processes to support the paid and unpaid workforce	☐ (0)	☐ (1)	☐ (2)	
17 Use health information and communication technologies to facilitate communication and information exchange	☐ (0)	☐ (1)	☐ (2)	
18 Collect and report data on the intrinsic capacity and functional ability of older adults within existing health information systems	☐ (0)	☐ (1)	☐ (2)	
19 Use digital technologies to support older people's self-management	☐ (0)	☐ (1)	☐ (2)	
SUBTOTAL FOR SYSTEM ACTIONS 14-19				/14
SYSTEMS				/26
TOTAL SCORE				/52
FOR SERVICES AND SYSTEMS IMPLEMENTATION OF ICOPE				

Implementation actions

Consider the **local, social, and cultural context** as well as the levels of maturity of the healthcare system.



Integrate and reorient **existing health and social care services** and improve the capacity of supporting systems.



Local leadership is needed at both system and service levels to drive implementation efforts.

Service level: Engage and empower people and communities



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- 1 Actively **engage older people**, their families and caregivers, and civil society in service delivery.
- 2 Offer **caregivers support** and training.

Service level: Support the coordination of services delivered by multidisciplinary providers



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- 3 Actively seek and **identify older people in need of care** in the community.
- 4 Conduct **person-centred assessments** when older persons enter health or social care services, and a decline in intrinsic capacity is suspected or observed.
- 5 Support appropriately trained health and social care workers to develop **personalized care plans**.
- 6 Establish **networks** of health and social care providers to enable timely referral and service provision.

Service level: Orient services towards community-based care



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7

Deliver care through a **community-based workforce**, supported by community-based services.

8

Make available the **infrastructure** that is needed to support safe and effective care delivery in the community.

9

Deliver care that is **acceptable to older people**, effective and targets functional ability.

System level:

Strengthen governance and accountability systems



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- 10 Support the **active engagement** of older people and their families or caregivers, civil society and local service providers in policy and service development.
- 11 Create or update policy and regulatory frameworks to support integrated care and to **protect against elder abuse**.
- 12 Implement **quality assurance** and improvement processes for health and social care services.
- 13 Regularly **review the capacity to deliver care** equitably.

System level: Enable system-level strengthening



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- 14 **Develop capacity in the current and emerging workforce** to deliver integrated care.
- 15 Structure **financing mechanisms** to support integrated health and social care for older people.
- 16 Establish **equitable human resource management processes** to support the paid and unpaid workforce.
- 17 Use **health information and communication technologies** to facilitate communication and information exchange.
- 18 Collect and report **data on the intrinsic capacity and functional ability** of older adults within existing health information systems.
- 19 Use **digital technologies** to support older people's self-management.

Example of scoring a service action and corresponding actions



Engage and Empower People
and Communities



Actively engage older people, and their families and caregivers and civil society in service delivery.

STAGE	IMPLEMENTATION STATUS	SCORE	ACTION(S) NEEDED
	No to minimal implementation <i>There is no current or planned formal engagement with community members or organizations in the delivery of health or social care services for older people. Any community services provided are largely ad hoc or informal.</i>	0	> Identify the scope, nature and capacity of community services in the local area. > Develop a strategy to formally engage the local community in health and social care service delivery.
	Initiating implementation <i>There is some formal engagement with community members or organizations in the delivery of health or social care services for older people.</i>	2	> Consult with community groups and other local services to identify opportunities for expanding engagement with the community. > Formalize the relationship of health and social services with the community, for example by establishing weekly support and monitoring visits from care workers to community volunteers, registering volunteers in the health facility and providing incentives and training.
	Sustaining implementation <i>Processes have been implemented where community members or organizations are formally engaged in the delivery of health and social care services for older people.</i>	3	> Maintain engagement with community members, community groups and other services in the delivery of health and social care services. > Sustain monitoring and support systems.

Summary



- The ICOPE implementation framework involves:
 - System (macro-level) actions for policy-makers, planners, funders and decision-makers
 - Services (meso-level) actions for service and program managers and decision-makers
- The process of integrating care for older people includes identifying the target population, assessing service and system readiness, and adapting the implementation plan.

Summary



- Evaluation of the implementation actions for system and service levels using ICOPE scorecards comprises the following:
 - Engage and empower people and communities
 - Support the coordination of services delivered by multidisciplinary providers
 - Orient services towards community-based care
 - Strengthen governance and accountability systems
 - Enable system-level strengthening

References

1. World Health Organization (2024). Integrated care for older people (ICOPE): guidance for person-centred assessment and pathways in primary care, 2nd ed. World Health Organization. (<https://iris.who.int/handle/10665/380175>). Licence: CC BY-NC-SA 3.0 IGO.
2. Integrated care for older people (ICOPE) implementation framework: guidance for systems and services. Geneva: World Health Organization; 2019 (<https://iris.who.int/handle/10665/325669>). Licence: CC BY-NC-SA 3.0 IGO.