



INTEGRATED CARE FOR OLDER PEOPLE

**IMPLEMENTATION FRAMEWORK
GUIDANCE FOR SYSTEMS
AND SERVICES**

Learning Objectives

By the end of this module, you will:

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



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.

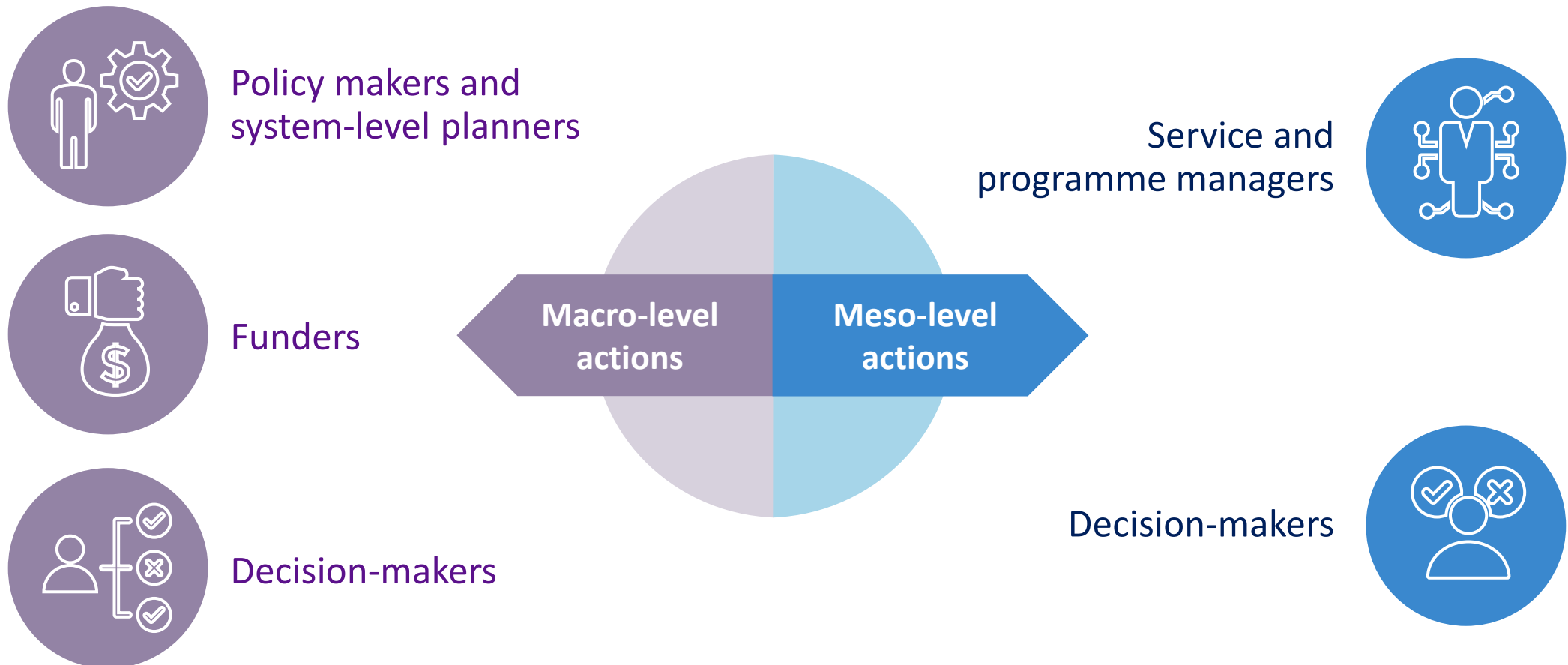
Scorecards are available to assist in self-assessing their readiness for and monitoring progress in integrated care delivery.

Initiate and support the implementation of the ICOPE approach according to the service and system-level capacity and the respective implementation plan.



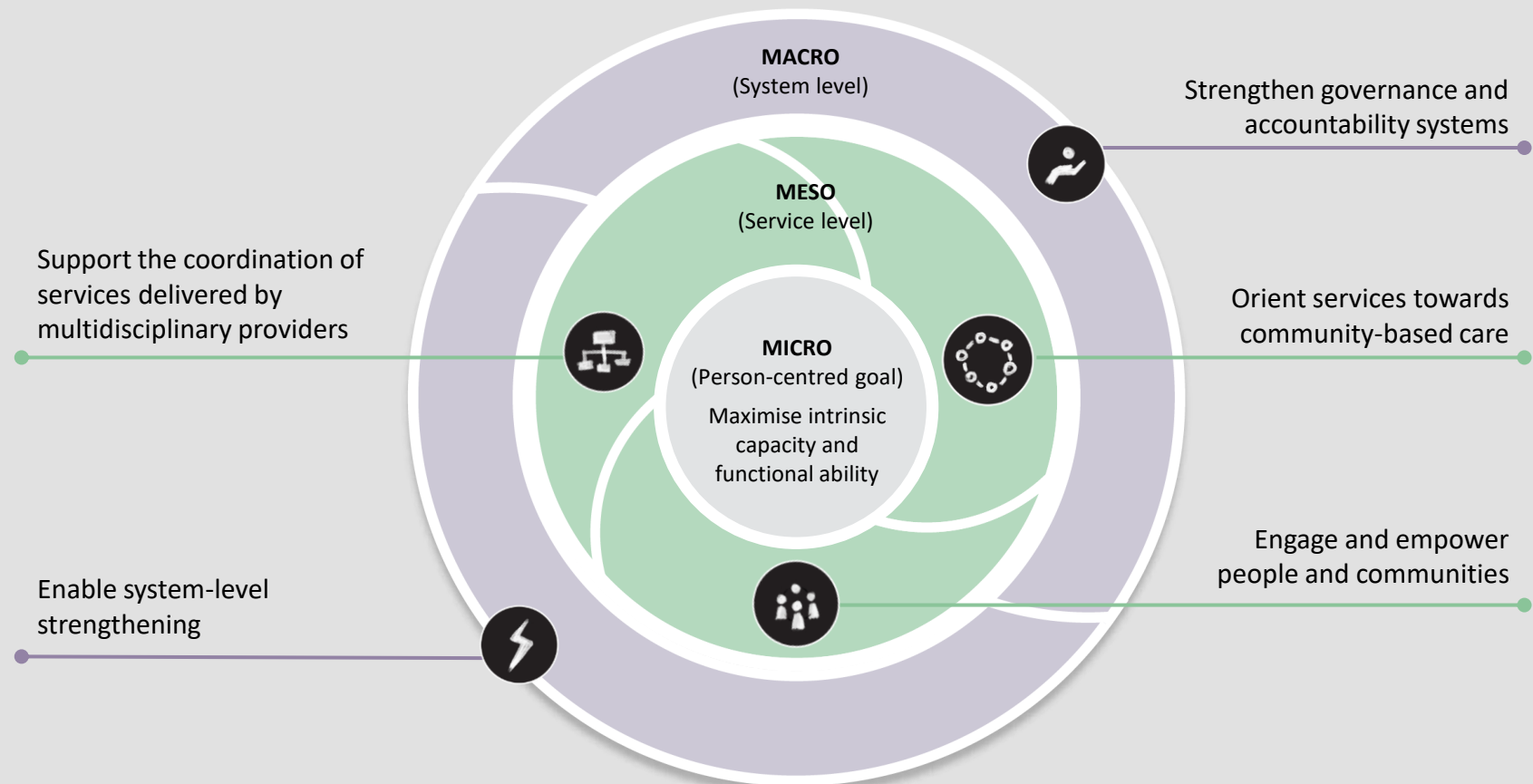
ICOPE Framework Users

WHO Implementation Framework is for:



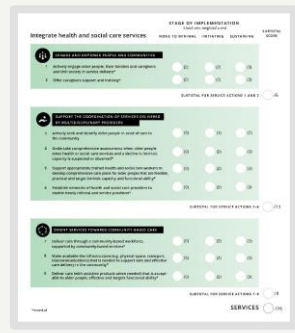
Service and System Level in the ICOPE Implementation Framework

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



Steps for Creating Integrated Services for Older People

Know the care needs of and evidence-based interventions for older people in the community.



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

ICOPE Guidelines and Handbook



ICOPE Framework



3

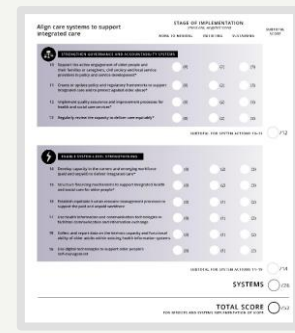
Draft the implementation plan

1






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

2 SYSTEMS





ICOPE Scorecards

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

STAGE OF IMPLEMENTATION (check one, weighted score)		SUBTOTAL SCORE		
	NONE TO MINIMAL	INITIATING	SUSTAINING	
Integrate health and social care services				
 ENGAGE AND EMPOWER PEOPLE AND COMMUNITIES				
1 Actively engage older people, their families and caregivers and civil society in service delivery*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
2 Offer caregivers support and training*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (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	<input type="radio"/> (0)	<input type="radio"/> (1)	<input type="radio"/> (2)	
4 Undertake comprehensive assessments when older people enter health or social care services and a decline in intrinsic capacity is suspected or observed*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (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*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
6 Establish networks of health and social care providers to enable timely referral and service provision*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (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*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (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*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
9 Deliver care (with assistive products when needed) that is acceptable to older people, effective and targets functional ability*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
SUBTOTAL FOR SERVICE ACTIONS 7-9				/9
SERVICES				/26

*Essential

STAGE OF IMPLEMENTATION (check one, weighted score)		SUBTOTAL SCORE		
	NONE TO MINIMAL	INITIATING	SUSTAINING	
Align care systems to support integrated care				
 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*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
11 Create or update policy and regulatory frameworks to support integrated care and to protect against elder abuse*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
12 Implement quality assurance and improvement processes for health and social care services*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
13 Regularly review the capacity to deliver care equitably*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (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*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
15 Structure financing mechanisms to support integrated health and social care for older people*	<input type="radio"/> (0)	<input type="radio"/> (2)	<input type="radio"/> (3)	
16 Establish equitable human resource management processes to support the paid and unpaid workforce	<input type="radio"/> (0)	<input type="radio"/> (1)	<input type="radio"/> (2)	
17 Use health information and communication technologies to facilitate communication and information exchange	<input type="radio"/> (0)	<input type="radio"/> (1)	<input type="radio"/> (2)	
18 Collect and report data on the intrinsic capacity and functional ability of older adults within existing health information systems	<input type="radio"/> (0)	<input type="radio"/> (1)	<input type="radio"/> (2)	
19 Use digital technologies to support older people's self-management	<input type="radio"/> (0)	<input type="radio"/> (1)	<input type="radio"/> (2)	
SUBTOTAL FOR SYSTEM ACTIONS 14-19				/14
SYSTEMS				/26
TOTAL SCORE				/52
FOR SERVICES AND SYSTEMS IMPLEMENTATION OF ICOPE				

Implementation Actions

1

Implementation actions should be conducted considering the **local, social and cultural context** and levels of maturity of healthcare system.

2

Implementation actions should integrate and reorient **existing health and social care services** and improve the capacity of supporting systems.

3

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

Service Level: Engage and Empower People and Communities



WHO / Blink media -
Uma Bista



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



WHO / NOOR /
Sebastian Liste



3

Actively seek and **identify older people in need of care** in the community.

4

Undertake **person-centred assessments** when older people 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 **personalised 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



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



WHO / Billy Miaron



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



WHO / Mukhsin
Abidzhanov



- 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 organisations in the delivery of health or social care services for older people. Any community services provided are largely ad hoc or informal.</i>	0	<ul style="list-style-type: none"> > 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 organisations in the delivery of health or social care services for older people.</i>	2	<ul style="list-style-type: none"> > Consult with community groups and other local services to identify opportunities for expanding engagement with the community. > Formalise 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 organisations are formally engaged in the delivery of health and social care services for older people.</i>	3	<ul style="list-style-type: none"> > 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 policymakers, 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, the assessment of 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.

