Vanda Gomes
Global Nurse Director REMEO®
Bettina Butzke, Martin Kubitschek, REMEO Global Team

16th International Conference on Integrated Care
Barcelona, 23 – 25 May 2016
Developing an innovative, integrated care pathway for PMV patients: coordinating between public and private sectors
We are

... providers of **specialised care for prolonged, mechanically ventilated (PMV) patients**

PMV patients are those who require at least six hours mechanical ventilation for more than 21 consecutive days\(^1\)

\[6 \text{ hrs}^+\]

In the US, numbers of PMV patients are expected to **double** by 2020, reaching more than 600,000\(^2\)

\[600,000\]

---

REMEO is present at more than **30 locations**
and in **11 countries**
... and treated **3,800 PMV patients** in 2015

Argentina
Colombia
Denmark
Ecuador
Germany
Italy
Peru
Portugal
Sweden
UK
United States

---

1. REMEO Annual Management Report, 2015. For internal use only.

Based on a survey of 111 patients in six countries.
Our patients...

... are most commonly those with diseases of the respiratory system (72%)\(^1\)

... typically progress from the ICU to home or an unspecialised nurse setting – without specialised offerings for PMV patients\(^2\)

... do not usually receive professional support, therapy programmes or integrated rehabilitation, so are often readmitted to hospital\(^2\)

... cause a high resource consumption for hospitals – 23.5% of patients discharged from hospital to a specialised nursing facility were readmitted to hospital (within 30 days)\(^3\)

---

Critical gap between ICU and home

Recognising the critical gap between the intensive care unit and home, we developed the REMEO integrated care programme.
Four REMEO operating models

REMEO provides four operating models to support different service requirements.
Vision for integrated care at REMEO

The World Health Organization (WHO) defines integrated care as “a concept bringing together inputs, delivery, management and organization of services related to diagnosis, treatment, care, rehabilitation and health promotion”\(^1\)

Internal vs external integration

Distinction between internal and external integration:

**Internal integration**
between operating models of REMEO

**External integration**
between us and hospitals, other service providers, specialised nursing homes
Healthcare services main areas of care integration

Integration levels

How can we measure integration?

Existing integration assessment tools...

... are mainly specific for public sector...

... or specific disease management pathway

... did not exactly match our patient population’s needs

Develop new tool
6 Pillars for integration

Methodology

6 REMEO countries assessed

REMEO® & Our Patients

REMEO® Pathway

REMEO® Integration

REMEO® Integrated Assessment Tool

Results

The Future
The six pillars

**Interdisciplinary clinical teams**
Multi-disciplinary teams who act together to integrate the physical, mental, emotional and social aspects of the patient’s healthcare needs

**Quality and safety assurance**
The care pathway strategy must incorporate quality and safety KPIs across the entire pathway

**Coordination of care**
Care coordinated and integrated across all elements of the complex healthcare system for LTMV patients

**Financial Management and Reimbursement**
Payment and funding should neither separate between steps of the patient pathway nor between type of provider

**Patient-centred care**
Patient and family play a central role in the care process

**Organisational Culture and Leadership**
Internally and externally the implementation of an integrated care pathway requires effective leadership to reach success

---

**Results**

**The Future**
Methodology

6 Pillars for integration

6 REMEO countries assessed

REMEO® & Our Patients

REMEO® Pathway

REMEO® Integration

REMEO® Integrated Assessment Tool

Results

The Future
Standardised interviews and standardised assessment questions – 200 questions

Questions divided into the six pillars and sub-categories for each of the pillars

Internal perspective only

6 REMEO countries assessed

ECU (Ecuador)
COL (Colombia)
ARG (Argentina)
SWE (Sweden)
UK (United Kingdom)
GER (Germany)
Consolidated results: internal

Focus on Patient-centred care and Interdisciplinary Teams

Internal Integration Enablers

- Leadership
- Coordinational Care
- Patient Centred Care
- Quality & Safety assurance
- Financial Management & Reimbursement
- Interdisciplinarity of clinical teams

Pillars moving towards close collaboration – partly integrated

- Close collaboration (fully integrated)
- Close collaboration (partly integrated)
- Basic collaboration (from a distance and possibly)
- Minimal integration

REMEO® & Our Patients

REMEO® Pathway

REMEO® Integration

REMEO® Integrated Assessment Tool

Results

The Future
Consolidated results: external

Focus on Patient-centred care and Coordination of Care

External Integration Enablers

- Leadership
- Coordinational Care
- Interdisciplinarity of clinical teams
- Financial Management & Reimbursement
- Quality & Safety assurance
- Patient Centred Care

Pillars moving towards basic collaboration

REMEO® & Our Patients
REMEO® Pathway
REMEO® Integration
REMEO® Integrated Assessment Tool

Results

The Future
Conclusions

Initial thoughts on integration level of an international healthcare service provider focused on PMV patients

Focusing on the interfaces between multiple healthcare service provider – public and private

Triggering initial discussion about focus areas and possible areas of improvement

Self-developed tool needs validation and will then be applied to external partners

Future development of a standard “check list” based on this assessment tool in order to setup an integrated care path rather then just assessing existing structures
Bibliography

Integration tool


Bibliography

Scoring methodology


3. Eurocontrol Experimental Centre: EFQM Self Assessment 2003 version 2.0


If you would like to know more please contact
vanda.gomes@linde.com

Thank you!