 CONFERENCE ABSTRACT

Enabling adaptive learning to advance integrated care: key insights from a national learning collaborative

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Introduction: Local and global advancement of people-centred, integrated care depends critically on our ability to capture learnings from integrated care initiatives, embed learnings on the ground, and share learnings for all. Integrated care initiatives have highlighted the need for an adaptive approach that encourages new ways of working and favours multi-level collaboration, however this practice rarely extends to on the ground. Health Standards Organization (HSO) identified the need not only to teach adaptive change but live it through the implementation of their integrated care initiative bringing a culture of learning and the ability to adapt based on real-time feedback.

Aims, Objectives, Theory or Methods: HSO’s Improving Integrated Care for Youth Initiative (IICY) aims to drive sustainable improvements and better outcomes in the integration of community-based services for youth through the co-design, testing and adoption of evidence-based HSO standards and implementation tools that promote integrated care best practices. Participating in this work are six innovative, community-based integrated youth service networks across Canada that formed a Learning Collaborative. As each network is at a different point on their integrated care journey, the learning collaborative embraced an iterative feedback and adaptive learning culture that enabled HSO to better enable their work and meet their needs on the ground.

Highlights or Results or Key Findings: HSO developed a framework to ground an adaptive approach to incorporate real-time feedback from the networks into the implementation of the initiative and embed the feedback into the integrated care implementation tools so it can be shared globally. HSO received feedback to this framework from the Learning Collaborative which included youth and family partners.

Feedback from the Learning Collaborative to support shared learning and collaboration included:

•Creating more opportunities for collaboration and knowledge exchange through online platforms and shared meetings

•Using simplified language to encourage shared understanding and equal voice from diverse stakeholders

•Being thoughtful in the delivery of the initiative to reduce power dynamics

The outcomes of this approach include:

•Increased engagement and participation by each network

•Increased trust and meaningful participation from all stakeholders including youth, community providers, operational leaders, and policy makers
• Higher quality feedback to the HSO standards and implementation tools
• The ability to harness learnings and share across professional and sectoral boundaries

**Conclusions:** It is not enough to teach adaptability and learning to those leading on the ground. For initiatives to be successful, an adaptive approach must be taken at every level. This top-down, bottom-up approach has supported HSO in developing higher quality standards and tools for sustainable transformation towards more integrated care.

**Implications for applicability/transferability, sustainability, and limitations:** The outcome of the IICY initiative will be tools, insights and learnings including but not limited to specific standards, implementation tools and learnings to advance people-centred, integrated care informed by evidence and lived experience that will be shared through HSO with the rest of Canada and Internationally.