POSTER ABSTRACT

Development and validation of an integrated care and services model, according to an international perspective
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Introduction: The purpose of this presentation is to outline our research protocol. With the accent put on integrated care (IC), this study focuses on the modeling of clinical and management practices who aim at meeting the population’s critical needs in terms of accessibility, continuity, quality of care and services provided within the integrated healthcare system. The goal of the study is to validate a theoretical model used in IC. A model of IC “Strengths of and impediments to an organization’s capacity for response”¹ was developed in a prior scientific research conducted by the applicant.

Objectives and methods: The first objective is to validate on a larger scale the components, levers, and barriers of model by using a Delphi approach involving international scientific, clinical, and managerial experts spread across four principal IC services (autonomy support; palliative oncology; medicine surgery; mental health) of two integrated health and social services centers with variable missions in Quebec. The second objective is to expand the scope of model by identifying innovative operational mechanisms with intention to upgrade IC. By doing so, questionnaires and interviews will be conducted amongst selected managers and clinicians who work in these settings.

Strengths or Key Findings: The contributions of the study are separated into 5 trajectories: Theoretical; expanding on the underdeveloped scientific knowledge within the dynamics of IC and increasing the generalizability of the model. Methodological; to promote an interdisciplinary and intersectoral understanding of IC. Clinical and management; to support and equip interdisciplinary clinical teams and managers concerning the challenges associated with IC. Empirical; to optimize university health and management programs that promote the development of skills required to achieve IC. Political and societal; to provide decision-makers with a solid foundation in order to develop policies that contribute to a system that emphasizes quality care amongst a targeted population.

Conclusion: The purpose of the study is to validate a theoretical model of IC such as the model which was previously developed by the candidate. The study has 2 main objectives as well as 5 contributing areas (theoretical, methodological, clinical and management, empirical, and political and societal). the development of an integrated care model aims to support professionals and managers in implementing a continuum of care aimed at adequately meeting the needs of vulnerable people.
Implications for credibility, transferability, reliability and confirmability: To ensure confirmability and credibility, valid tools will be developed and used when collecting data from participants. International collaborators will contribute to the validation of the theoretical model, which will ensure transferability and reliability. This project is funded by SSHRC (Knowledge Development) and approval by the research ethics committee of the University of Quebec in Outaouais. The knowledge transfer mechanisms are planned, such as conferences, webinars and scientific articles, intended for clinicians, health network managers and academics.