

# KEY MESSAGES

## Experiencing integration: A pilot study of consumer and provider experiences of integrated primary health care

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### Policy context

The need to strengthen the capacity of our primary health care system to support effective management of people with chronic disease is well recognised. The GP Super Clinic program aimed to promote co-location and integration of general practice with allied health and other service providers in order to more effectively support those with or at risk of chronic disease.

However, we lack agreed methods to define and measure integration in order to assess the success of such initiatives. This pilot study explored consumer and provider experiences of integration and tested methods of measuring and conceptualising integrated primary health care.

### Key messages

#### Experiences of integrated care

- > Consumers were very positive about co-location, appreciating the time savings and convenience of “one stop shop” health care
- > Consumers and providers valued the continuity, good communication with providers and information sharing between providers offered by the multidisciplinary centre
- > Providers additionally noted that co-location built trust between professionals

#### Methods of measuring and conceptualising integration

- > Clinical record review provides some measurement of information continuity underpinning integration but requires minimum standards of data entry and information systems aligned with health system aims to be effective
- > Interviews provide rich information on people’s experiences of integration, its relationship with primary health care more broadly and the utility of frameworks for organising concepts
- > Consumer experience surveys provide detailed information that could inform quality improvement processes in primary health care, but further work is needed to define how consumer-defined dimensions of quality care can be focused on integrated primary health care
- > Existing frameworks of integrated care have been heavily influenced by the provider and organisational perspectives. Consumers of integrated primary health care may be more focussed on relational aspects of care and outcomes of the care with less focus on the organisational or structural processes necessary to produce them.

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