

Information Leaflet

Why has the I2I initiative been created?

The Norfolk and Suffolk Workforce Partnership Board have approved the Insights into Integration approach to enable professionally qualified individuals to increase their awareness of the wider health and social care system beyond their current employer.

The integration of care is gathering momentum and professionally qualified individuals are involved in changing operational service models, connecting organisations to deliver joined-up services and working together to improve the quality of care for service users.

The I2I initiative will help Participants to build sustainable long-term professional networks across the health and social care sectors. It will also improve the Participant's leadership skills by giving them responsibility for identifying and securing their placements, with support from their Line Manager and the Sponsor within their organisation.

How will service users / patients benefit from the I2I initiative?

As part of the I2I initiative, the professionally qualified staff involved will increase their knowledge of whole-system working and will use that knowledge to design and deliver a modest service improvement initiative to improve the care pathway or service delivery experience for service users and patients.

Who can participate?

The I2I initiative is looking for individuals that

- are a professionally qualified member of staff in health and/or social care
- have, as a minimum, completed their first year in role post-qualification (known in some organisations as a preceptorship year)
- have been performing well in their current role as evidenced through appraisals
- are aiming for career progression into more senior role within the Norfolk and Suffolk health and/or care system within approximately the next 12 months
- show genuine enthusiasm for participating in the I2I initiative and learning from the experience
- are supported by their Line Managers in their interest to participate in the I2I initiative.

How does an individual apply to take part?

Direct applications to the I2I initiative will not be accepted. There will be a selection process determined by each employer. Some will ask for Expressions of Interest from individuals that meet the criteria, some will contact individuals within their organisations that they feel are suitable to take part. Education Leads within employers will be able to advise on the process chosen by that organisation.

If an individual is interested in participating and their organisation is looking for Expressions of Interest Forms, then they should start the process by talking with their Line Manager about participating in the initiative. Once they have had a detailed discussion with their Line Manager, the interested individual should complete an Expressions of Interest Form and send it to the Education Lead for their employing organisation.

What could be the benefits for Participant's?

As a result of participating in the I2I pilot, the Participant will have

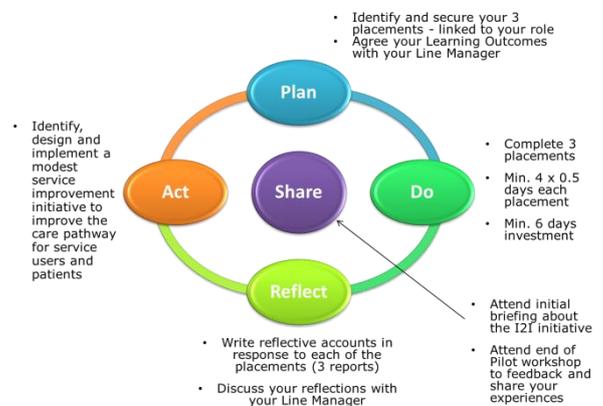
- developed an enhanced understanding of the
 - challenges faced by staff and other organisations involved with delivering care along the patient/service user care pathways linked to the Participant's current/future role
 - practical issues involved in delivering fully integrated, whole-system working
 - capabilities of other individuals and service providers along the pathway
- identified opportunities to introduce new ideas and reduce duplication to make the patient/service user journey as smooth, effective and user-friendly as possible
- enhanced the Participant's personal communications and leadership skills
- improved communications between service providers
- developed wider professional networks across the health and care sectors.

What would the Participant have to do?

The NSWP Board committed to the Participants undertaking a minimum of three placements and a number of related activities.

These commitments have been illustrated below under the headings: Plan; Do; Reflect; Act; and Share which is a central theme.

The I2I initiative learning cycle



Plan

It will be the Participant's responsibility to make the arrangements for their 3 placements including

- agreeing the Learning Outcomes for each one with their Line Manager
- identifying a named person to meet with
- agreed dates, times, locations etc.

The Sponsor within the employing organisation will meet with the Participant when they have been selected to talk to them about the I2I initiative, why the organisation has chosen to be involved and to share contacts with the Participant to help them set up their placements. The Line Manager and Sponsor will support the Participant to identify suitable placements, but the Participant has responsibility for making the detailed arrangements.

The placements must be relevant to the Participant's current role or agreed next career step. They should illustrate wider aspects of the care pathway or services that the Participant delivers. The placements should be with a variety of staff grades to obtain a range of viewpoint e.g. from leaders and front line staff.

For example, a health care professional working in a community hospital could look for a placement with teams that enable the patient/service user to regain mobility in their own homes or could look for a placement in a GP practice that refers patients/service users to the community hospital.

For example, a social care professional could look for a placement in a health setting where patients/service users are receiving treatments to recover from an acute episode of an

ongoing health issue before being discharged into their homes or into the care of a nursing home service provider.

The selection of placement opportunities would depend on the employing organisation and the participant's current role but could include opportunities in Acute, Social Care, Community, Mental Health, Allied Health Professions, Care Sector, GP Practices, Police, Private/Voluntary/Independent organisations, Local Government, Housing, Prisons etc.

The Participant's placements should be linked to

- the services that the Participant delivers as a qualified professional for the organisation
- the interfaces that the Participant already has to support the delivery of the patient/service users care and
- their future career plans.

The Line Manager or professional advisor will be a good source of support for this and also the Sponsor within the Participant's organisation.

To identify a placement the Participant could consider questions such as

- when individuals are discharged from their care where do they go next?
- how do they arrive in the care of the Participant?
- which organisations or individuals seem to be delivering excellent service or seem to prepare service users really well?
- what are some of the more unusual interfaces that the service users / patients are involved with and who delivers these services?

Do

The Participant must undertake a minimum of

- 3 placements with different organisations over a six month period
- 4 x half days (i.e. 2 full days out of service) with each placement organisation.

Depending on the Participant's agreed Learning Outcomes, they could arrange each placement so that each of the 4 half days is with a different individual or group within that organisation, at differing levels of seniority and with a different connection to the care pathway for service users and patients.

Reflect

From each placement experience, the Participant is required to write a reflective account describing the Participant professional and personal learning. This should be shared and discussed with their Line Manager as it will help the Participant to

- define their next set of placement Learning Outcomes and
- agree their service improvement initiative.

Act

As a result of the Participant learning on the placements, they are required to identify and implement a modest service improvement initiative that will help to support closer working between organisations and will help to improve the service user/patient experience of the care pathway.

This initiative will demonstrate that the Participant has learnt from the placements and will enable the individual to contribute to a better whole-system experience for the service user/patient.

The service improvement initiative could be one or a number of small changes that the Participant introduces to make the system smoother. It could be based on an idea that the Participant already has from their day to day working such as:

- changing the method of communications between teams to make it more effective;
- changing the time of day for a regular meeting so that more colleagues can attend to focus on the needs of specific service users/patients;
- updating key forms to ensure that they are used to collect all the key information and don't collect unnecessary information;
- creating a service user/patient guide to the steps in the care pathway, what to expect from each step and the key points of contact;
- removing duplication where the same activity is undertaken by more than one service provider in the care pathway etc.

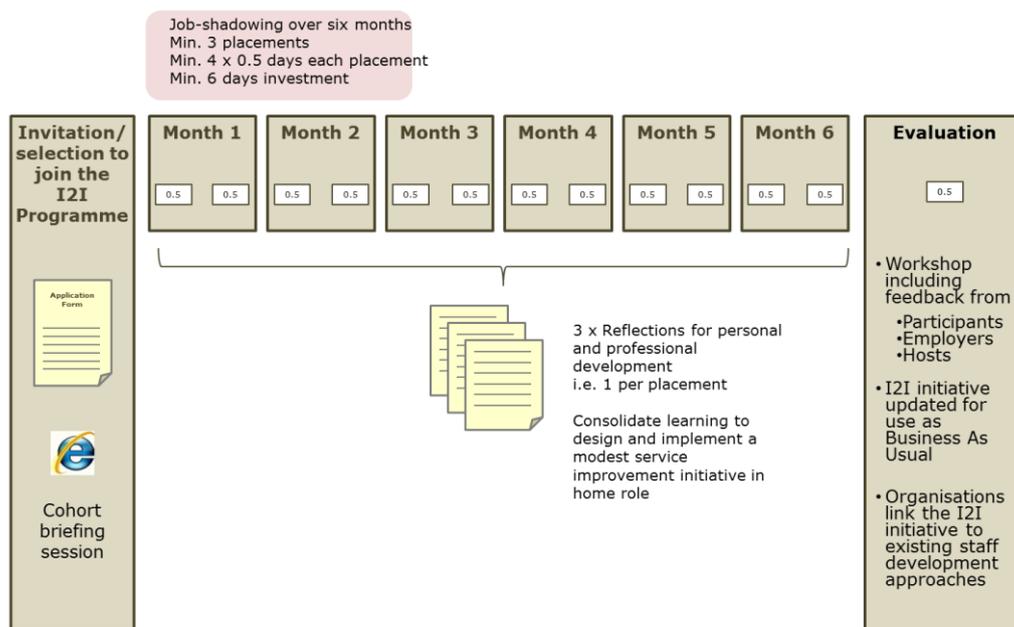
Share

At the start - the Participant will be asked to attend a briefing session to get to know their peers across the system also on the I2I pilot and to understand more about the initiative.

After the placements - the Participant will be expected to attend a workshop to

- share their learning from the experience with others on the I2I pilot
- talk about the service improvement initiative that they have designed/implemented and
- share their ideas for improvements to the I2I initiative for the future.

Overview of the Insights into Integration (I2I) Initiative



For general enquiries about the I2I initiative please contact Sue Hill, Programme Manager from the Norfolk and Suffolk Workforce Partnership on sue.hill11@nhs.net and 07785 574229.