

# Evaluation of the implementation of ICHOM projects: Barriers and facilitators from the perception of clinical leaders

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## Introduction

Since 2017, several projects have been launched in the ICHOM framework in Cruces University Hospital, related to different pathologies such as breast cancer, stroke, localized prostate cancer and cleft lip and palate among others. Learning about the facilitators and barriers encountered in the implementation process from the perspective of the clinical leaders, is key to incorporate improvement actions for the progress of ICHOM projects.

## Methods

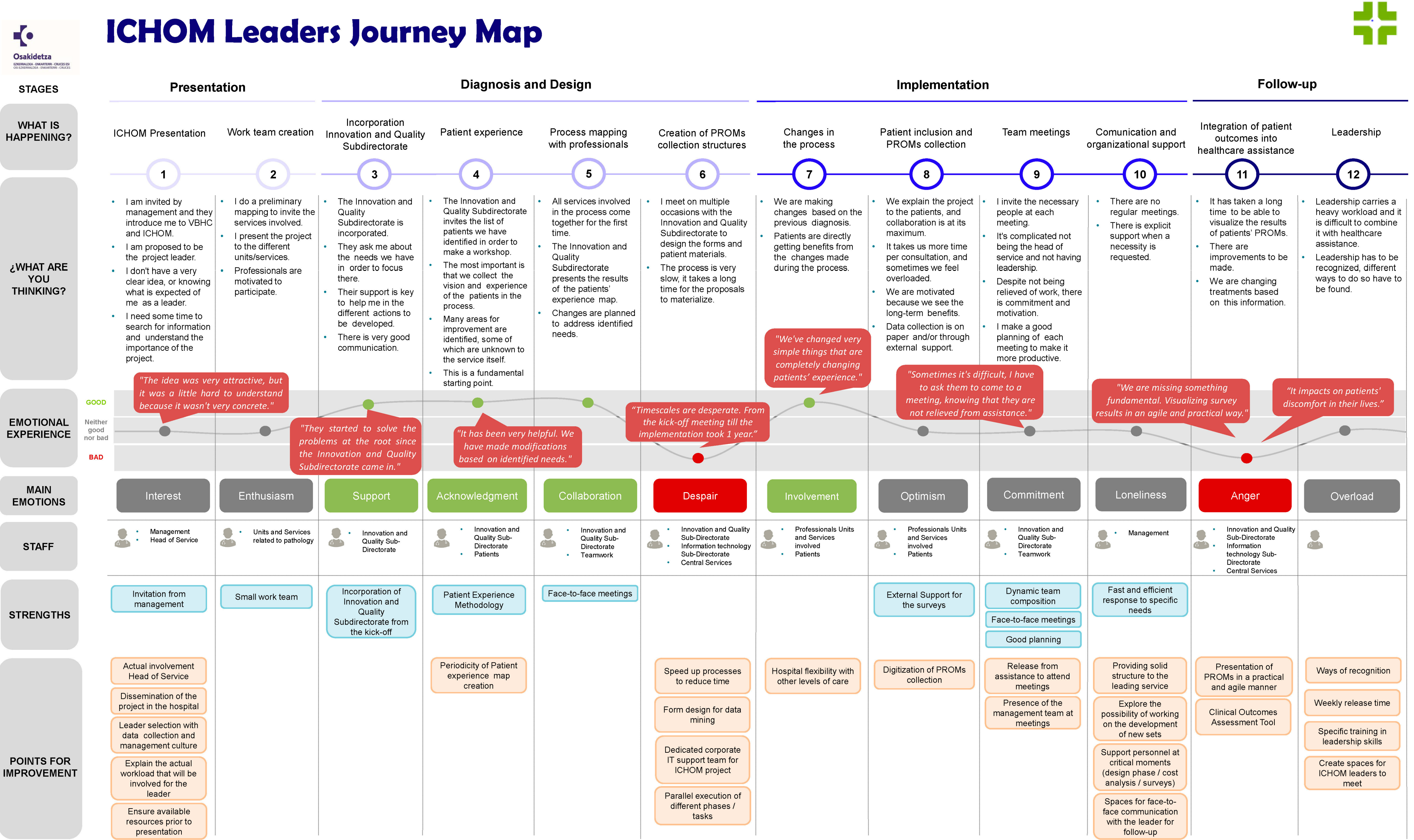
The leaders of 4 ICHOM projects that were involved in the implementation phase were called for a semi-structured interview. The script of questions was based on a questionnaire from the Value-based Healthcare Network (made up of nationwide healthcare organizations) and various stages of the implementation. The speeches were categorized based on the categories identified for the questionnaire, in addition to incorporating other categories that emerged from the interviews. The information obtained was used to create a map of the experiences of ICHOM leaders.

## Results

The following areas were identified as facilitators of the implementation: Invitation to participate in the project by management, Dynamic composition and small size of the working team, Internal facilitator role, Patient experience map, Presence at meetings, Professional external support for conducting surveys, Good planning, Quick and effective response to specific needs. Were identified as the main barriers to implementation: Involvement of the head of service, Internal dissemination of projects, Data collection culture, Resources, Long times, Form design, Computer support, Care levels, PROM digitalization, Clinical release time, Management support, Staff instability, PROM results visualization, Clinical results evaluation tool, Recognition, Leadership skills training, Meeting rooms.

## Conclusions

In order to move forward on the path to value-based health care, the organization should work on the identified barriers to achieve a more appropriate response and improve the implementation of current and future VBHC projects.



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