

ICHOM-driven steering model and outcomes dashboards: enhancing decision making, managerial insights, and health system efficiency for diabetes and mental health

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BACKGROUND

Wellbeing service county of Keski-Uusimaa (Keusote) is an integrated organizer responsible for social and healthcare services for 200 000 inhabitants in Helsinki University Hospital catchment area in Finland. Keusote has chosen to embark on two distinct diagnostic-focused value-based initiatives:

1.

A diabetes pilot
2.

A pilot for severe mental health disorders (SMHD)

These pilots are aligned with Keusote’s strategic steering model. The objective of these pilots are

- to offer relevant support for regional management
- to drive better outcomes for specific patient groups

Why

- The prevalence of both diabetes and SMHD is expected to increase in the coming years. It is imperative to develop and implement effective strategies for the improved management of diabetes and SMHD.
- The substantial costs associated with diabetes are a consequence of the significant number of affected individuals. Conversely, managing SMHD proves to be expensive, even with a smaller patient population.

The decision to adopt the ICHOM framework played a crucial role in guiding the process of creating the dashboards. Based on the pilots, a value-based steering model will be developed to support regional management.

METHODS

Creating a value-based roadmap with the management team of Keusote was the starting point for the initiative. The roadmap was developed by conducting interviews and workshops with top managers.

AIMS FOR THE ROADMAP

- 1

To enhance understanding of outcomes measurement work done so far
- 2

Promote a paradigm shift towards value-based care
- 3

Augment the data necessary for measuring outcomes
- 4

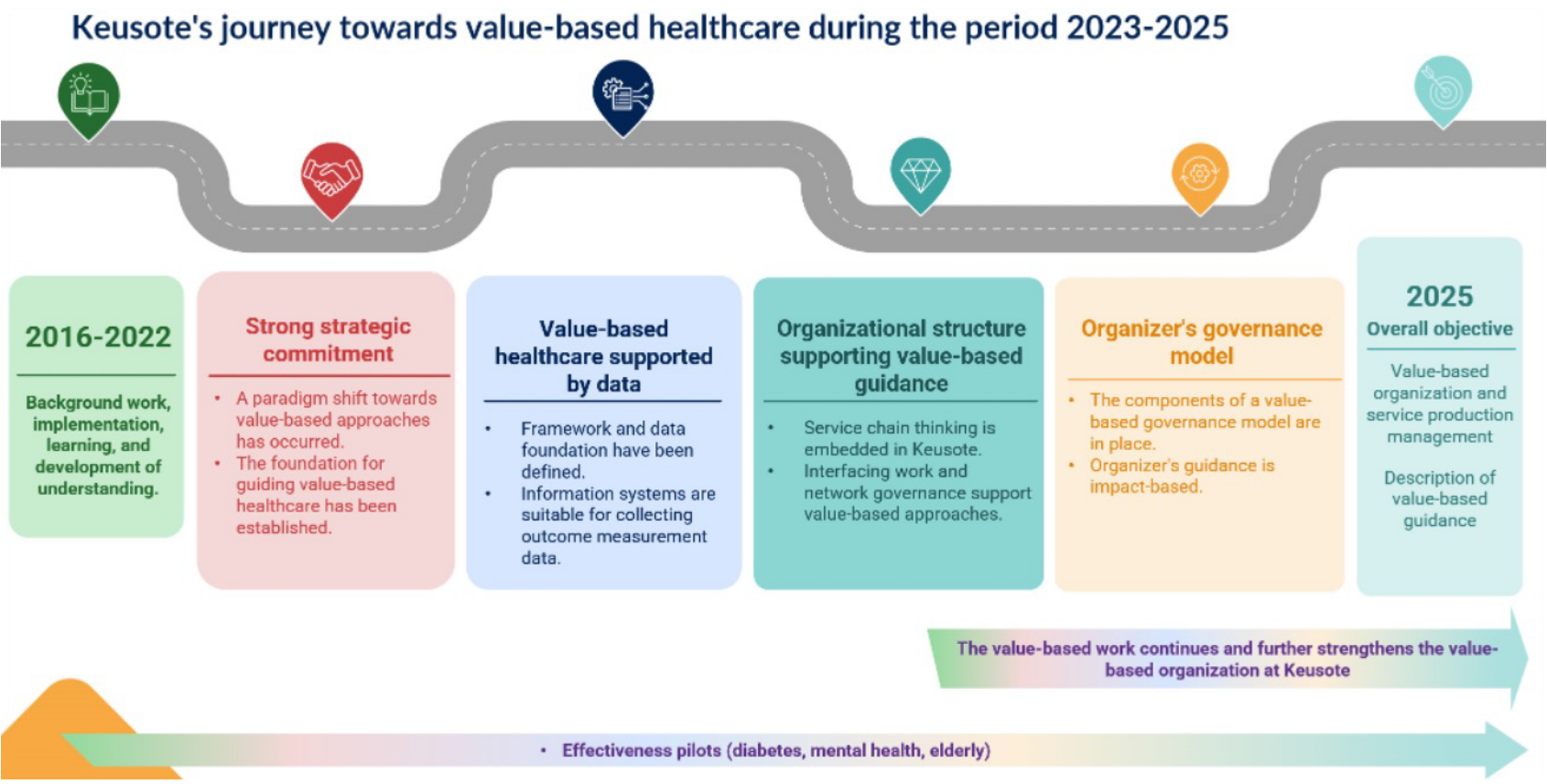
Restructure organizational frameworks to support value-based thinking
- 5

Develop an organizational steering model for value-based healthcare, catering to different management levels

The main goal was to develop and implement comprehensive outcomes and costs dashboards for diabetes and SMHD, utilizing the international ICHOM-framework. Workshops engaged healthcare specialists and management, identifying use cases and validating measurements.

It became apparent that patient-reported outcomes measures (PROM) and clinician-reported outcomes measures (CROM) were essential, previously lacking in Keusote’s health service infrastructure.

These ICHOM-based pilots are poised to significantly influence the value-based steering model, underscoring the importance of incorporating diverse metrics into healthcare management.



RESULTS

ICHOM-framework

It was found throughout the developmental process, that the ICHOM-framework guided the work effectively, but it needs adaptation to the specific context.

Recognizing the ICHOM-framework’s utility in dashboard development highlights our commitment to robust methodology and places the tool within global best practices in health outcomes measurement.

ICHOM also aided in PROM selection and structural documentation development for Keusote.

Customization needs

Despite ICHOM-framework’s utility in this project, customizing ICHOM considerations to individual countries is crucial. In the Finnish context, specific adjustments were necessary, particularly concerning laboratory results and controls.

To prevent information overload, the dashboards were streamlined, focusing solely on critical aspects outlined by ICHOM, such as comorbidities.

Achieving a comprehensive understanding of outcomes required incorporating additional metrics like continuity of care, costs, and visit numbers. Enriching the dashboard with diverse metrics not only enhances managerial efficacy but also optimizes service supply chains.

Development of the region-wide value based steering model

The outcomes collected in the pilots also feed into the development of the region-wide value based steering model.

The aim is that Keusote’s service production will in the future be steered by outcomes information from all the main patient and customer segments.

The finalization of the steering model will take place in autumn of 2024 once we have more experience from using of the outcome’s information from the pilot patient segments.

DISCUSSION

ICHOM offered an ideal framework to guide this process, particularly when combining it with other value based-related factors like costs, continuity of care, and number of visits.

Integrating ICHOM data with other measurements enhances usability across managerial levels and optimizes service supply chains for more effective healthcare delivery.



- Embracing the ICHOM framework enables the potential for future international result comparisons, extending beyond national boundaries.
- Going forward, the ICHOM framework could be applied to guide additional value-based pilots within Keusote.
- These pilots, through outcome measurements, significantly impact regional steering, an aspect previously given less emphasis.