



# OPTIMISING HEALTHCARE INTEGRATION



## Design Methodology Approach to Developing an Integrated Service Delivery Model for Irish Health Service Executive's Health Regions

Presenters: Angela Ryan, Nuala Scannell and Lisa McDaid  
HSE Health Regions Programme Team, HSE Organisation Development and Design

### Introduction

This initiative is underpinned by Sláintecare and the Health Regions Implementation Plan. It will deliver regional organisational structures that support integrated care provision for the entire population of the Republic of Ireland, including health and social care service users, providers and communities. This poster outlines the application of evidenced-based methodologies to design an Integrated Service Delivery (ISD) Model for the Irish healthcare system.



### Human Centred Design Process

The Health Regions Programme Team leveraged the insights of those receiving and delivering services to inform the design of the ISD model for the Health Regions via the ISD Workstream Group of 94 individuals including:

- Service Users/Patient partners
- Operational and clinical representatives
- Staff and management
- Partner agencies
- Academic experts
- Department of Health
- DCEDIY



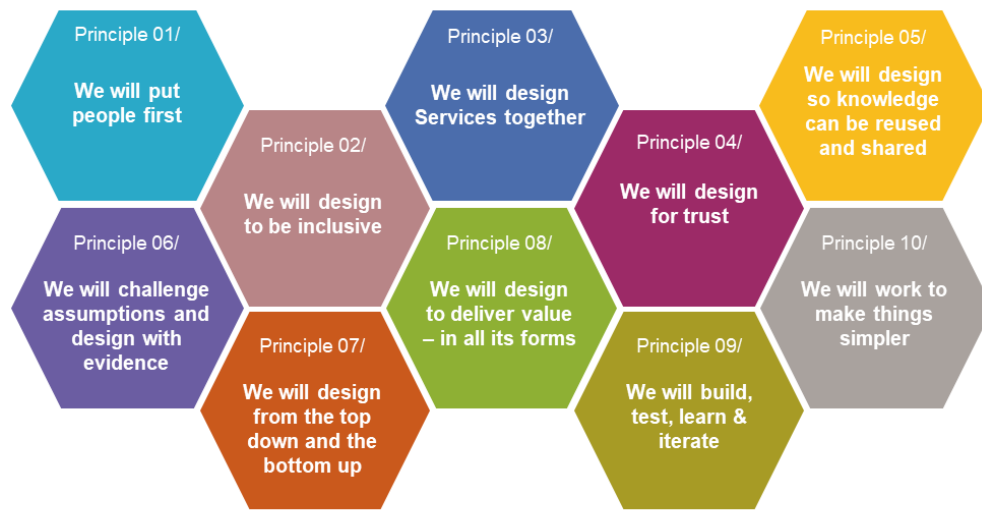
### Design Methodology

This design process was underpinned by evidence based design approaches; People's Needs Defining Change- Health Services Change Guide (2018, 2023); Design Principles for Government in Ireland and aligned with IFIC Principles of Integrated Care.

#### Health Services Change Guide



#### Public Sector Design Principles



Review of Academic Literature and International models

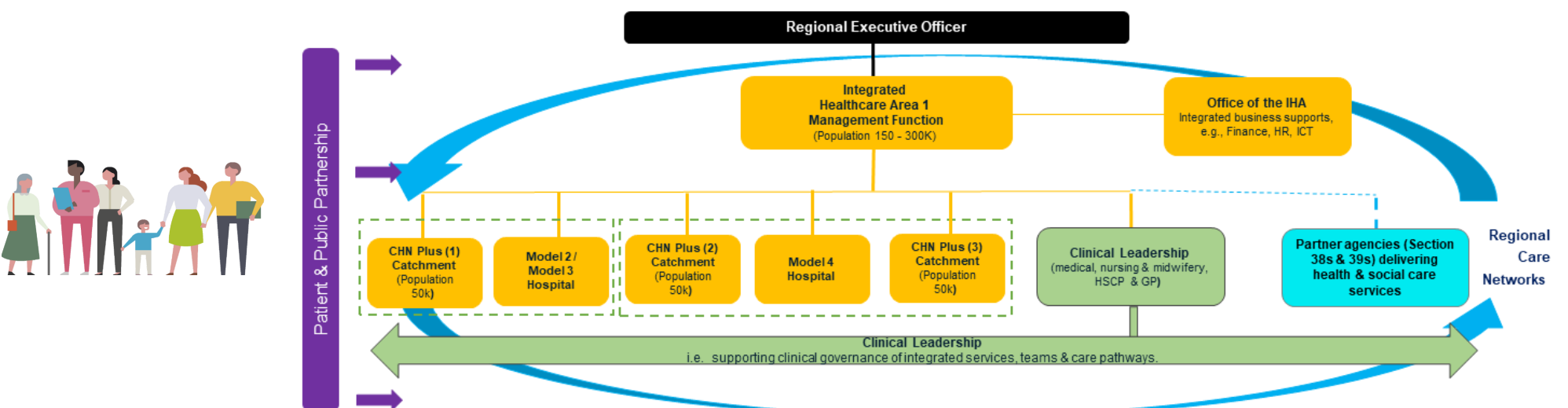
Health Regions and ISD Design Principles

Health Services Change Guide & Public Service Design Principles \*

Appraisal of Models-Better Regulation Toolbox

### Outcomes and Next Steps

A preferred high level structural design for Integrated Service Delivery, along with valuable qualitative and quantitative feedback to inform future iterations of the design process. Detailed design of the preferred model for ISD has commenced with widespread engagement including regional / national leadership, service users and service providers.



\*People's Needs Defining Change – Health Services Change Guide (2018,2023) & Designing Our Public Services Design Principles for Government in Ireland (2022)

