

# Creating and Measuring Organisational Change for Person Centred Coordinated Care: the Development of the Organisational Change Tool (OCT).



**Jane Horrell & Helen Lloyd, Richard Byng**  
 Plymouth University, Plymouth, UK; NIHR CLAHRC South West, Peninsula (PenCLAHRC)  
 Contact: [jane.horrell@plymouth.ac.uk](mailto:jane.horrell@plymouth.ac.uk) or [helen.lloyd-1@plymouth.ac.uk](mailto:helen.lloyd-1@plymouth.ac.uk)

NIHR CLAHRC  
 South West Peninsula



## BACKGROUND

- Person Centred Coordinated Care (PCCC) is a priority for patients, carers, staff, commissioners, and policy makers.
- Services are developing approaches for implementation, but currently there are no navigational tools to guide and monitor work at the clinical/patient interface.
- Work to develop a taxonomy developed into the OCT and glossary.
- Our (South West Peninsula CLAHRC) collaboration with South West Academic Health Science Network is advancing thinking, innovation and research evaluation for PCCC.
- Aim: Develop an organisational tool of practical utility that provides a) A more coherent and consistent approach to monitoring progress and b) creates change and development towards PCCC.

## METHODOLOGY

### Three Phases

- Five stages to identify the core components & supporting processes of PCCC (figure 1).
- Validation and endorsement of domains & their core components by (figure 2):
  - Analytic / discursive process to progress.
  - Cross-examining language choice to ensure clarity.
- Clustering of questions and domains toward achieving PCCC (figure 3).

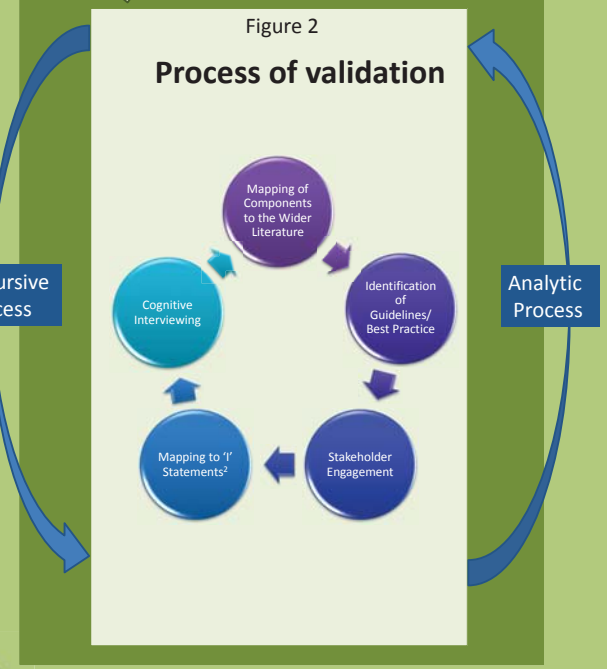
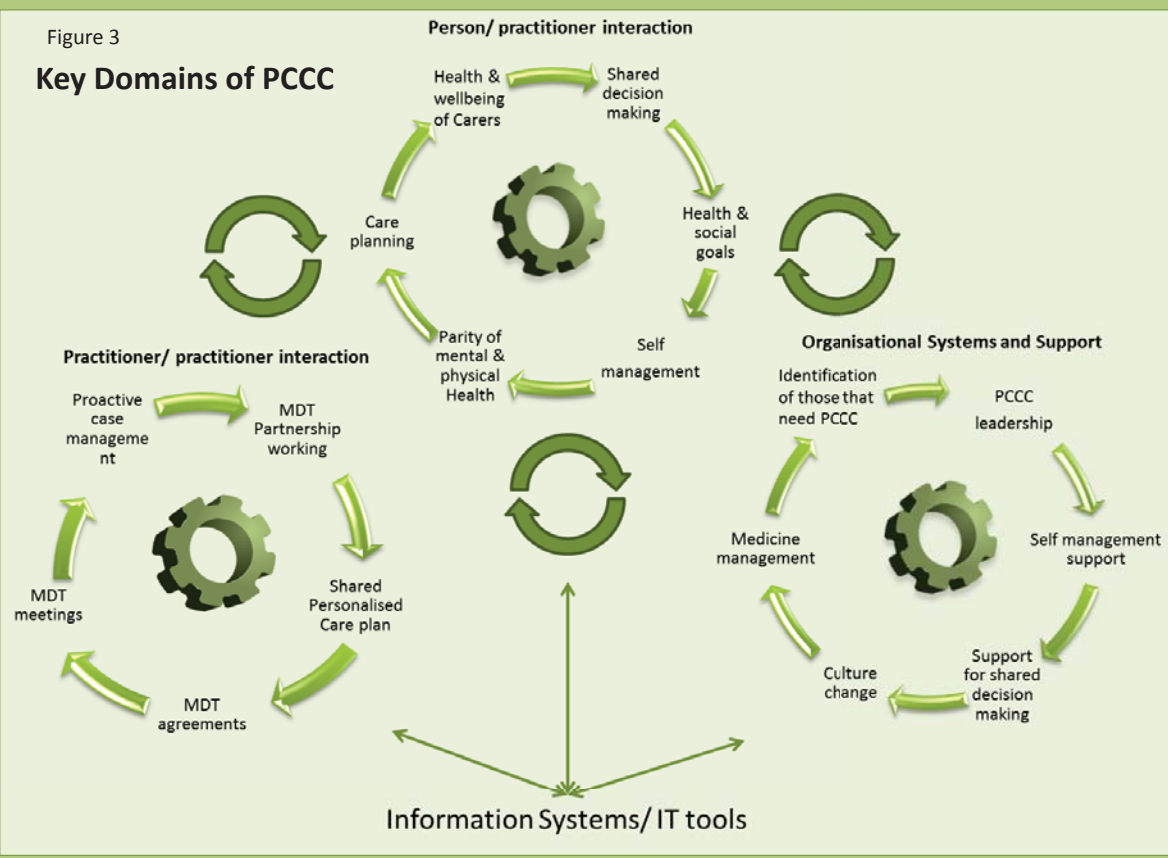
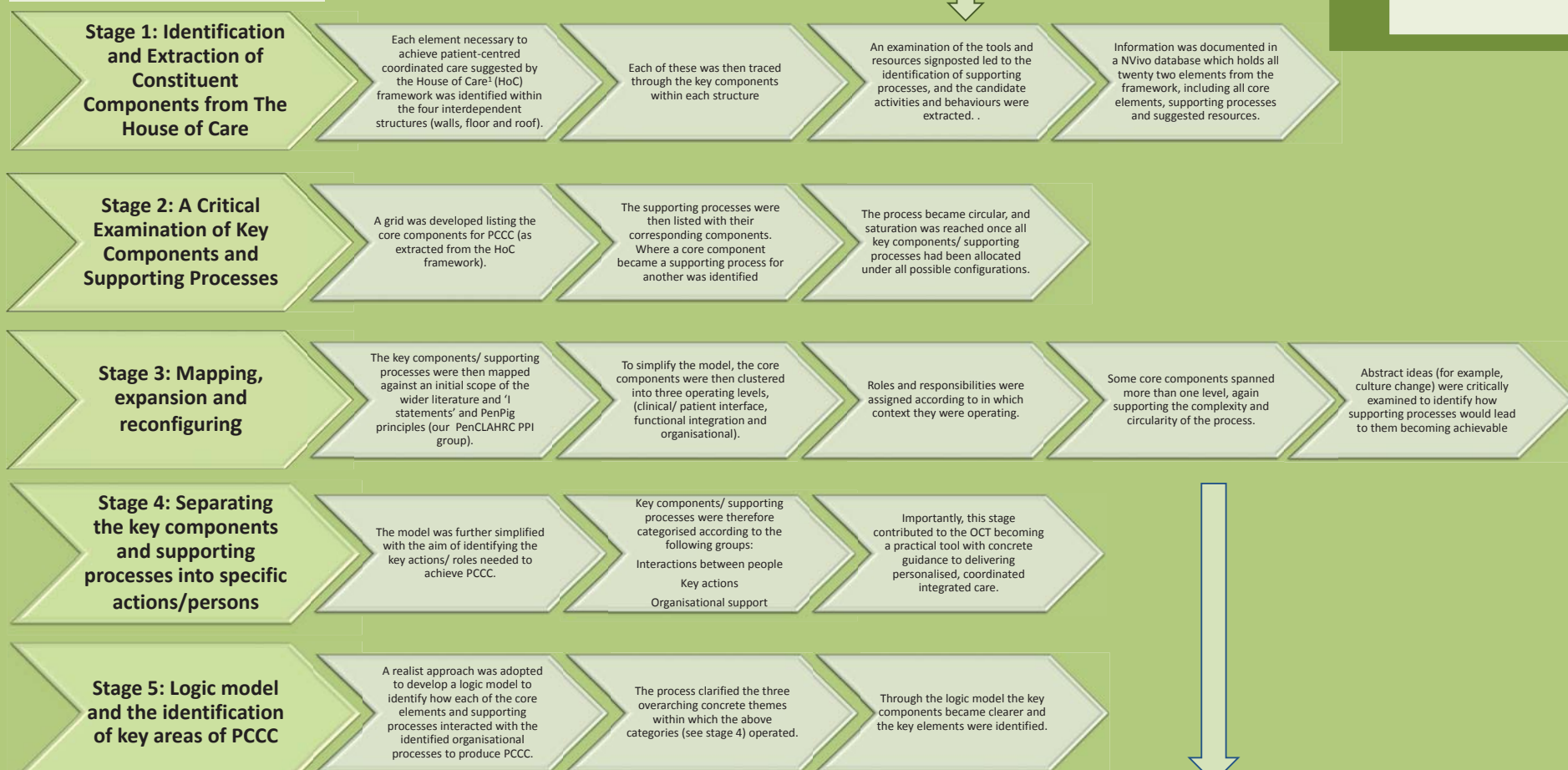


Figure 1: OCT development stages



### NEXT STEPS

- Further cognitive testing with a range of practitioners.
- Pilot testing in local Integrated Care sites.

**It is envisaged that the tool will be used:**

- As a PCCC monitoring and change instrument across and within organisations.
- As a document around which training in PCCC can be delivered.

**REFERENCES**  
 1. The Kings Fund. 2013. Delivering better services for people with long-term conditions: Building the house of care.  
 2. National Voices. 2013. A Narrative for Person-Centred Coordinated Care.

**ACKNOWLEDGMENT**  
 This research was supported by the National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care South West Peninsula at the Royal Devon and Exeter NHS Foundation Trust. The views expressed are those of the author(s) and not necessarily those of the NHS, the NIHR or the Department of Health.