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## CONFERENCE ABSTRACT

### Goal-oriented care in an integrated care organization

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Ann Dingemans<sup>1</sup>

1: i-mens, Antwerp, Belgium

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i-mens is the largest integrated care organization in Flanders and Brussels with 12,000 employees serving over 70 000 customers yearly. It provides care through all phases of life, with a wide range of services. Providing Goal-Oriented Care is inherently part of the vision of i-mens. However, a clear and standardized approach is lacking.

By implementing a new framework, a transparent approach is created to help our customers in an equitable way, while keeping into account that everyone has different life goals/needs.

At the beginning of 2022 i-mens started a process, with the support of the King Baudouin Foundation and in collaboration with Steunpunt Mantelzorg, to implement GOC within the organization. The new methodology is to be evaluated by the persons with a care and support needs, our internal staff, as well informal caregivers. i-mens believes it is important to involve the informal caregiver, because they guarantee continuity of care when the professional support ends. European research shows that 80% of long-term care is provided by informal caregivers.

**During ICIC23 we wish to highlight the following topics:** The choice of methodology based on the following parameters: There are various methods of GOC in Flanders. These methods were evaluated on the parameters: 'understandable', 'personal input', 'time investment', usable in their context, etc. We opted for 2 possible methods. These methodologies were presented to a test audience (focus groups).

**The survey from the focus groups:** During autumn 2022, we organized three focus groups: clients, informal caregivers and our employees. The two chosen methodologies were presented to a test audience. Based on their findings, we opted for one methodology.

**The testings:** After the decision has been made about the chosen methodology, we are going to start the implementation (spring 2023). Employees initiate the methodology in collaboration with the client and their informal caregiver.

In a later stage, this methodology will be used as a guideline during multidisciplinary meetings where various stakeholders (general practitioners, home nurses and other primary care actors) participate.

**The target audience:** The GOC-methodology is aimed at every customer, but due to practical and efficiency reasons we initially focused on the customer living at home. During the presentation, their findings will be communicated.

**Challenges:** Within this topic we explain the various challenges that we encounter along the way: rethinking of the customer, informal caregiver (empowerment), external primary actors and the internal employees.

However it should be stressed that besides choosing a methodology, the basic attitude of professional caregivers plays a key role as well in achieving a successful Goal-Oriented Care. Both elements form the basis of Goal-Oriented Care as you cannot have the one without the other. Since autumn 2022, we have been communicating about GOC to all our 12,000 employees through (digital) newsletters, conversations with the training department, organizing information moments, etc.