

POSTER ABSTRACT

A 'Kruispunt' is a local and intersectoral partnership. Care and welfare workers commit themselves to the correct intake and flow of people with mental health problems. They are accessible to both care seekers and social workers. All citizens asking for help are welcome. No one is excluded.

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Kruispunt

A. For which problem is a kruispunt a solution?

1. For barriers (fragmentation) in terms of accessibility of care and welfare for care recipients.
2. For the known problems in terms of care continuity and care coordination that have led to poor throughput of clients during their recovery process

B. What is a Kruispunt?

- 1.a Kruispunt is intersectorally composed. Care and welfare work together shoulder to shoulder: Participating actors include CGGs, CAW, mobile teams, CAD, Sheltered Living, PCSW, Rehabilitation centres, psychiatrists, GPs, mutualities, home nursing, DOP, experience workers, psychiatric hospitals.
- 2.a Kruispunt offers a low-threshold reception with question clarification and problem analysis in the network for any adult belonging to the target group from the region who does not have ongoing counselling around mental health problems. Clients are always welcomed by a duo (care and welfare). The intersection aims to direct clients via short lines to the right resources from care and welfare.
- 3.a Kruispunt is a central and transparent point of contact for help to clients with (complex) psychological problems. In the intersection, local care and welfare actors work closely together for this target group.
4. Decisions are made together with the client.
5. At a Kruispunt, care workers help each other with complex cases and clients' care and support plans are evaluated and adjusted. The aim is to provide continuity of care even during the course of an assistance programme.

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6. Each Kruispunt has complementary expertise and a broad knowledge of psychodiagnostics, social problems, psychotherapy, early detection and intervention, and a broad basic knowledge of relational, socio-administrative, psychological and pedagogical matters.

C. What does a Kruispunt do?

1. Front office (intake)

In the front office, care and welfare actors work in pairs together with the client to clarify the question, determine the indication and direct the client to the right help.

2. Back office (flow)

In the back office, care and welfare actors ensure a flow to appropriate care and support for the current help demand of known clients.

D. What guiding principles does a Kruispunt use (Key Principles)?

A condition for participation in the crossroads is that the (representatives of the) Partners commit themselves to the following guiding principles, which also form the basis for the (future) accompanying quality label.

- They organise themselves according to the framework as described in the Kruispunten project plan.
- Organisations delegate care workers who have built up expertise in clarifying demand, analysing care and welfare problems and evaluating and adjusting care and support plans.
- The social workers know the network, the region and its social map.
- The social workers are strategic liaison figures who can assume informal leadership.
- The social workers work from a mandate, both from their own organisation and from the network.
- The decision-making process happens quickly and in support (with the client).
- People work together on the basis of trust and shared responsibility.
- There is both a feedback and learning culture that contributes to constant quality control.