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## POSTER ABSTRACT

### **Integrated Broad Intake elevates access to wellbeing in the first line.**

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Marieken Engelen<sup>1</sup>

1: Health Insurance Funds, Brussels, Belgium

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Finding the right path to help isn't easy for a great deal of people. They often don't know which organization to turn to when looking for this help. In this search, they approach different organizations and caregivers, having to tell their story over and over again. Integrated Broad Intake (IBI) changes that.

IBI makes sure people get referred to the appropriate caregivers or organizations. IBI's main goal is make sure people get the help they need and are entitled to. IBI aims to find better answers to the needs and questions of people. There are two main objectives:

- Widely accessible organized social care and support
- under protected (vulnerable) people getting what they are entitled to

In IBI three big organizations focused on wellbeing, come together to facilitate the first point of contact in the same way. The first organization is OCMW, the Department of Social Welfare (public), the second is CAW and the third is the social department of the health insurance funds. To realize these 2 objectives they work together offering the same quality of care tot everyone who needs it. They work together with other caregivers in the first line and even with specialized help where needed.

The IBI uses following principles:

- work proactive
- use outreaching
- participative process
- subsidiary use of care
- strength-oriented perspective
- generalist role

When a client comes to one of the three partners, a broad intake is done with clarification of the question (and every question behind this question). With complex cases, when coordination of care is needed, the broad intake is valuable at the start of this coordination.

To best cater to the needs of our clients and further clarify objectives and tools that are needed, some IBI's have chosen to work with a consultancy agency which uses service design. Service design means you keep putting your client's needs first. It uses the methodology of co-creation (clients and caregivers) and uses specialized techniques to develop processes and tools ready for

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implementation. The three partner organisations come together to create new flows, and other stakeholders are added when needed (other caregivers, clients, organisations etc).

IBI usually selects specific target groups to approach and develop processes and tools for. By getting a good understanding of the needs of this target group, the processes and tools you develop better meets the needs of this group. The goal is to learn from what is developed and then use it for other groups. Ultimately, this leads to an extensive collaboration between the three organisations and tools and processes that meets the needs of our clients instead of working supply-driven.