
POSTER ABSTRACT**Integrated care with families with multiple and complex problems. An in-depth view**23rd International Conference on Integrated Care, Antwerp, Flanders, 22-24 May 2023Marcel van Eck¹, Cora Bartelink², Eva Mulder³, Marieke Boelhrouwer⁴,
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Introduction: Complex problems regarding child development and parenting require integrated services and efforts of all those involved: parents, children and professionals from different organisations (both youth and adult services). In this session, we present results and bundle insights from three practice-oriented studies on integrated services. Based on an analysis of similarities in our studies, we focus on the collaboration among professionals and between clients (families/parents, children) and professionals.

Why a workshop? We are practice researchers in the Netherlands, who organized themselves in a network in order to exchange experiences and knowledge. In this workshop, we aim to create a joint learning process with the participants of the session, by inviting them to reflect on their own practice, based on the joint lessons from the various research projects.

For who? The target group of this workshop are researchers, policy makers, managers, practitioners. Our studies focus on services for youth and families.

Session: The workshop starts with a short presentation of 1) a literature review and 2) pitches from the three research projects. The three projects focus on integrated services, each with a specific target group (serious and long-term problems in families; domestic violence; children aged 18-27 years not in education, employment, or training).

The first study discusses a qualitative action research into an integral specialist working method for families with multiple and complex problems. The study followed five integrated care teams, by observing their multidisciplinary care meetings and by conducting interviews with various stakeholders.

The second study discusses a participatory action research into the collaboration in domestic violence cases in which a network organisation is involved that supports integrated services in very complex situations. Participants in this study developed a discussion tool for multidisciplinary case meetings, which will be presented in the workshop.

The third study focuses on the outcomes of an intervention for uneducated and unemployed young adults (aged 18 to 27) who avoid care. After intervention, 85% of the participants completed their

education, went back to school, or got (volunteer) work. Frequent and persistent contact and renewed confidence in one's own capacities are crucial for intervention success.

Although the focus differs in terms of target group, research design and outcomes, each of the projects shows the importance of collaboration with clients and among professionals.

Then we will discuss in small groups three topics with the participants:

- 1.How can we encourage shared decision-making with clients in multidisciplinary case meetings?
- 2.How can professionals keep learning and improving integrated care?
- 3.How can integrated services be financed sustainable?

The workshop participants will be divided into three groups. Participants will discuss challenges and successes they face.

Program:

- 1.Introduction (5 min.)
- 2.Presentation of all three studies (25 min.)
- 3.Two rounds: Discussion of the three topics in small groups (40 min.)
- 4.Brief reaction on the results from the small groups (10 min.)
- 5.Take home message (5 min.)

How to summarize the take home messages? We end up with lessons learned and sum these up in take home messages.