
POSTER ABSTRACT

Neighbourhood care meetings by BruZEL

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What is it about? The main task of the BruZEL primary care zone is to connect first-line care actors to ensure that people in need of care or assistance get the help and care they need in their own neighbourhood.

Who is it for? Finding the help and care they need is a difficulty for many citizens, especially in the Brussels Capital Region where the health care landscape is complex and fragmented. A first step in facilitating access to care is creating a local network of care providers to get to know each other and coordinate with one another. This ensures a multiple aim, e.g.:

- * all citizens receive the help and care they need
- * qualitative integrated care is provided in an effective way
- * care providers are more satisfied

Who is involved? A staff member of BruZEL initiates, stimulates, inspires and leads the local network.

This network involves all actors listed within the integrated care model: it is open to all health care providers and welfare workers, local authorities, citizens, teachers, shop owners...

What do we do? The neighbourhood care meeting assembles all actors mentioned above about 4 or 5 times a year either physically or online:

- * to get to know each other (and each other's work) better
- * to exchange information
- * to find local solutions for complex cases

Furthermore, they all exchange contact details in order to be able to address whenever necessary to everyone and to provide the answers ASAP. Prerequisite is that they do not share sensitive information (GDPR compliant).

What are the results and the impact?

- * (Health)care professionals know each other more and know what role they can play in the (health)care process. This knowing leads to better understanding which eventually results in a better collaboration

- * Defining (health)care-related information and/or referral points with a broad view and therefore a key role
- * People in need of care get adequate (local) help through their (health)care provider
- * Creation of a local health and care map (work-in-progress)
- * Possibility to detect recurring problems

What is the learning?

- * It is a simple concept but it works!
- * The connection in the bilingual Brussels Capital Region is not a problem as everyone can speak their own language

What are the next steps?

- * This concept has so far been developed in 1 community (Jette). The idea is to extend it to others.
- * Explore what is possible with the central role of the (health)care-related information and/or referral points
- * Achieve sustainability by handing over the meeting to local actors who can strengthen and formalize these steps towards integrated care