
POSTER ABSTRACT

Shifting to person-centred service delivery with coordinated health and social outcomes

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CHSO is a person-centric service delivery model where health and social services are provided in a coordinated way to improve outcomes. It does not require merging agencies or governmental bodies, but it's an approach that involves all stakeholders, including the person receiving the service. It's a model to enhance the flow of service, so that the person doesn't navigate alone through all this complexity, but that the system adequately rotates around the person. It goes beyond just aligning health and social care services, or just organising them as check lists for execution. It is about understanding the needs of the person, the service delivery process, the rationale behind it and the best route in reaching outcomes.

To provide person-centric care, health and social services need to improve their coordination of services. This paper presents and reflects on six elements identified through worldwide observations of ongoing care transformations.