
WORKSHOP ABSTRACT

Integration knowledge and -skills for providing person centred care, A Personalised Integrated Care Approach

23rd International Conference on Integrated Care, Antwerp, Flanders, 22-24 May 2023

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Introduction/Background: Do you also see citizens' complex needs are nowadays often poorly met by the current services from single organizations which are mainly focused on providing single component care? Citizens' complex needs are characterized by support questions in several interrelated domains of daily life. A need for support consists therefore of several interacting components: also called a complex care need (MRC, 2008). Citizens want to feel supported in being able to participate as optimally as possible in society with the highest possible quality of life, at the lowest possible cost (triple aim) and with more meaning for care providers (quadruple aim). Dynamic micro networks might be part of the solution of providing integrated healthcare and social care services (Schrijvers, 2016).

Why a workshop? Knowledge and skills for providing care in dynamic networks are lacking among almost all parties involved: care providers, informal carers, managers, administrators, supervisors and financiers. Dynamic partnerships in which healthcare services are provided in an integrated and personalized manner will increase in significance (Nies & Minkman, 2015). Earlier in over fifty research projects in practice involving healthcare and social care organisations and citizens in neighbourhoods in The Netherlands, we worked on answering questions for creating, organising, financing and delivering personalised care to citizens. However, most professionals have good ideas about how to deliver integrated and personalized care. Exchange of knowledge, expertise and experiences of all attendees is central in this workshop.

Who is it for? Everybody working in healthcare and social care who wants to share her or his ideas on providing integrated care for enabling personalized care.

What are you going to do?

Workshop, 60 minutes (55 minutes audience interaction time), with group work and pitches;

a. Opening and short introduction (5")

b. Short presentation about our findings (5")

c. Discussion in groups: Interaction between participants aiming at discussing the perspectives of micro level, meso level, macro level of dynamic networks in integrated care research, in four groups: (30"):

1. How can we achieve co-creation and collaboration with clients, informal carers and various professionals in dynamic networking?

2.How can we organize and manage dynamic networks for providing integrated personalised care?

3.How do we structure accountability and financing of dynamic networks for providing integrated personalised care?

4.How policy can we design policy facilitating dynamic micro network care on regional, national and European level?

d.Pitches and Conclusions and general reflections (15")

How are you going to engage with the audience? Everybody is an expert in her or his own (working)situation. In small groups of 4-6 persons we will discuss one of the four questions mentioned above. We challenge everyone to share their own experiences and ideas.

How are you going to summarize the take home messages? We end up with lessons learned and sum these up in take home messages. Attendees are invited to write these down and take these with them.