
WORKSHOP ABSTRACT

Values mapping workshop: What are your integrated care values?

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Background: In the integrated care literature, functional aspects such as organisational forms, improving processes, funding issues and ICT challenges are dominant. However, although a lot has been written about these features, it is still difficult to understand why integrated care sometimes works, and sometimes does not. The scale-up of integrated care and the measurement of its impact therefore remain challenging.

By focusing our efforts on structural or process elements, we might underestimate the role of human factors and relationships in integrated care. Concepts as trust, belief and relationship management seem fundamental. It is essential to also include these in our thinking, because after all integrated care is about people and for people. In integrated health care programmes and networks, lots of people with a variety of backgrounds and values work together; relations are key. This workshop provides insight in these “human factors” and lets participants experience the role of underlying values.

Why a workshop? A workshop format offers the opportunity to actually perform and experience the values mapping exercise. Both individually and groupwise.

Target audience: Our workshop will be of interest to professionals, managers and policy and decision makers seeking to learn more about the role of values in integrated care. Researchers may also find our workshop relevant, because we will use the exercise for data collection and we present several theoretical insights.

Workshop structure

1. Welcome and Introduction (10 min)

- The importance of normative integration?
- Who are you and made you choose this session?

2. Theoretical background (10 min)

- What are values?
- What does recent research show us?

3. Values mapping exercise (individually, 10 min)

- a. Start the exercise with examining your own integrated care values by carefully identifying the values and norms underpinning integrated care.

b. Position the values on the map. The different boxes on the map reflect the importance of the particular value, ranging from "not important" to "very important". Please take your time; repositioning or shuffling is okay!

4. Reflection in pairs (10 min)

- a. Reflect on your values map with your 'partner'
- b. Discuss possible differences between you and your partner
- c. Please explain: why are these values important to you? Could you provide an example from practice?
- d. How do you apply these values in your work and collaborations?

5. Plenary discussion: Learnings and takeaways (10 min)

- a. Reflection on the exercise; reflections on the role of values, linkage to the introduction/theory, collaborative sharing of experiences
- b. What are your takeaways?
- c. What golden rules could you formulate?

6. Plenary discussion: Practical applicability (10 min)

Discussion about how can we use values and the workshop insights for:

- a. How can we use values in network governance?
- b. How can values help us in decision-making?
- c. How can we use values in accountability?

This interactive workshop will be facilitated by: 1) Prof Mirella Minkman, PhD (Vilans and TIAS/Tilburg University, The Netherlands - Role: Chair, theoretical reflections), 2) Nick Zonneveld MSc. (Vilans and TIAS/Tilburg University, The Netherlands – Role: Moderator, reflections)"