WELCOME TO THE SUSTAIN NEWSLETTER

Dear Reader,

We are very excited to introduce the first issue of our newsletter about the SUSTAIN-project! SUSTAIN is a four-year initiative funded through the European Commission's Horizon 2020 Work Programme 2014-2015. We are very proud and pleased to collaborate in a consortium of 13 partners from different European countries, experienced in integrated care and in the dissemination of knowledge in this area. We will use our newsletters to inform you about SUSTAIN and to keep you posted on news and developments within the project.

One of the aims of the project is to improve established integrated care initiatives for older people living at home with multiple health and social care needs. This issue features the participating integrated care sites in Estonia and how they aim to improve their current way of working during the course of the project. We intend to publish the newsletter three to four times a year. Each of the newsletters will contain information about the participating sites and how they make progress towards achieving their aims.

We would like to thank all of you who subscribed to our newsletter, and as such have expressed their interest in our work. We hope you will enjoy reading this newsletter!
SUSTAIN's Estonian partner Praxis organised the third project meeting in the beautiful city of Tallinn, the capital of Estonia. The partners had the opportunity to network and to extensively discuss the state of play of the project, which is entering in its second main phase, primarily centred around the ‘implementation’ of the sites’ initiatives.

Indeed the main objectives of SUSTAIN are to: improve established integrated care initiatives for older people and make improvements applicable and adaptable to other health systems and regions in Europe.

The first day focused on the fourteen sites’ status, highlighting similarities, points of attention and challenges emerged during the first contact initiatives, which consisted of interviews and workshops with local stakeholders aimed at exploring characteristics of the different integrated care initiatives, and contextual issues. Among the mentioned issues, particular attention was posed on the sites stakeholders’ necessities, motivation and requests emerged during the stakeholder workshops already organised during the
issues and how SUSTAIN will possibly influence their future development.

On the second day, the partners had the chance to discuss some of the upcoming crucial deliverables as EU and national reports and the progress on the SUSTAIN road-map and toolbox, which will be the core of SUSTAIN’s findings final dissemination. The consortium also presented the wide range of SUSTAIN’s communication activities, for example, dedicated info leaflets and the quarterly SUSTAIN newsletter and which will help to extend the reach of the project beyond the partners’ individual States.

The SUSTAIN partners will meet again in Oxford between 2-4 November 2016, for the fourth Consortium meeting, organized by IFIC, the International Foundation for Integrated Care.

SUSTAIN SITES - ESTONIA
Alutaguse & Medendi

In seven European countries, one of which is Estonia, partners from the SUSTAIN project collaborate with local stakeholders to design, implement and evaluate tailored sets of improvements to two existing integrated care initiatives. In Estonia Alutaguse and Medendi participate in the SUSTAIN project.
The Alutaguse Care Centre (The Centre) is an innovative nursing home for people in need of care. The main aim of the Centre is to provide nursing home care, primary care, day nursing care, short-term care and specialist services such as 24 hour caretaking for people with mental disorders. The Centre is a municipality-owned foundation established for serving local and neighbouring communities and is located in the heart of the Ida-Viru County. Estonian Health Insurance Fund provides funding for (day) nursing care and funding for special care service is provided by the Social Insurance Board.

Alutaguse’s representatives believes that their participation in SUSTAIN will help them to 'keep working in an innovative way', tackling core issues also highlighted by the stakeholders, as IT improvements and enhancing intra-community of communications.

Main problems identified:

- Lack of cooperation with other local organisations, with GP-s and specialist doctors
- No access to patient data from medical records
- Limited time for communication with patients and issues in internal communications

Areas for improvement:

- More time to communicate with patients
- Better information flow within the organisation

Medendi

Medendi offers regular high-quality individual nursing care services at home to improve and maintain quality of life, with a focus on older and/or disabled patients who are recovering from a surgery or in need of care due to other medical reasons. The organisation serves on average 160 patients from Tallinn and Harju County and works in collaboration with General Practitioners and specialists where the best solution is to provide care at a client’s home.

As in the case of Alutaguse, also in Medendi one of the key issues identified by site’s representatives and stakeholders is the lack of an adequate IT infrastructure, together with the absence of a link between the health and social care local system. These will be at the centre of SUSTAIN’s activities for Medendi.

Main problems identified:

- Budget shortages to involve specialists care, such as physiotherapists
- No access to complete medical records, other than doctors’ referral
Lack of cooperation with local governments
Lack of information sharing between different parties involved
Poor feedback received by the nurses on their work

Areas for improvement:

- Improve access to client medical records and result-oriented indicators
- Increase the integration between health system and social care system
- Maintain sustainable financing
- Improve effective communication with the stakeholders
- Create needs based support system

More info about SUSTAIN Integrated Care Sites

SUSTAIN GAINS VISIBILITY OVERSEAS AND IN EUROPE

On Thursday 19 May 2016, Sophia Schlette, head of the Berlin Office of SUSTAIN's partner Stiftung Gesundheit (Public Health Foundation), presented the preliminary findings of Germany's SUSTAIN sites in California, USA. The event, held at the Zuckerberg San Francisco General Hospital, was organised by the UCSF Centre for Excellence in Primary Care.

Sophia will also participate to the 4th Global Symposium on Health Systems Research, presenting SUSTAIN's activities in the abovementioned integrated care sites, namely KV RegioMed Zentrum Templin and Careworks Berlin. The symposium will be held in Vancouver, Canada, between 14 and 18 November 2016.

SUSTAIN, at the same time, also gained visibility within the European Union's ageing community, earning a dedicated space on April's issue of the European Innovation Partnership on Active and Healthy Ageing (EIP on AHA) newsletter.
RIVM), United Kingdom (Jenny Billings, UniKent), Austria (Kai Leichsenring, OEPIA) and Spain (Gabi Barbaglia, AQUAS) organized a workshop at the ICIC 2016 conference in Barcelona. There, they presented the general outline of the project, the methodological approaches and the sites from Austria and Spain/Catalonia that participate in the SUSTAIN project.

Finally, information about SUSTAIN will also be available at the [EHMA 2016 Annual Conference](http://www.ehmaconference.org), titled ‘New Models of Care. Reinventing Healthcare: Why, What, How’. The conference, organised by SUSTAIN’s consortium partner EHMA – European Health Management Association, will take place in Porto between 14 and 16 June.

---

**Follow #SUSTAINeu on Twitter and Facebook to receive real-time updates on the project!**

---

SUSTAIN project is funded under Horizon 2020 – the Framework Programme for Research and Innovation (2014–2020) from the European Union under grant agreement No 634144.

The content of this newsletter reflects only the SUSTAIN consortium’s views and the European Union is not liable for any use that may be made of the information contained therein.

Copyright © 2016 SUSTAIN Project Consortium, All rights reserved. Want to change how you receive these emails? You can [update your preferences](http://www.sustainproject.eu) or unsubscribe from this list.