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SUSTAIN Newsletter N. 4 | June 2017

SUSTAINABLE TAILORED INTEGRATED CARE FOR OLDER PEOPLE IN EUROPE



SUSTAIN

Sustainable tailored integrated
care for older people in Europe

The SUSTAIN improvement projects: current actions and next steps



The SUSTAIN Consortium, Vienna

We are delighted to see that all initiatives participating in the SUSTAIN project are working hard on the improvements projects. It is wonderful to see how much energy is put in this effort. It shows that everyone is highly involved in improving care for older people. At this moment, the sites are currently rolling out their **improvement projects**, true cornerstone of SUSTAIN. These plans, aimed at improving the quality of care for older people, reflect the preferences of local stakeholders at the sites, i.e. which areas would be central to their improvement plans and what actions would be necessary to achieve them.

The improvement projects are centred around the following three themes, which are closely related:



extending and improving
collaboration between current and
newly involved organizations



improving information exchange
between involved organizations



increasing involvement of older people
and their family caregivers in the care
process and decision making

The initiatives differ in where they are in the process of defining and implementing the components of their improvement projects. Some initiatives are now deciding which activities will be most appropriate and feasible to improve the quality of care, whereas other initiatives already incorporated modifications to their existing ways of working (e.g. organized training for professionals, implemented a jointly developed tool for assessing older people's needs, designed a tool to share information). In this newsletter, you will discover more about the **ODIWA** improvement plan at the Hietzing Hospital in Austria.

The ODIWA improvement plan at the Hietzing Hospital in Vienna



Team I. Department for Internal Medicine, Hietzing Hospital (Photo by Eva Kelety)

For this new edition of the project newsletter and following our fifth consortium meeting in the beautiful Vienna, hosted by our colleagues from [Oepia](#), we would like to share with our readers some insights from the SUSTAIN Austrian site: the *Hietzing-Hospital*.

At Hietzing, a dedicated team works around the chief physician Dr. Ludwig Kramer and chief

nurse Gertrude Jandl on the SUSTAIN supported improvement plan for integrated care **ODIWA** ("The optimization of **dementia diagnostics**, **integrated medical follow-up** and **awareness**").

To know more about ODIWA and about the Hietzing Hospital collaboration with SUSTAIN, have a look at our full article [here](#).

The SUSTAIN tools: the Person Centred Coordinated Care Experience Questionnaire



The SUSTAIN team have been working with academics from the **University of Plymouth** to translate a questionnaire that explores peoples' perspectives on the quality of care they receive and the extent to which this is person centred and coordinated.

The Person Centred Coordinated Care Experience Questionnaire or **P3C-EQ** for short, was developed by Dr Helen Lloyd and her team working collaboratively with patients, health service professionals and commissioners. The objective was to develop a relatively brief measure that health services (such as general practices) could use to monitor how well new or existing initiatives were performing in delivering care that is tailored to the individual and based on their needs and preferences.

Discover more about the questionnaire and how the SUSTAIN consortium worked together to translate it and adapt it to our specific project needs.

SUSTAIN at the ICIC 2017 and ... more



In May, a delegation of the SUSTAIN consortium - Caroline Baan (RIVM), Simone de Bruin (RIVM), Nick Zonneveld (Vilans), Jenny Billings (UniKent) and Nick Goodwin (IFIC) - presented the SUSTAIN project at ICIC 2017 in Dublin. The focus of the presentation was "**What have we learned so far and how to move forward?**" and it covered both the current status and experiences, methodology and approach and, last but not least, the SUSTAIN roadmap on integrated care. Discover more about what we have learned and discussed at the ICIC conference with our [event report](#).

SUSTAIN will be also featured twice in June in two different conferences taking place in Milan, Italy. Indeed, SUSTAIN will be part of the rich programme of the [EHMA 2017 Annual Conference](#) 'Health Futures'. Mirella Minkman, from Vilans will introduce the project on the first day of the event, during an EU funded projects dedicated session. Later in June, SUSTAIN will be also part of the [3rd Transforming Care Conference 'Innovation and Sustainability'](#), with a presentation focused on our sites from the UK, Austria and Catalonia.

Keep following our hashtag [#SUSTAINeu](#) on social media and our website for more updates on our dissemination activities.

SUSTAIN's next stop? Oslo!



We are happy to announce that the next **SUSTAIN consortium meeting** will take place in November 2017 in Oslo, hosted by SUSTAIN's Norwegian partner, the [University of Oslo](#).

The UiO is working with [two sites](#) and related improvement plans both focused on frail, multimorbid patients aged 65+: integrated rehabilitation at home at **Søndre Nordstrand** borough in Oslo municipality and integrated primary health and social care in **Surnadal municipality**.

In this newsletter, we would like to share with you a brief overview of one of the latest activities organised in the context of the SUSTAIN site of Surnadal. On the 10th and 11th of May 2017, health care professionals from Surnadal, Rindal and Aure were gathered for **seminar days**

focused around user involvement, what it is, and how health care professionals can use it in providing their services. Read more about the seminar [here](#)

Get involved in SUSTAIN!



The SUSTAIN Consortium is working to develop an Online **Roadmap for Integrated Care** to be used by policy and decision makers to improve integrated care for older people in Europe. This part of the project is coordinated by the [International Foundation for Integrated Care](#). In parallel with the consortium efforts, we are open to involve stakeholders as critical friends, tester and dissemination support.

We are also looking for inputs for a mapping exercise on **IT and Education commercial opportunities** to support the implementation of person-centred, prevention-oriented, safe and efficient integrated care.

If you are interested in supporting the Roadmap development or our IT and Education mapping exercise, drop us a message [here](#) and work with us towards sustainable tailored integrated care for older people in Europe!

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



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