DISCOVER THE SUSTAIN SITES

HEALTH AND SOCIAL CARE: WEST FRIESLAND
West Friesland, the Netherlands

DESCRIPTION
• Rural region of 250,000 inhabitants
• Care and support for older people at home included proactive primary care, home care, case management for people with dementia and social community care
• Fragmented services and difficulties in truly organizing services around the needs and wishes of older people called for an improvement project

IMPROVEMENT PROJECT
• Aim 1: enhance professionals’ awareness regarding person-centeredness of their way of working
• Aim 2: align communication and collaboration between health and social care professionals
• GP practice nurses, home care nurses, case managers and members of social community team participated in improvement activities as shown in Figure 1

OUTCOMES AND LESSONS LEARNT
• Although not carried out as originally planned, improvement activities resulted in improved communication and collaboration between professionals that participated
• Important enabling factors included the ability to build relationships in a safe environment, a shared sense of urgency and motivation
• Different organizational cultures and interests, lack of accountability, staff shortages and time constraints challenged the improvement process
• Participatory approach allowed for development of relationships and trust on multiple organizational levels

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