

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



Intervention meetings

Reflect on professional habits through facilitated discussions and peer supervision

Workplace visits

Improve understanding of roles, responsibilities and expertise

Collaboration agreements between professionals

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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