Zorgzaam Leuven

The long and bumpy road to integrated care: lessons from the Leuven integrated care project in Belgium.

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Twelve local pilots in Belgium to test different strategies for the implementation of integrated care

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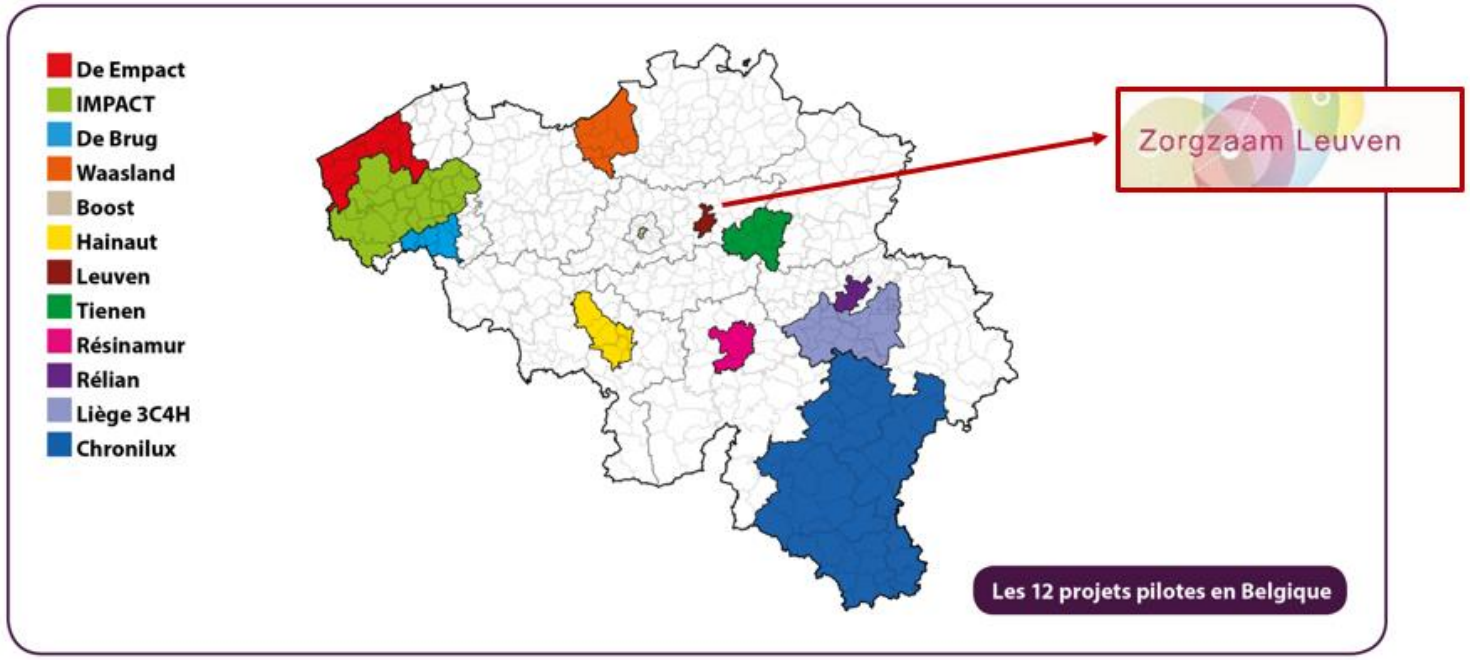
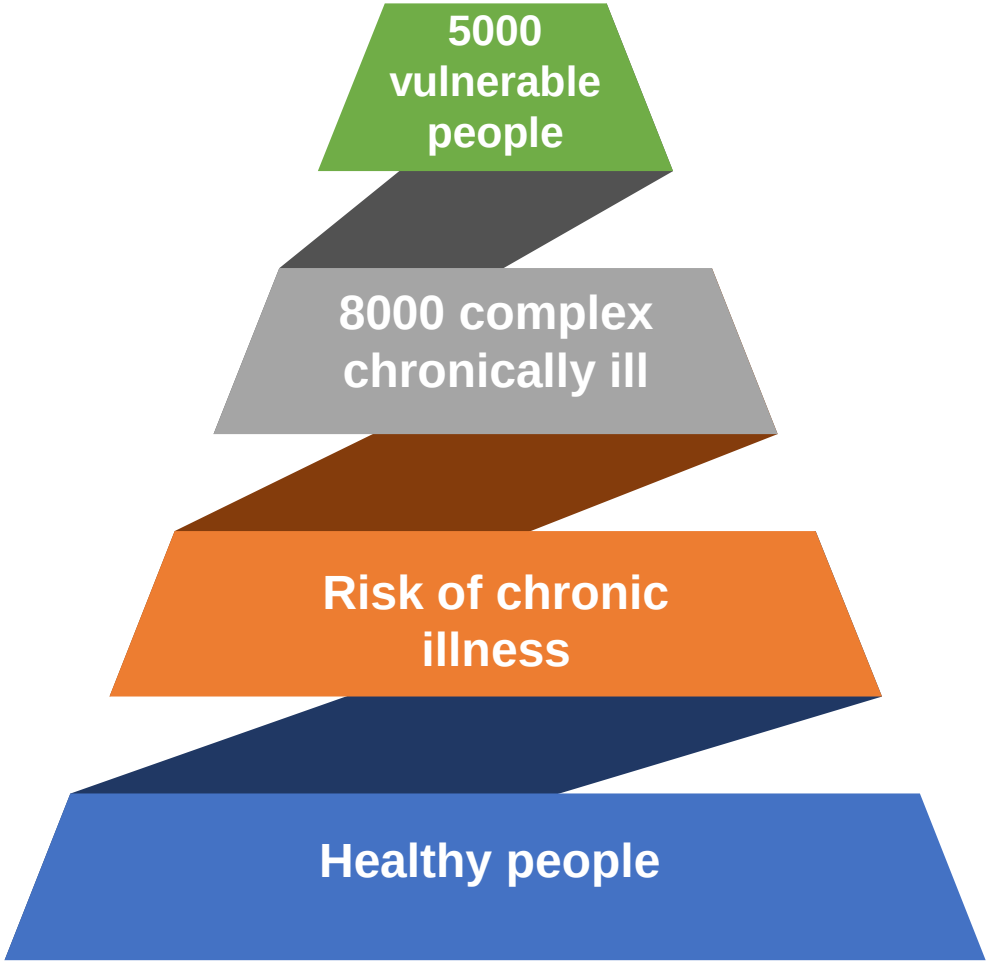


Mission of Caring Leuven
Movement towards a Caring city for 102 000 inhabitants

SOURCE: Matheny, M., S. Thadaney Israni, M. Ahmed, and D. Whicher, Editors. 2019. *Artificial Intelligence in Health Care: The Hope, the Hype, the Promise, the Peril. NAM Special Publication.* Washington, DC: National Academy of Medicine.



Methods: 6 building blocks

1. A large joint population oriented plan for the entire region
2. Multidimensional approach with care pathways and care programs
3. Multidisciplinary vicinity teams of primary care professionals
4. Data driven population management
5. Financial incentives
6. Supported by an integrator

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One locoregional plan and one vision ensures that everything we do fits into a population-oriented vision

Primary care team

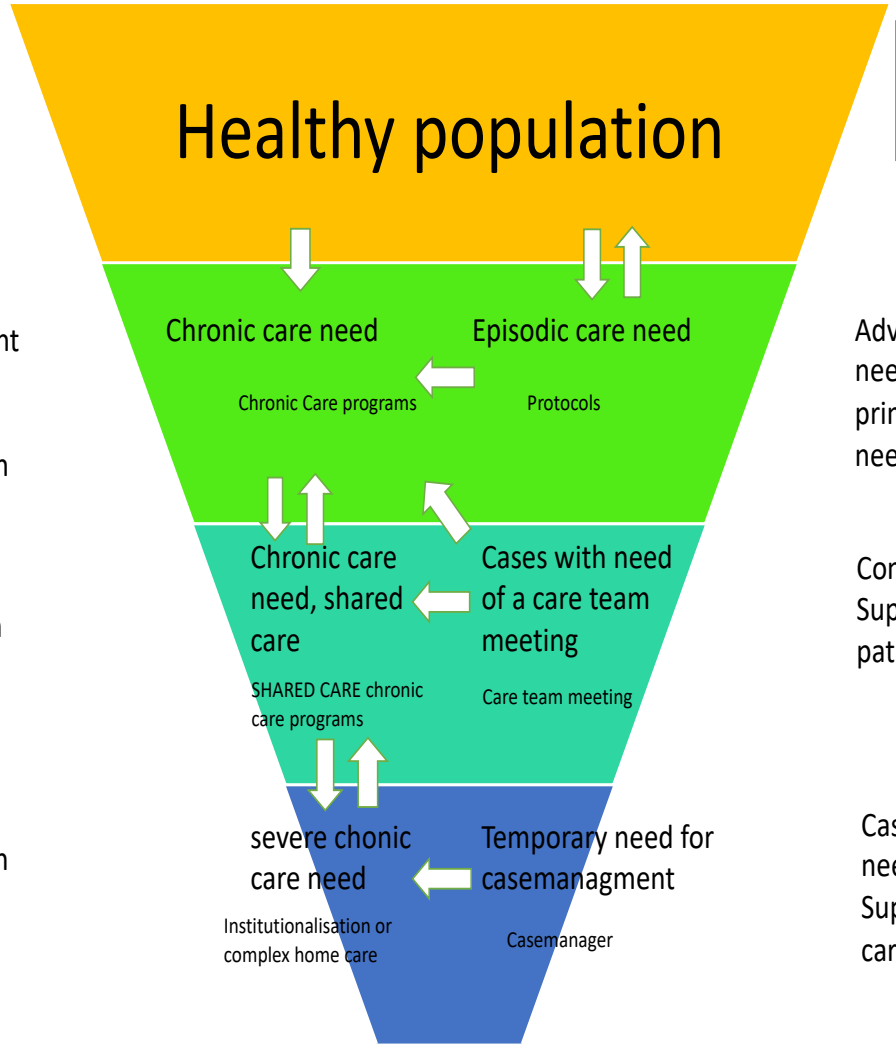
Specialistic care and specialistic chronic care teams

Care with focus on recovery and pro-active care

Population managment education Care planning
Creation of a care plan

Coordination of care
Creation of a care plan

Casemanagment
Supportive care when suited



Advice on diagnoses if needed and support for primary care teams where needed

Complex education
Support with defining the patients individual goals

Case management if needed
Supporting supportive care when appropriate

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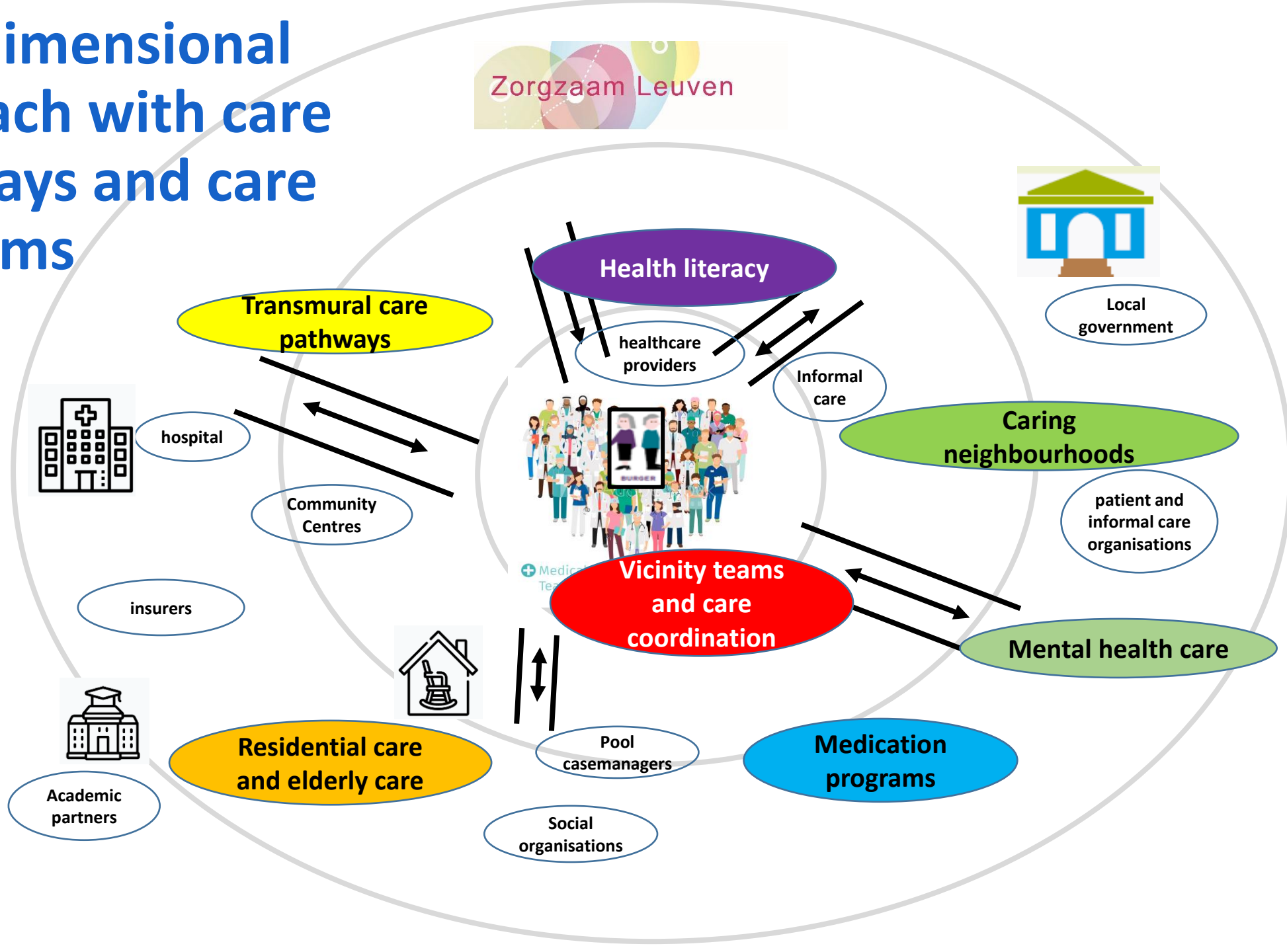
Multidimensional approach with care pathways and care programs



Multidisciplinary vicinity teams of primary care professionals

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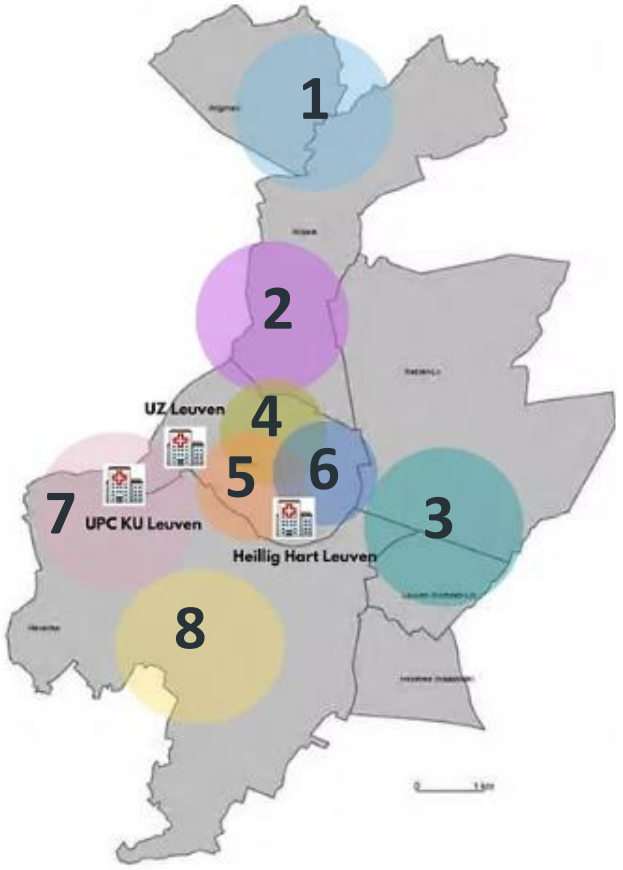
8 vicinity teams to structure primary care



Nursing home as a special primary care team

Data driven population health management (PHM)

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A proactive approach to manage the health and wellbeing of a population.

Aims to incorporate the total care of needs, costs and outcomes of the population.

To move away from the provision of reactive, demand-led care.

3 Fundamental steps op consider:

1) Know your population's health needs
2) Engage with your population
3) Manage your population

For now: focus on diabetes
First steps within the cure sector

Financial incentives
Close gaps in the current payment system

No payment or not sufficient payment in the regular financing model

Caring Leuven pays €100 per patient needing integrated care to close gaps in the financing system

- As a surplus on top of the regular fee-for-service (FFS) system.
- The vicinity networks are self-steering and free in allocating their budget within a general framework.

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Supported by an integrator

An integrator > 40 people who work from the partner organizations (back office) to realize integrated care in the region

- one back office for healthcare professionals
- support neighborhood teams and transmural teams
- clear communication
- system for self-evaluation and quality culture
- data system for population management
- financial system

Methods

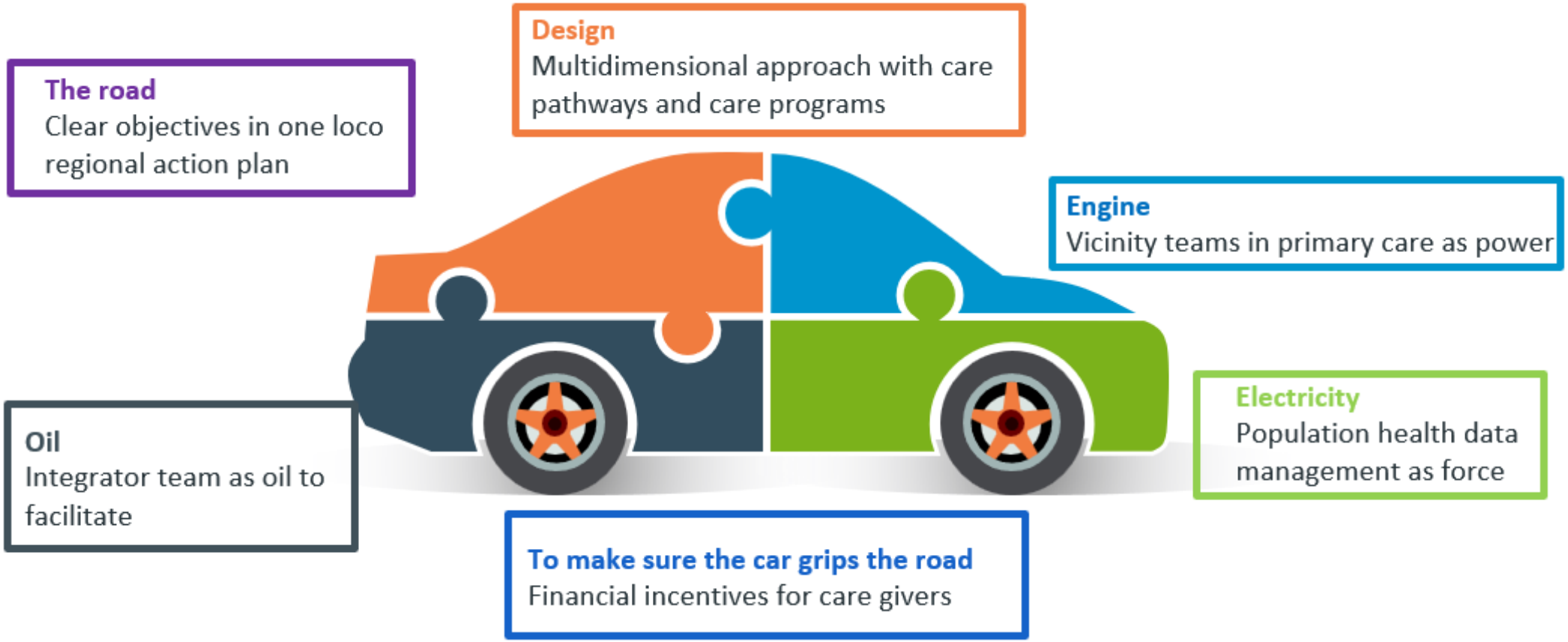
Results

	Methods	Results
1	A large joint population oriented plan for the entire region	31 innovative actions: a joint agenda with broad support in the region. Consortium with 73 local care organisations
2	Multidimensional approach with care pathways and care programs	Care pathways are implemented for large groups of patients with chronic diseases and make integrated care concrete for care providers
3	Multidisciplinary vicinity teams of primary care professionals	8 multidisciplinary primary care teams
4	Data driven population management	Caregivers are stimulated with data driven audits and feedback at the level of multidisciplinary teams
5	Financial incentives	Small changes in financial support that work nudging wise to motivate healthcare providers and organization
6	Supported by an integrator	Care givers and patients are actively engaged in the integrator, they function as ambassadors who can convince others

Take home messages

The road to integrated care is long and bumpy

However, the model implemented in Zorgzaam Leuven is **a first and realistic step** towards integrated care, in the complex health care system of Belgium.



Thank you for your attention!

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