

The background image shows a modern, multi-level interior space. A prominent feature is a glass-enclosed staircase with a curved wooden ceiling above it. The ceiling has a wavy, organic pattern. The space is well-lit with recessed ceiling lights and pendant lights. In the foreground, there are two large, rounded planters with tall, dry grass. The overall design is clean, minimalist, and uses natural materials like wood and glass.

BETTER TOGETHER

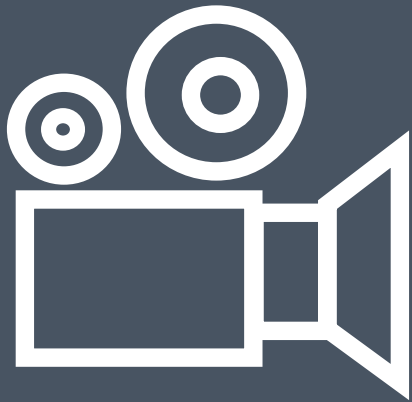
The short term care centre as a
means for integrated care
- a qualitative study

Lara Tjoa Li Ling
9 July 2018
P5 presentation

WELCOME!



HEALTH @ BK LAB









De ZorgRing
Hoofdgebouw 115
Ingang / Receptie
Zelfstandige woningen
117 t/m 219
P Bezoekers
Leveranciers

CONTENTS



BACKGROUND



LITERATURE



RESEARCH DESIGN



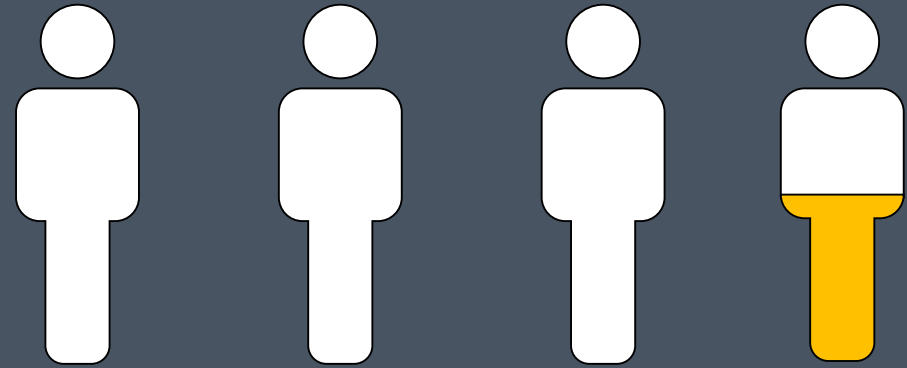
FINDINGS



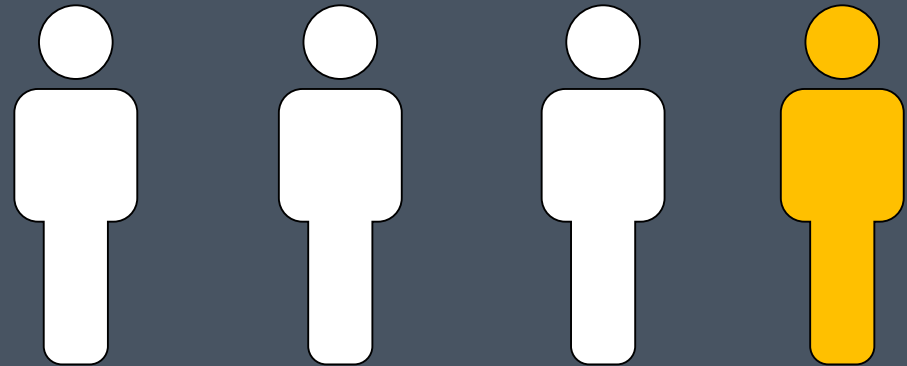
RECOMMENDATIONS

BACKGROUND

2016



2050

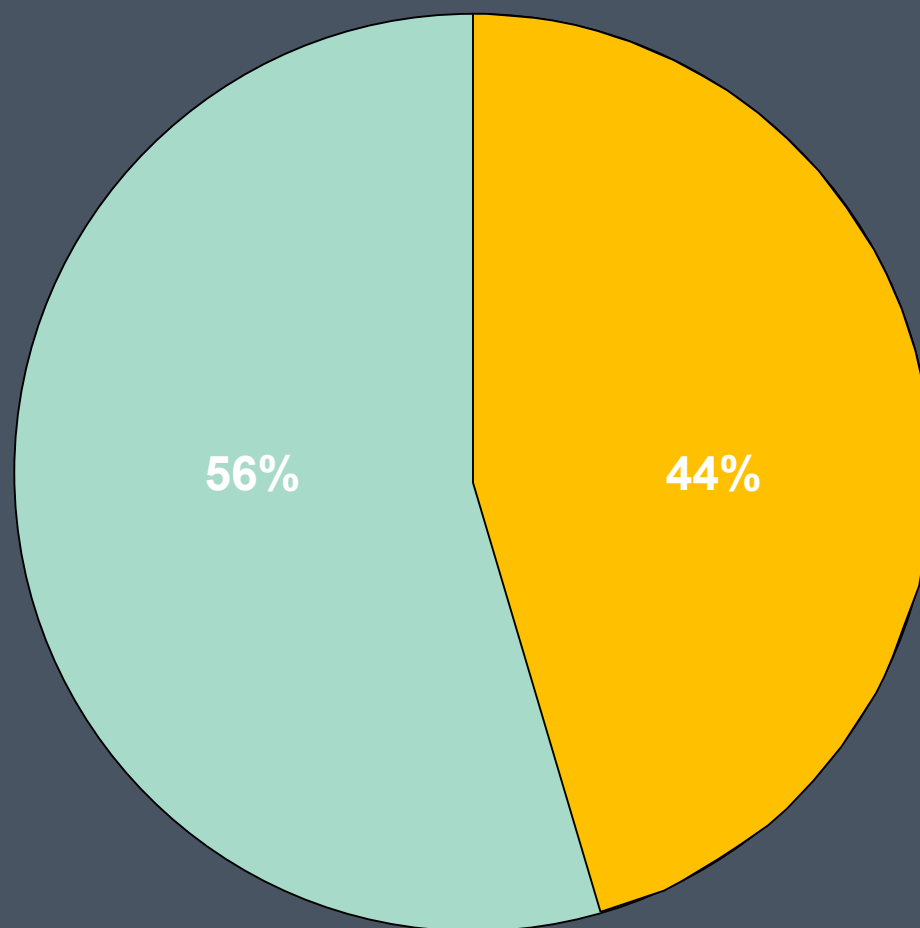


under 65 years



65 years and over

Health expenditure (2015)



 Percentage of total costs for 0-64 year olds

 Percentage of total costs for 65 +

From welfare state...



...to participation society



... and aging in place







HOME

LONG-TERM CARE

A wide-angle photograph of a deep, rugged canyon. A river flows through the bottom of the canyon, surrounded by rocky banks and some green vegetation. The canyon walls are steep and composed of layered rock. In the distance, more hills and mountains are visible under a clear sky. The image is used as a metaphor for care pathways, with arrows pointing from the central text to the left and right sides of the canyon.

HOME

SHORT-TERM CARE
as a solution for people
who temporarily need
medical supervision

LONG-TERM CARE

TYPES OF SHORT TERM CARE

Intermediate care low complex

Intermediate care high complex

Intermediate care palliative

Respite care (with overnight stay)

Geriatric rehabilitation

Wlz crisis care
(Wlz = Long term care Act)

CONFIDENTIAL INFORMATION

Image of the current regional spread of the
short-term care units

BACKGROUND

Similar?

Vulnerable elderly

Temporary care:
maximum stay of
6 months

Focus on recovery

Goal is to return home



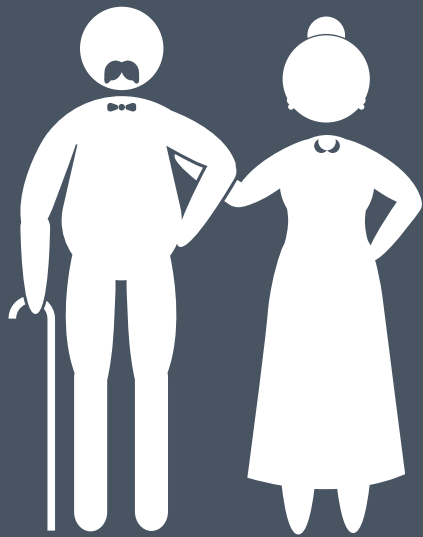
LITERATURE



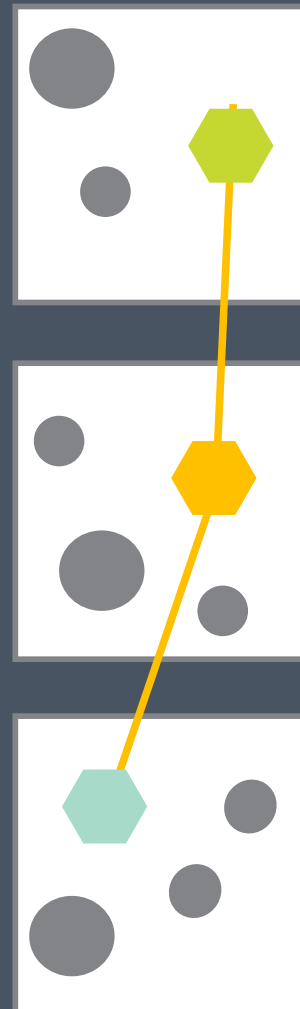
Integrated care



More value through integrated care:

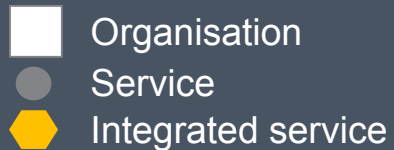
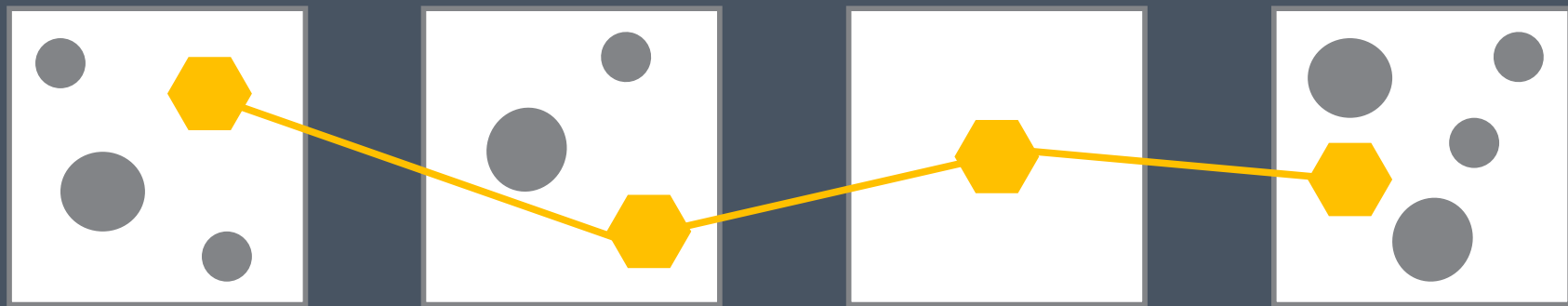


Vertical integration

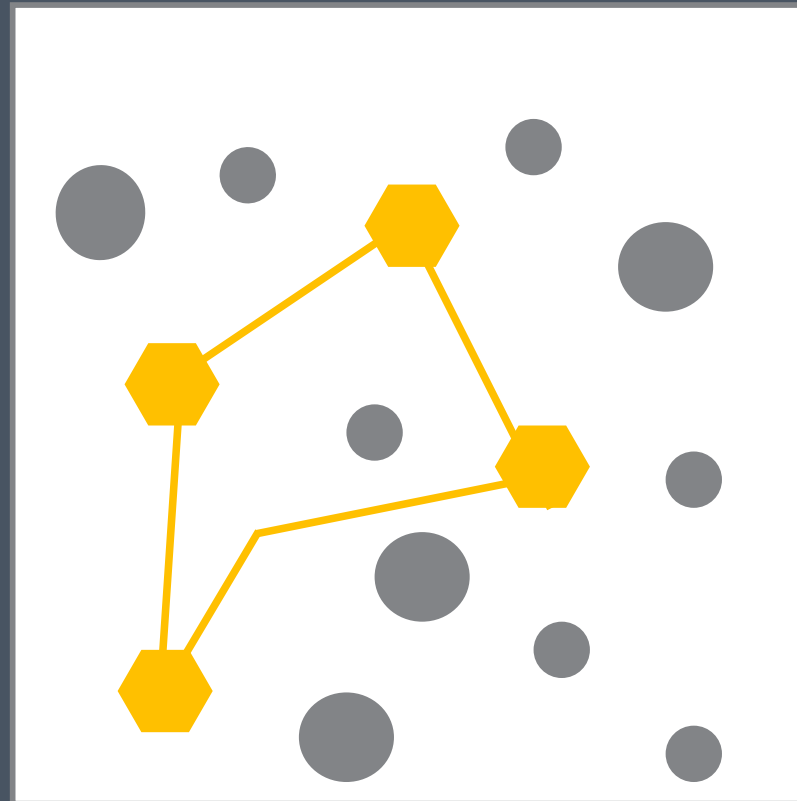


- Organisation
- Service
- Integrated service

Inter-organisational integration



Intra-organisational integration



- Organisation
- Service
- Integrated service

Degrees of integration



Added values of real estate

Reduce costs

**Improve
productivity**

**Increase user
satisfaction**

**Improve
culture**

**Increase
innovation**

**Support
image**

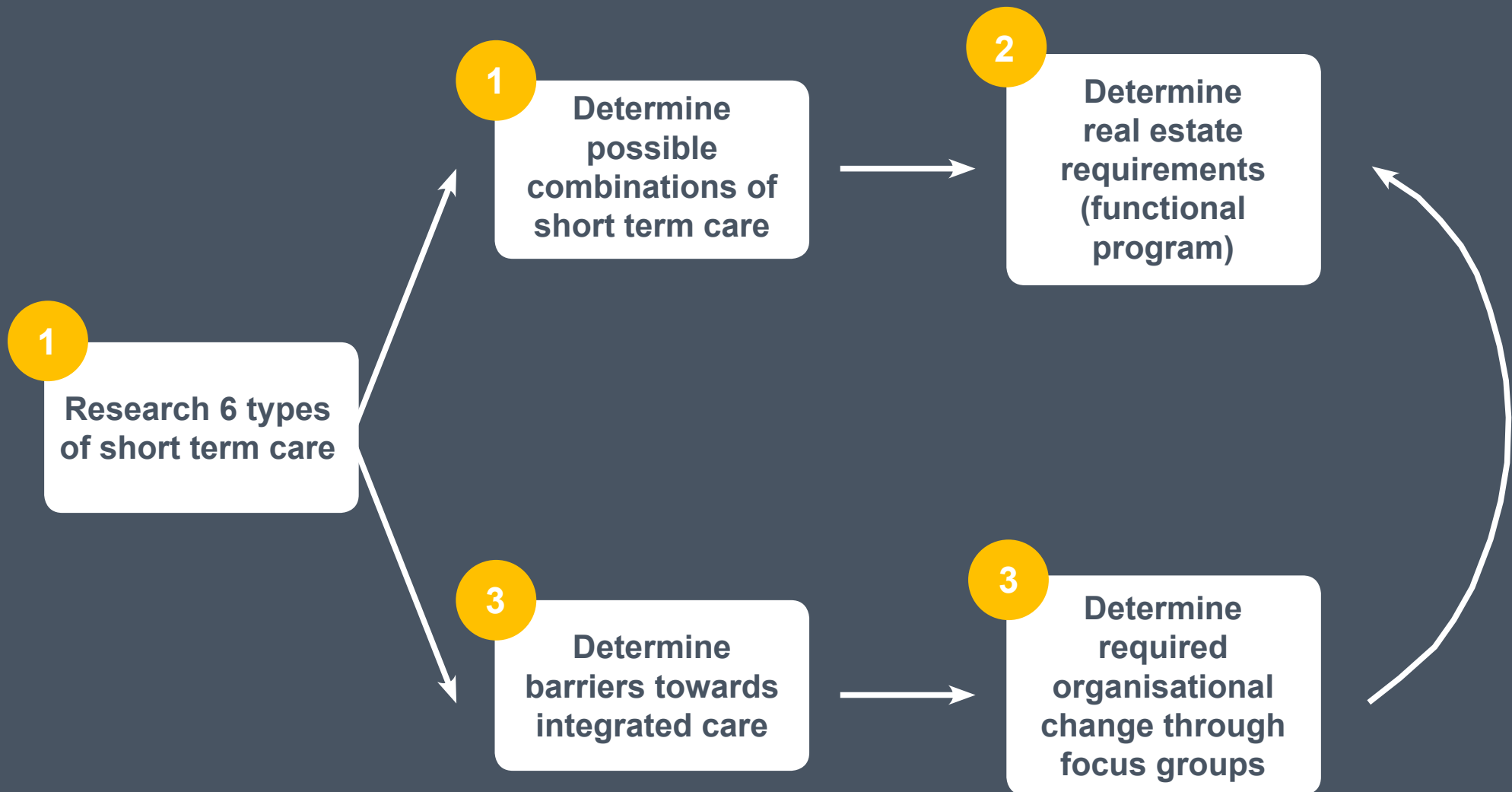
**Improve
flexibility**

**Improve
financial
position**

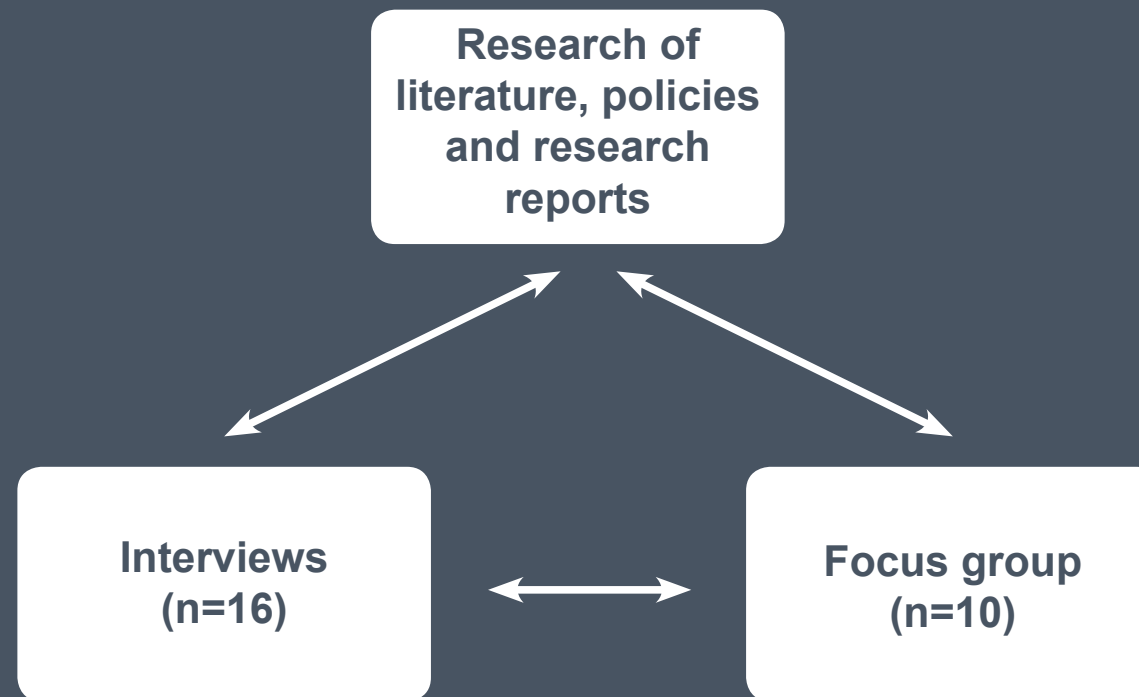
**Controlling
risks**

Which types of short-term care can be combined for integrated care, and what are the requirements for real estate and organisational change?

RESEARCH



RESEARCH



SHORT-TERM CARE \neq LONG-TERM CARE

Compatibilities

```
graph TD; A[Compatibilities] --> B[Care]; A --> C[User];
```

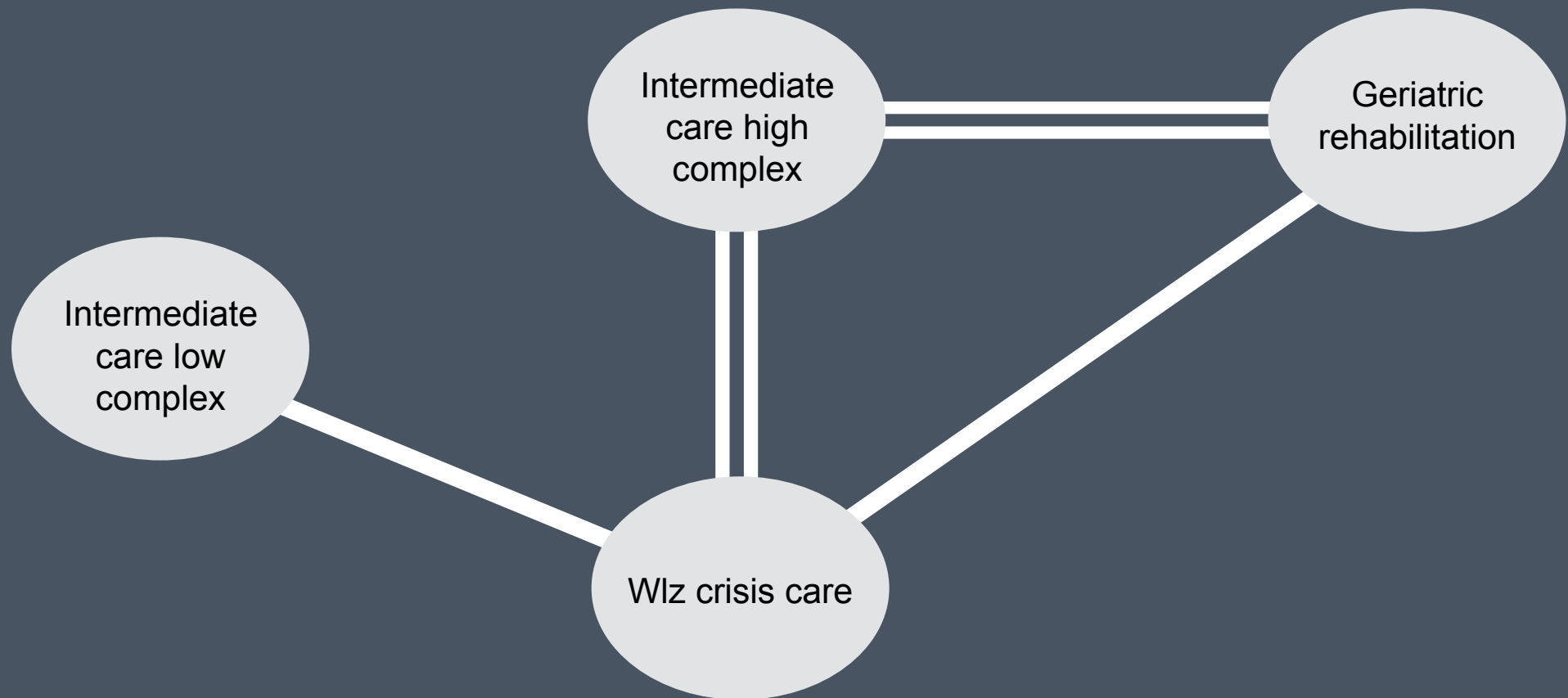
Care

- **Compatibility of healthcare professionals**
- **Complexity of care**
- **Intensity of treatment**
- **Type of care environment**

User

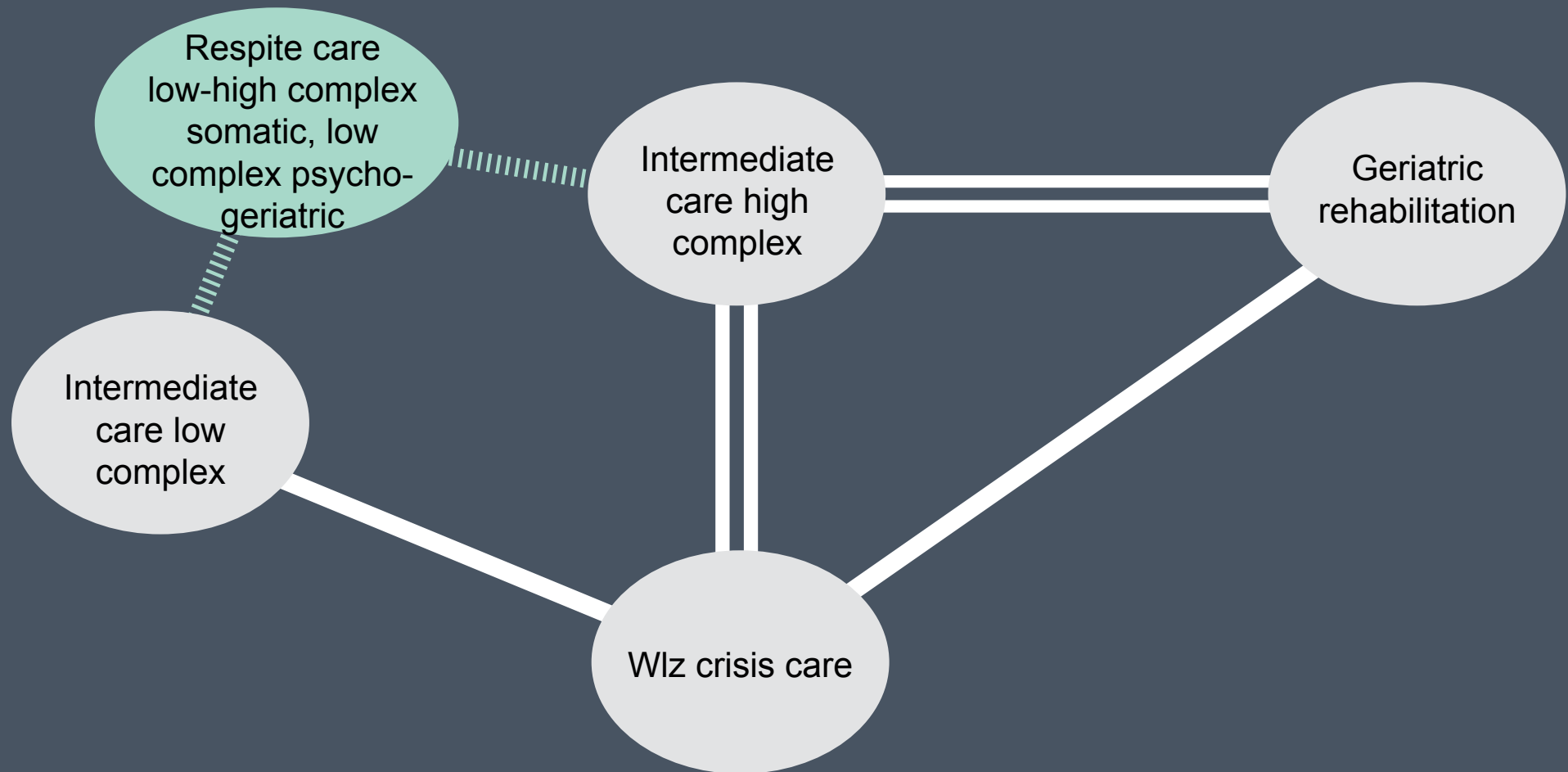
- **Characteristics of the user groups**

FINDINGS



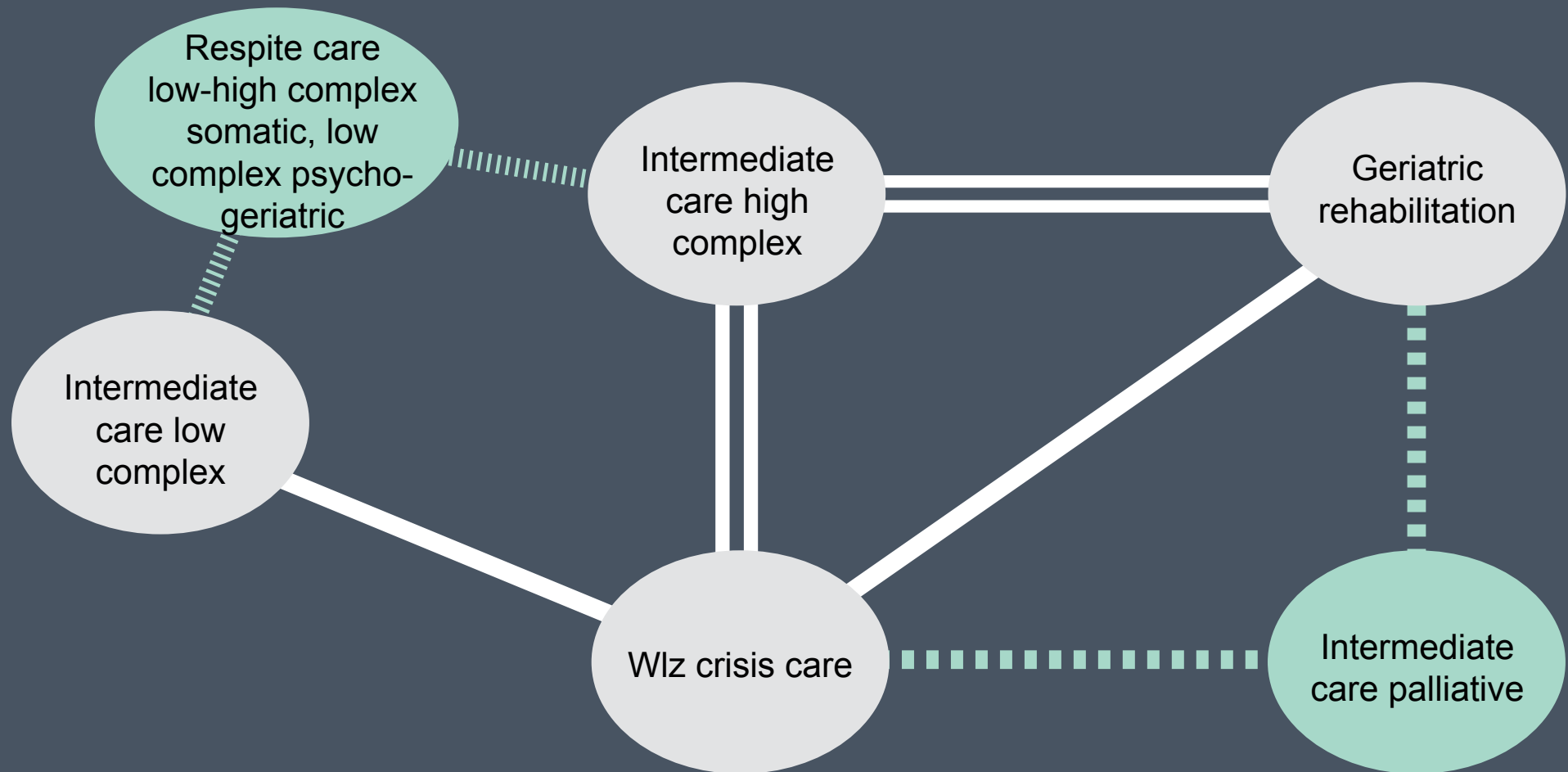
- ■ ■ ■ ■ No compatibility in reality
- ||||| Potential future compatibility
- 2 or 3 out of 5 compatibilities
- ==== 4 or 5 out of 5 compatibilities

FINDINGS



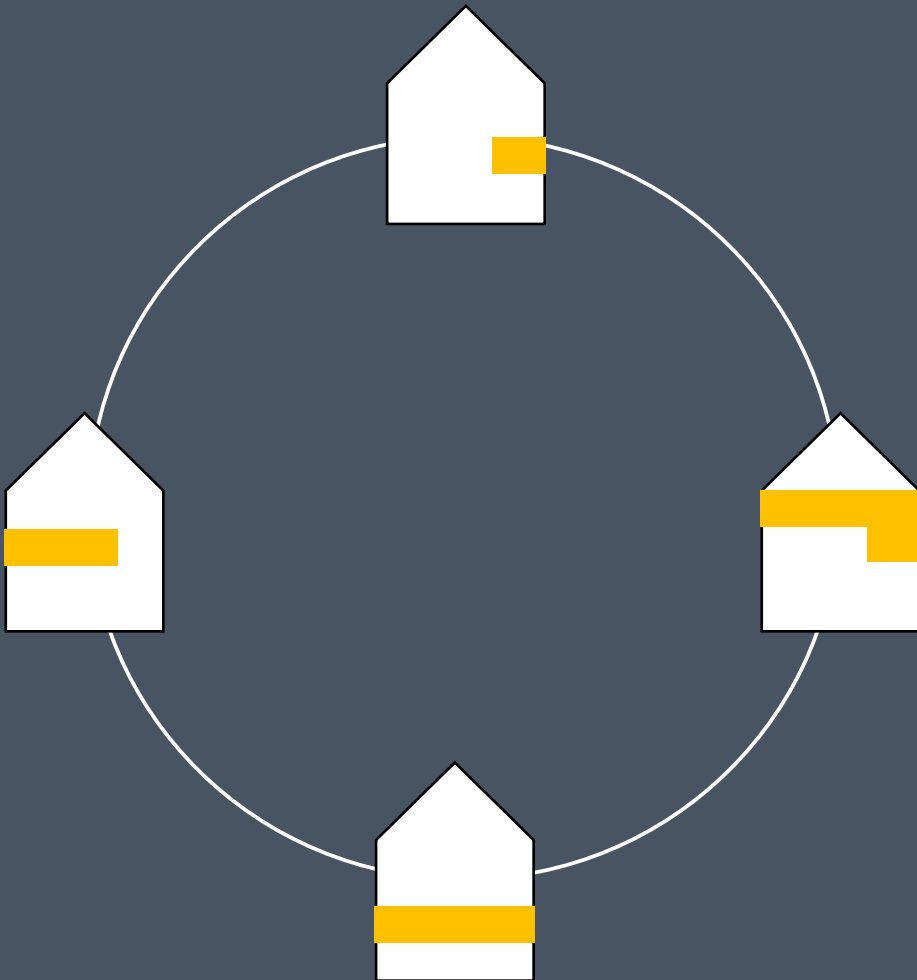
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FINDINGS



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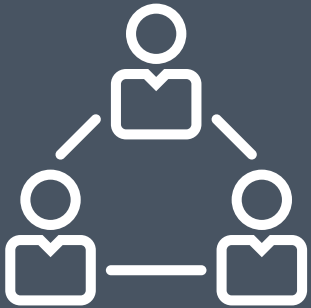
Short-term care units



Short-term care centre



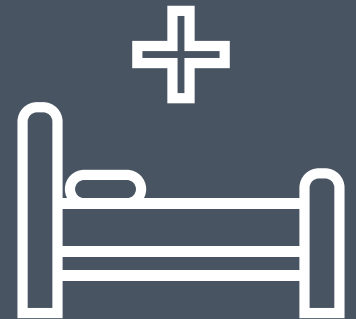
Benefits for business operations



COLLABORATION



PRODUCTIVITY



OCCUPANCY

Benefits for clients



EXPECTATIONS



CONFIDENTIAL INFORMATION

Picture of one of the current buildings of the care provider, which shows the long-term care identity of the location which is not desirable for a short-term care centre

CONFIDENTIAL INFORMATION

Picture of one of the current buildings of the care provider, which shows the homeliness of the location which is not desirable for a short-term care centre





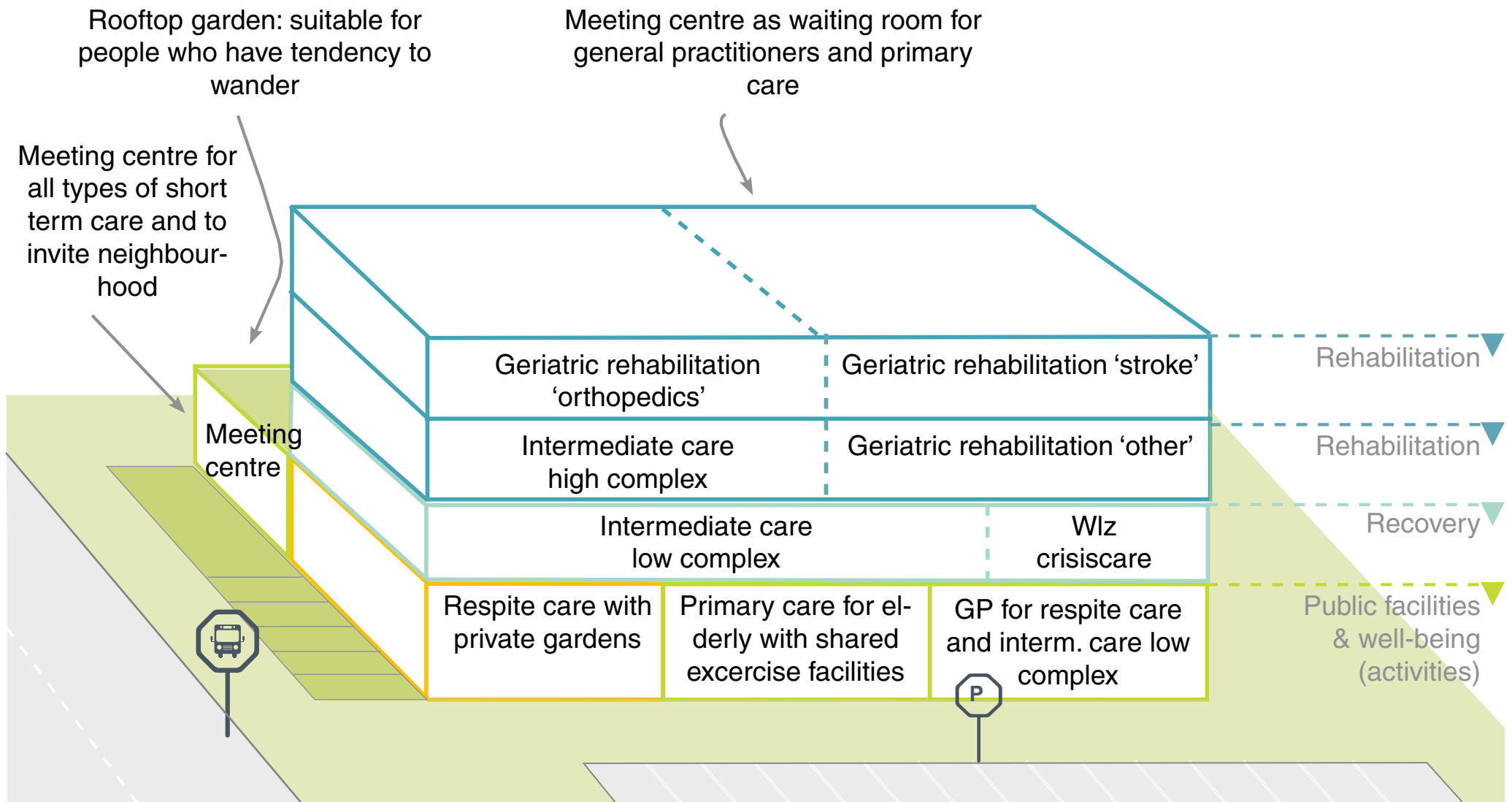


CONFIDENTIAL INFORMATION

Image of the current regional spread of the short-term care units to compare with the proposal for two new locations

CONFIDENTIAL INFORMATION

Image of the proposal for the new locations



FINDINGS

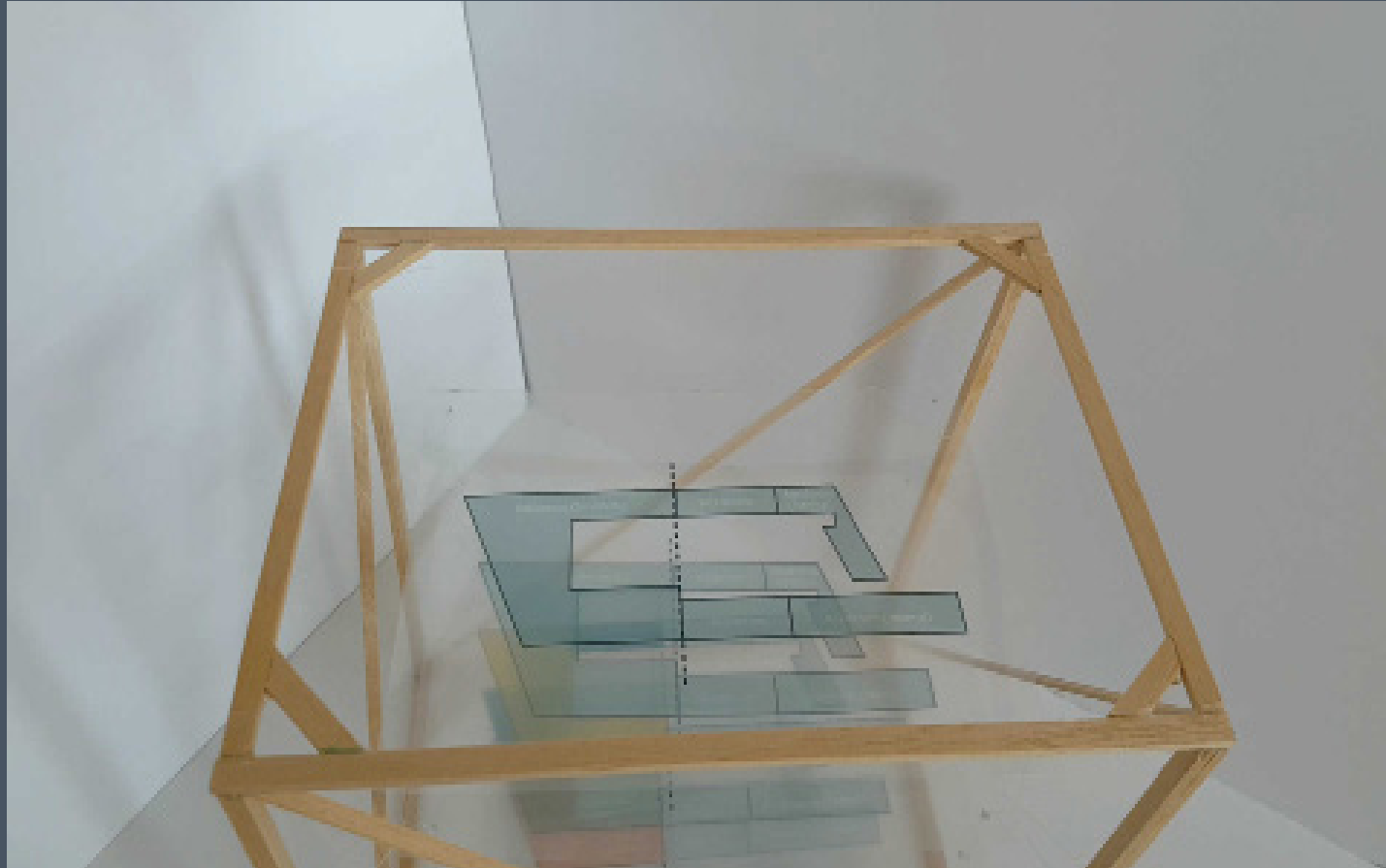
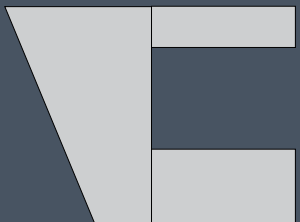
Ground floor, 1, 2



3



4





Real estate influences primary process



Behaviour of clients



Clear identity

Verbally



Visually



FINDINGS

BOARD, DIRECTORS

MANAGEMENT

WORK FLOOR

CLIENTS

FINDINGS

“Personally, I don’t think that this is the ideal location. It’s fine, but it could be much better. [...] Also you know, when all of those people come here, **once they’re upstairs it’s okay, but if you arrive it’s just all bit shabby**”

- Manager respite care

**CONFIDENTIAL
INFORMATION**

Photo of the respite
care location (exterior)

FINDINGS

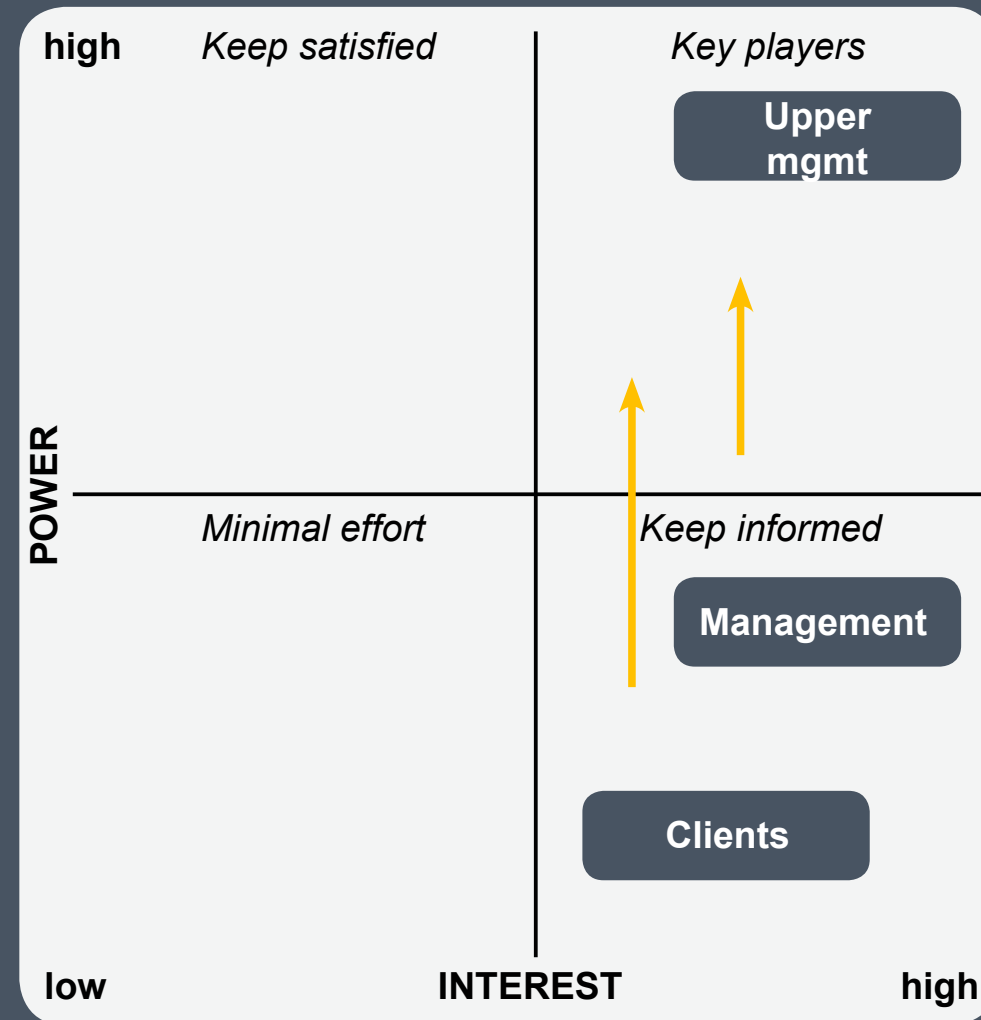
“You need a much more business like environment [...] Then I believe you can make the distinction **within** a building [...] I don’t know I you have been to **CONFIDENTIAL**, because there you have the ground and first floor, **and when you go to the second floor you walk into a different world** [...] So it is possible within one building.”

- Director Home division

**CONFIDENTIAL
INFORMATION**

Photo of the respite
care location (interior)

FINDINGS





Behaviour

```
graph TD; Behaviour --> Identify[Identify preferences clients and family]; Behaviour --> Interviews[Interviews with people on work floor]; Behaviour --> Visit[Visit best practices for commitment];
```

**Identify
preferences
clients and
family**

**Interviews
with people
on work floor**

**Visit best
practices for
commitment**

Which types of short-term care can be combined for integrated care, and what are the requirements for real estate and organisational change?

With a short-term care centre:

- **Real estate has added value to primary process**
 - **Integrated care**
 - **Client-centred**
- **More efficient business operations**



Take care of business