BETTER TOGETHER

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

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P5 presentation

Source: Hotels.com, n.d.
WELCOME!
CONTENTS

BACKGROUND

LITERATURE

RESEARCH DESIGN

FINDINGS

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BACKGROUND

2016

2050

under 65 years  65 years and over

Source: CPL, 2015
Health expenditure (2015)

- 56%: Percentage of total costs for 0-64 year olds
- 44%: Percentage of total costs for 65 +

Source: RIVM, 2018
From welfare state...

...to participation society

Source: Isaejo1, 2013
... and aging in place
SHORT-TERM CARE as a solution for people who temporarily need medical supervision.
### TYPES OF SHORT TERM CARE

<table>
<thead>
<tr>
<th>Type</th>
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<tr>
<td>Intermediate care low complex</td>
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<tr>
<td>Intermediate care high complex</td>
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<tr>
<td>Intermediate care palliative</td>
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<tr>
<td>Respite care (with overnight stay)</td>
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<tr>
<td>Geriatric rehabilitation</td>
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<tr>
<td>Wlz crisis care (Wlz = Long term care Act)</td>
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</tbody>
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CONFIDENTIAL INFORMATION

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

Vulnerable elderly

Temporary care: maximum stay of 6 months

Focus on recovery

Goal is to return home

Source: Knightsproperty, n.d.
Integrated care
More value through integrated care:
Vertical integration

Source: based on Valentijn et al (2013)
Inter-organisational integration

Source: based on Valentijn et al (2013)
Intra-organisational integration

Source: based on Valentijn et al (2013)
Degrees of integration

- Full segregation
- Linkage
- Coordination in networks
- Cooperation
- Full integration

Source: reprinted from Ahren & Axelsson, 2005, and Leutz, 1999
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

Source: Van der Zwart & Van der Voordt, 2016
Which types of short-term care can be combined for integrated care, and what are the requirements for real estate and organisational change?
RESEARCH

1. Determine possible combinations of short term care
2. Determine real estate requirements (functional program)
3. Determine barriers towards integrated care
3. Determine required organisational change through focus groups

Research 6 types of short term care
RESEARCH

Research of literature, policies and research reports

Interviews (n=16)  Focus group (n=10)
FINDINGS

SHORT-TERM CARE ≠ LONG-TERM CARE
FINDINGS

Compatibilities

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

- Characteristics of the user groups
FINDINGS

Intermediate care high complex

Intermediate care low complex

Wlz crisis care

Geriatric rehabilitation

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

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FINDINGS

Respite care
low-high complex
somatic, low complex psycho-geriatric

Intermediate care
high complex

Intermediate care
low complex

Wlz crisis care

Geriatric rehabilitation

Potential future compatibility

No compatibility in reality

2 or 3 out of 5 compatibilities

4 or 5 out of 5 compatibilities
FINDINGS

- Intermediate care high complex
- Intermediate care low complex
- Geriatric rehabilitation
- Wlz crisis care
- Intermediate care palliative

Respite care low-high complex somatic, low complex psycho-geriatric

4 or 5 out of 5 compatibilities

2 or 3 out of 5 compatibilities

No compatibility in reality
FINDINGS

Short-term care units

Short-term care centre
Benefits for business operations

FINDINGS

COLLABORATION  PRODUCTIVITY  OCCUPANCY
Benefits for clients
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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
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Image of the current regional spread of the short-term care units to compare with the proposal for two new locations
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Image of the proposal for the new locations
Respite care with private gardens

Primary care for elderly with shared exercise facilities

GP for respite care and interm. care low complex

Intermediate care low complex

Intermediate care high complex

Geriatric rehabilitation ‘orthopedics’

Geriatric rehabilitation ‘stroke’

Geriatric rehabilitation ‘other’

Wlz crisis care

Meeting centre as waiting room for general practitioners and primary care

Meeting centre for all types of short term care and to invite neighbourhood

Meeting centre

Rooftop garden: suitable for people who have tendency to wander

Public facilities & well-being (activities)

Rehabilitation

Rehabilitation

Recovery

Recovery

Intermediate care

Respite care

Meeting centre

Meeting centre

Meeting centre

Meeting centre

Meeting centre

Meeting centre

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Meeting centre
FINDINGS

Ground floor, 1, 2

3

4
Real estate influences primary process
Behaviour of clients
FINDINGS

Clear identity

Verbally

Visually
“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
“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

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Photo of the respite care location (interior)
FINDINGS

- Key players
  - Keep satisfied: Upper mgmt
  - Keep informed: Management
- Clients: Minimal effort
- Power: high
- Interest: low
RECOMMENDATIONS

Real estate

Create a user-centred vision

Investigate feasibility of short-term care centre

Investigate feasibility on portfolio level (consequences)
RECOMMENDATIONS

Behaviour

- 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