

Strengthening local cooperation between formal and informal welfare and care organisations in Amsterdam palliative care

Assessing experienced barriers and possible facilitators for cooperation and ways to improve it, before the start of living labs

Lieneke Glas, Annicka van der Plas, Bregje Onwuteaka-Philipsen, Department of Occupational & Public Health, Amsterdam UMC

Background

In Amsterdam, **good cooperation** in palliative care is limited by the fact that many organisations such as healthcare, social care and informal care do not find each other sufficiently.

- In this action research, researchers work together with organisations and initiatives by organising living labs in three parts of the city.
- In these living labs professionals from different fields will be working in joint activities to improve collaboration.

Aim

We did exploratory interviews before the start of the living labs to **explore experienced barriers and possible facilitators for cooperation**. This will provide input that we can build on during the living labs.

Methods

We conducted **10 exploratory interviews** (5 social domain, 2 informal support, 2 healthcare and 2 other).

We used open coding with a focus on experienced barriers and possible facilitators. On this poster we report preliminary results.

Preliminary results

- ✓ Need for **more awareness** of what **palliative care** entails (e.g., confusion with the terminal phase)
- ✓ Need for **more clarity** (e.g., role confusion between volunteers and professionals)
- ✓ Need for **more collaboration** among professionals in welfare and healthcare
- ✓ Need for an **overview** of organisations and services that can be of help or offer support
- ✓ Importance of paying attention to:
 - ✓ People without a social network
 - ✓ Diversity, background, culture, age
 - ✓ Language, terminology (accessibility)

“A good form of care is done together.”
(Respondent 7, general practitioner assistant)

“The ambition is very much there to work together a lot.” (Respondent 9, social worker)

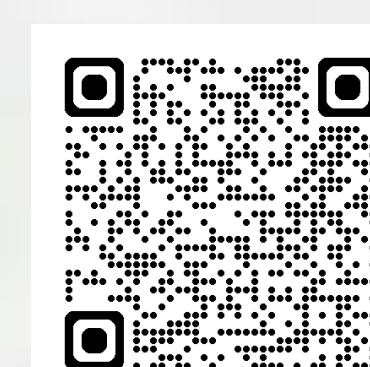
Discussion

Working together with different stakeholders poses several challenges and discussions.

1. How do we go from recognising barriers and facilitators and organising living labs to concrete action points for corporation and structural implementation?
2. How do we keep participants long-term actively involved?

Conclusion

Stakeholders find it important to **improve collaboration** and need **more knowledge** about palliative care, **clarity** about their role, and an **overview** of relevant organisations. These are areas for improvement that we will address in the living labs.



Questions?

Lieneke Glas
researcher Amsterdam UMC
E-mail: l.glas@amsterdamumc.nl

