Implementing a continuum of care model for older people – results from a Swedish case study

Anna Dunér, Vårdal institutet and Department of social work, University of Gothenburg
Henna Hasson, Vårdal institutet and School of economy, Lunds University
Staffan Blomberg, Vårdal institutet ans School of Social work, Lunds university
RCT trial → Implementation study

Continuum of care programme

Implementation of continuum of care programme

Evaluation
Aim

- To examine the process of implementing a new continuum of care model in a complex organisational context, and illuminate some of the challenges involved.
The continuum of care model (intervention)

- Geriatric assessment at the emergency ward
- Case manager and interprofessional team
- Care planning in the elderly persons home
Analytical framework

- The actions of the actors involved in the process of implementing the model are understood as being shaped by the actors’:
  - Understanding (‘I understand’)
  - Commitment (‘I will’)
  - Ability (‘I can’)

(Inspired by Lundquist, 1987)
Methods

- 44 qualitative interviews
- Upper management level
- Management level
- Operative level
- Initial, middle and final phases of the implementation process
Understanding

- Designing in dialogue
- Reaching out
- Putting the general aims into practice
Commitment

- Links to earlier or parallel projects
- What’s in it for us?
Ability

- Operative collaboration
- Dilemma of uncertainty
- Acceptance within the organisation
- Required resources
Conclusions

- The results point to:
  - The importance of paying regard to the different cultures of the organisations when implementing a new model.
  - The role of upper management emerged as very important.
  - The model has to be experienced as effectively dealing with real problems in the everyday practice of the actors in the organisations, from the bottom to the top.