

The individual's needs in focus (IBIC)



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*Lund creates the future
– with knowledge, innovation and
openness*



Social Services in Sweden

**The Social Services Department is a municipal responsibility
and is available for everyone**



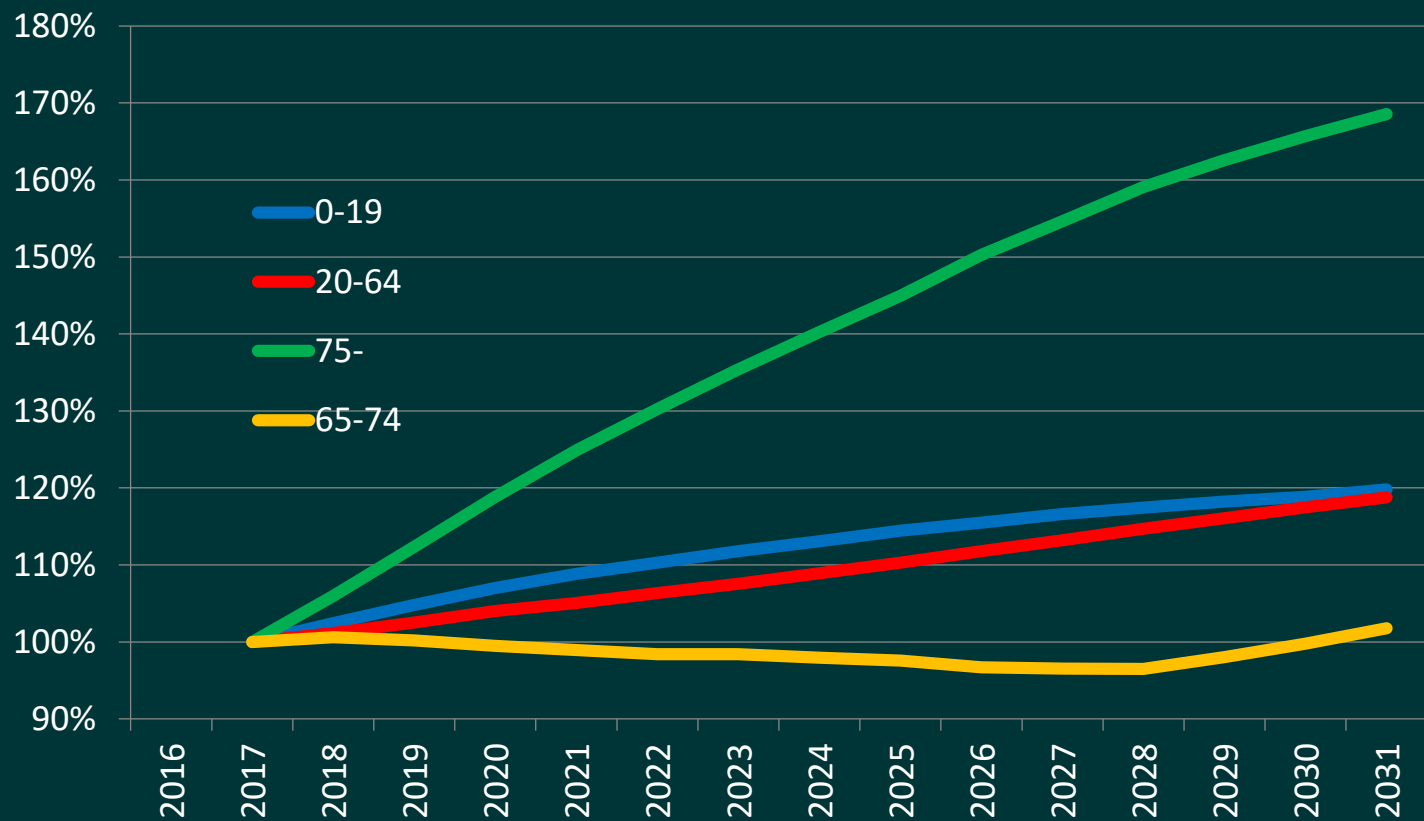


Lund
122 000 inhabitants

The target groups that we focus on are elderly people and people with disabilities.

- 2 700 employees
- Budget: 175 000 Euros
- 3 700 service users, patients and close relatives
- 18 residential care homes
- 836 apartments
- The home home carers make 1,6 million home visits each year.

Demographics



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Cope with the future

- Preventive work
- Rehabilitation rather than care
- Digitalisation
- Cooperation with civil society

and

The individual's needs in focus



What did we want to achieve?

- The purpose was to create a financial compensation system in healthcare and welfare systems that gives operators incentives to steer towards goals and results by rewarding goal achievement
- Increase the individual's opportunities for influence and participation by setting measurable individual goals together with the user
- We wanted to know for which needs citizens seek help for, and if the help is useful

What have we done?

- We have introduced a national model for structured documentation and measurable individual goals – IBIC
- Common Language - International Classification of Functioning, Disability and Health, ICF
- Increased focus on needs and goals – instead of focus on services
- Introduction of internal remuneration systems with a premium for each goal achieved for service users in the municipality of Lund

What have staff said?

” Clearer goals and follow-up make our work more visible and we get recognition that we are achieving the goals.”

Assistant nurse in homecare

” The model has contributed to what we wanted earlier. Everything is so much more structured now than it was two years ago.”

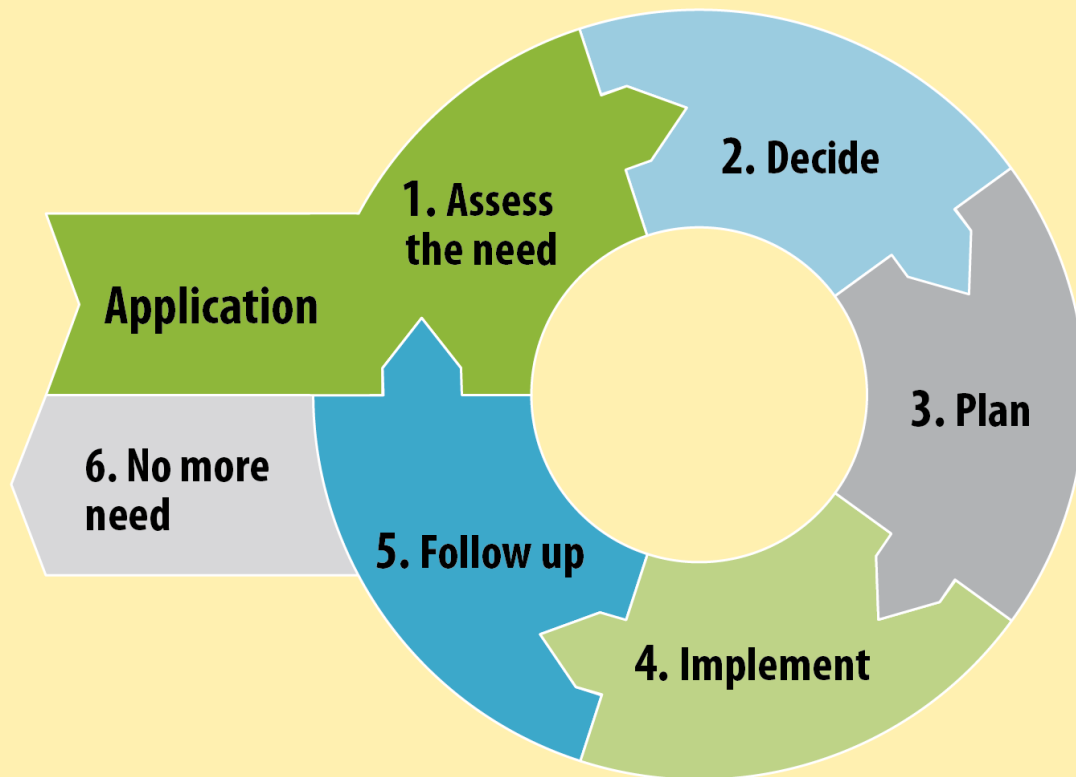
Home Carecoordinator

”Clearer goals - follow-up goals”

Assistant nurse in homecare



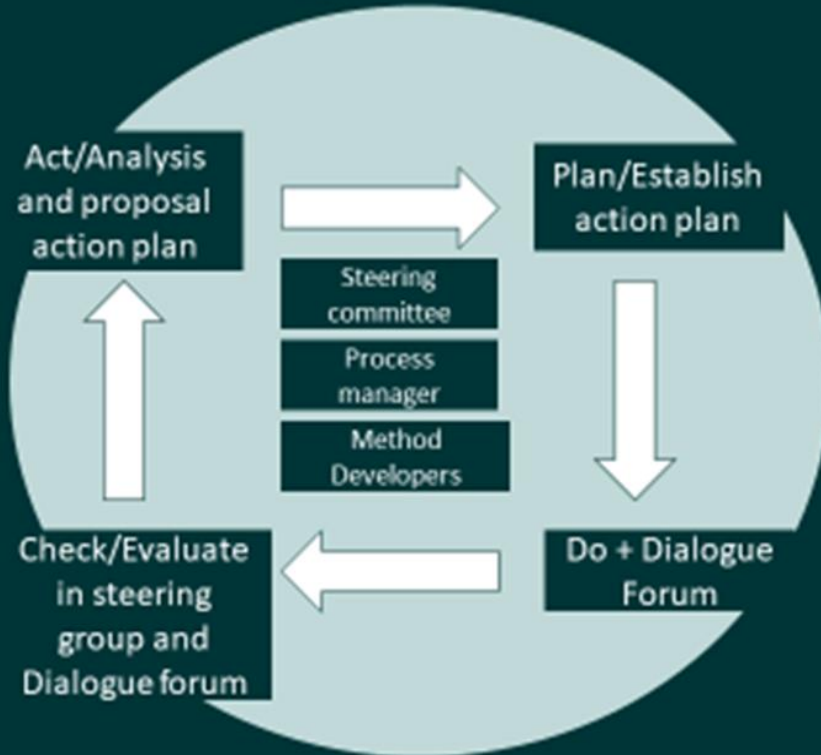
IBIC process - the individual



Examples of individual goals in the needs assessment/ with IBIC

- The goal is for NN to be able to attend their grandchild's baptism
- The goal is for her to be able to buy groceries herself with, for example, digital reminders
- The goal is for NN to find an activity that she enjoys, so that social isolation can be broken
- The goal is for him to be able to find his own way in the immediate area so that he can take walks independently
- The goal is for her to be able to access public communications so that she can become independent
- The goal is for his sense of insecurity to diminish and to be able to end supervision visits at night.

IBIC process – the overall picture



How do you implement co-production in practice?

When the IBIC model was introduced, we had training for all staff

We have continuous focus groups with service users and relatives to follow up on quality experience

We have joint dialogue forums with employees and managers twice a year. We chart strengths and areas needing improvement for the annual action plan



Individual needs in focus (IBIC) and digitalisation

- Digital technology should always be considered as the first alternative when it can be used to maintain or increase security, activity, participation or independence for the individual.
- The Social Services care committee has decided on new guidelines focusing on digitalisation
- E.g. position alarms, surveillance cameras, keyless locks, Digital data that measure movement patterns to prevent and predict fall risk, skype

Outcomes

- Increased feedback from home care when needs decrease and goals are achieved = Home care efforts can be reduced
- Collaboration within the organisation has improved, team-based work has increased
- Goal fulfillment is increasing
- The degree of goal fulfillment varies with the different providers
- We are better at meeting goals in certain areas of need
- Budget in balance

Important factors in ensuring that co-production is successful

- The individual follow-up with the user, relatives and the professionals from all occupational categories
- Making information accessible for users so they can participate in services
- Dialogue forum with professionals
- Identify strengths and areas of improvement
- Make an action plan
- Follow the action plan

Challenges in ensuring that co-production is successful

- Working systematically requires endurance
- Important to repeat the improvement cycle - both the individual and the IBIC process
- Have the coruage to have an honest dialogue about both strengths and weaknesses



What have staff said?

- “We are committed and look forward to follow-ups with the service user. We have commitment and job satisfaction ”
- "We always talk, we exchange ideas about how we can do better next time."



What have service users said?

"It has improved over the last year because it is usually the same person who comes to me now and she listens to me. "

"I feel very involved, we plan together "

" I've been given the opportunity to practice getting out of bed and getting dressed so I can do it myself again"

"Nice helpers. They make me raise my confidence! "



Discuss

- Based on what you have heard - what do you think is the most important factor / factors in ensuring that co-production is successful?

Discuss

- Based on what you have heard - what do you think is most challenging in ensuring that co-production is successful?

Thank you for listening

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