

Session One: Deployment of integrated Care

Key lessons from Aragon

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“Integrated care” is not about providing a new service,
but to cooperate and collaborate among care providers,
putting the patient at the center, to:

- Enhance the services provided
- Enhance the quality of life of the users
- Contribute to the sustainability of the Welfare Systems

Changing the care model



Key elements to ensure the continuity of attention:

- Vertical & horizontal integration
 - Intra-organization: Primary Care & Specialized care
 - Inter-organizations: health system & social providers
- Collaboration among care providers
 - Long lasting
 - Win-win approach
- Process for success
 - Collaboration agreements
 - Defining IC service portfolio
 - Identify already existing building blocks
 - data sharing
 - Common identification of users
 - Transfer of competences - change of roles
 - Integration of Information Systems
- Triple win
 - Enable active ageing and enhancing the quality of life of the users
 - Sustainability of the welfare systems (better care)
 - Economic growth through innovation

