

## Amsterdam University of Applied Sciences

### Better Together: Co-creation of neighbourhood care and support systems

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# Better Together:

## Co-creation of neighbourhood care and support systems

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CREATING TOMORROW

## Meet Janet:

- 45 year old woman
- History of psychiatric illness and admittances in mental health institutions
- Now: new place in a neighbourhood in Amsterdam
- Supported by mental health nurse who helps with medication and other questions

**But: how can Janet make connections with neighbours and start to feel at home?**



# Policy background (and a reality check...)

SAMEN  
BETER

## Decentralisation:

Own strengths

Self-sustainability

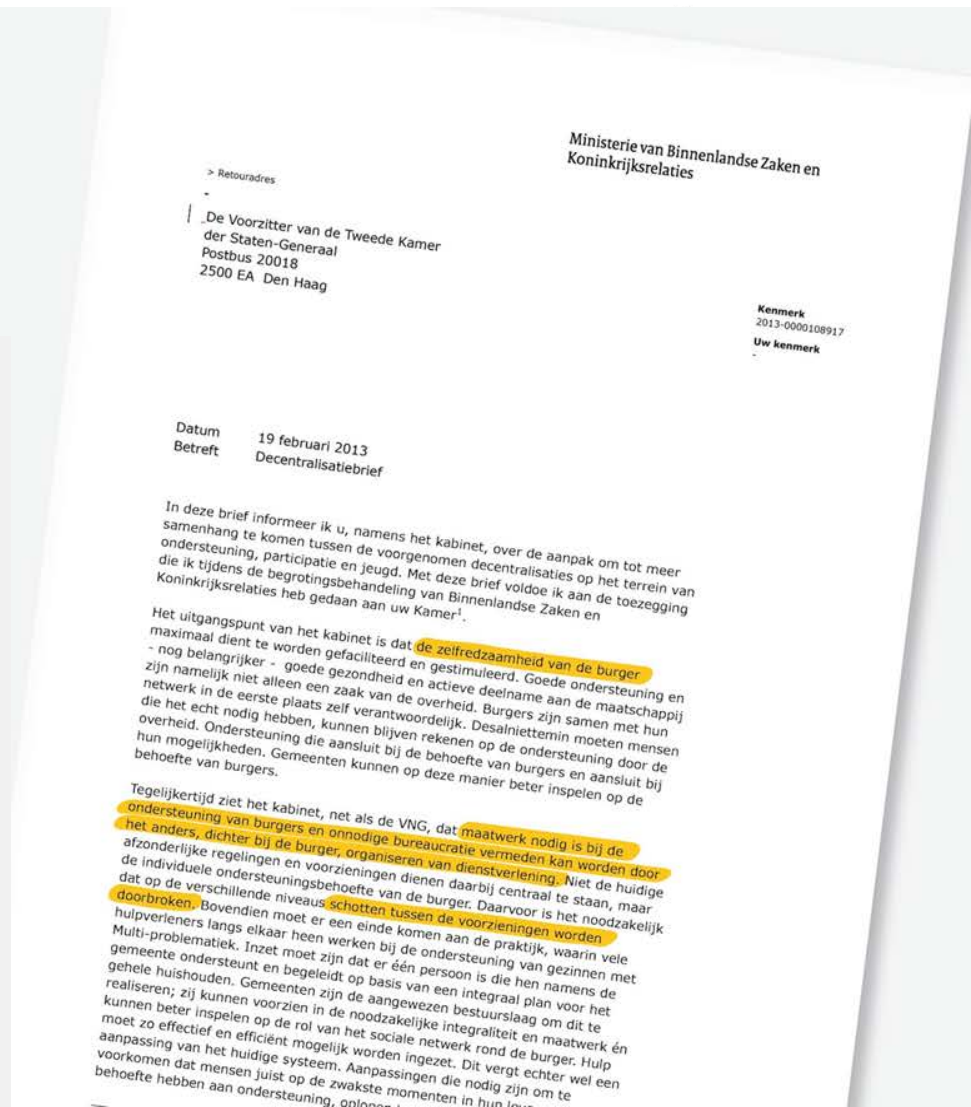
De-bedding

Kitchen table conversation

Tailored care

Behind the font door

Multi-expertise



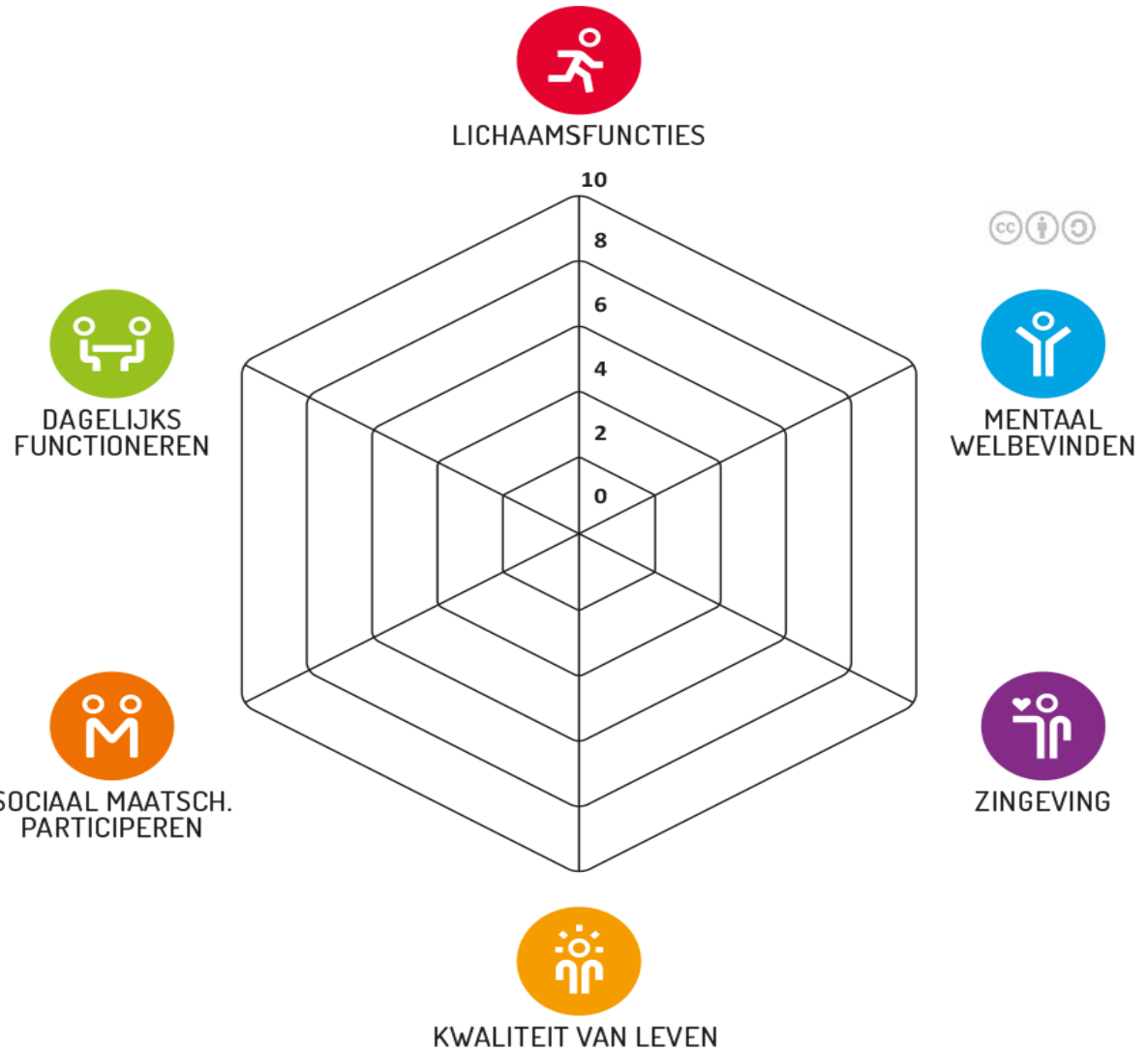
# Positive health mission and vision (‘Better Together’)

**Positive health** = the capacity to adjust and have self-mastery when faced with physical, emotional and social challenges in life

**Goal** = to start a movement in which people and organisations have ownership of their contribution to a healthy, vital society in which everybody participates

**Integral approach:** a multi disciplinary approach which supports health and well being in all its facets and which leads to tailored work, knowing one another, and prevention, because those aspects have proven positive health outcomes.

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TRANSFORMATIEPRINCIPE #1

# Positieve gezondheid

Model van het Institute  
for Positive Health

# What could this mean for Janet?



- Mental health nurse helps with medication
- But also:
  - Broader view on all positive health domains;
  - View on and plan for most important domains;
  - She learns to look at herself as more than a mental health patient; hopefully: neighbours and professionals learn the same!
  - Perhaps: neighbourhood connections

# The research project

Focus on:

- Desires en needs of citizens in a vulnerable position regarding their positive health
- Ways in which care and welfare professionals can work towards meeting these desires and needs
- Within the 'Better Together' pilot in Amsterdam Westerpark



## **Main research question:**

**What are working elements in the proces in which care professionals, together with citizens in vulnerable positions, give meaning to the concept of Positive Health and work towards improving it?**

# How?

## Consientisation:

Co-research: citizens' desires and needs -> outcome: themes

## Conciliation:

Multi-disciplinary panel develops new working method

## Collaboration:

Implementing new working method -> monitoring and adjusting

# Consientisation: co-research

## Consientisation:

Co-research: citizens' desires and needs -> outcome: themes

## Conciliation:

Multi-disciplinary panel develops new working method

## Collaboration:

Implementing new working method -> monitoring and adjusting

## Co-research

- Qualitative interviews by 4-5 citizens in a vulnerable position (co-researchers) with other citizens (n=40)
- Sampling informants through co-researchers and (in)formal partners in the neighbourhood
- Analysis and destillation of themes, together with co-researchers
- Professionals as tandem partners of the co-researchers

# Conciliation: multidisciplinary panels

## Consientisation:

Co-research: citizens' desires and needs -> outcome: themes

## Conciliation:

Multi-disciplinary panel develops new working method

## Collaboration:

Implementing new working method -> monitoring and adjusting

# Multidisciplinary panel

- Panel consists of: citizens, professionals, policy makers, managers etc.
- Several sessions in which the panel works on a concrete working method (can be based on existing methods)
- Validation session with broader stakeholder group
- Writing implementation plan (preferably cost neutral)

# Implementation and monitoring

## Consientisation:

Co-research: citizens' desires and needs -> outcome: themes

## Conciliation:

Multi-disciplinary panel develops new working method

## Collaboration:

Implementing new working method -> monitoring and adjusting

# Implementation and monitoring

- Start-meeting
- Monthly monitoring en evaluation session with panel and actors/consumers -> possibly results in adaptations
- Individual interviews with actors and consumers (at the end of the implementation period)



# Anticipated results

- **Intervention** to strengthen the positive health of people in a vulnerable position in Westerpark
- Insights in and a description of the changing role of (care)professionals, managers and policy makers  
-> **experience with collaboration with citizens**
- Description of the **proces of co-research and co-creation**

# Questions?