Be aware– what may appear easy, can be very challenging

Track 1, Friday
Building RC for healthy communities

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AN OBVIOUS SOLUTION IN SORØ MUNICIPALITY

• Holistic case management as an approach towards unemployed citizens with additional psychosocial or physical issues

• Cross-professional meetings:
  • The citizen: sharing their wishes and thoughts about their future
  • Employees, from all relevant centers informing the citizen how the municipality can support the citizen

The joint task
• Empower citizens (in the target group) to take responsibility for themselves and their families
SOME CONCLUSIONS

It is a success:
• Productive meetings with promising decisions
• Quick action – decisions made at the meeting and action taken after
• Better coordination surrounding the citizen – better understanding of the citizen’s situation
• Time invested - Time spared
• A number of citizens have taken more responsibility
• The citizens are content

It is hard to collaborate across the organization – despite obvious benefit
• The task: blurred and disagreements
• Blurred roles
• Disagreements about grants of appropriations
• Lack of knowledge about the other teams
• Conflicting demands
• Different professions and laws and rules
• It takes a lot of time
2016 VS 2017

**Across teams**

- **Frequent communication**
- **Timely communication**
- **Accurate communication**
- **Problemsolving communication**
- **Shared goals**
- **Shared knowledge**
- **Mutual respect**

**Fælles mål**

**Fælles viden**

**Gensidig respekt**

**Problemløsende kommunikation**

**Rettidig kommunikation**

**Præcis kommunikation**

**Hyppig kommunikation**

**Across teams**

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FACTORS SUPPORTING INTERVENTION

• Coordinator of cross-professional meetings
• Project manager
• Common agenda and model

• Joint kick-off day and seminars for all employees, team leaders, managers and directors → Insight in other teams

• Topmanagement participation, visual and clear priority and conflict solving
• Meetings for all team leaders

• If one colleague is prevented, the team sends a substitute
• Flexibility – if not meaningful, you can go

• IT, when it works
• Introduction of new colleagues

• Employees willingness to cooperate

Read more about Sorø (in Danish) http://vpt.dk/projekt%20kerneopgaven-i-forandring