


Volume 13, 23 October 2013

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2013; Annual Conf Suppl; [URN:NBN:NL:UI:10-1-114657](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-114657)

Copyright: 

Conference Abstract

The importance of relational coordination for integrated care delivery to older patients in the hospital

J.M. Hartgerink, MSc, PhD candidate, Institute of Health Policy and Management - Social Medical Sciences, The Netherlands

J.M. Cramm, PhD, Senior researcher, Institute of Health Policy and Management - Social Medical Sciences, The Netherlands

T.J.E.M. Bakker, PhD, Psychogeriatrician and medical director, Argos Zorggroep, The Netherlands

A.M. van Eijdsden, MSc, Data coordinator, Erasmus Medical Center Rotterdam - Public Health, The Netherlands

J.P. Mackenbach, PhD, Professor, Erasmus Medical Center Rotterdam - Public Health, The Netherlands

A.P. Nieboer, PhD, Professor, Institute of Health Policy and Management - Social Medical Sciences, The Netherlands

Correspondence to: **J.M. Hartgerink**, Institute of Health Policy and Management - Social Medical Sciences, The Netherlands, Phone: +31 10 4089074, E-mail: hartgerink@bmg.eur.nl

Abstract:

Aim: This study investigated relational coordination among professionals providing healthcare to hospitalized elderly and assessed its impact on integrated care delivery.

Background: Previous studies have shown that relational coordination is positively associated with the delivery of acute, emergency and trauma care. According to this theory, coordination that occurs through frequent, high-quality communication supported by relationships of shared goals, shared knowledge, and mutual respect enable an organization to achieve better task integration. However, the effect of relational coordination on integrated care delivery to hospitalized elderly remains unknown.

Methods: This cross-sectional study was part of an examination of integrated care delivery to hospitalized elderly. Data were collected using questionnaires distributed to hospital professionals (192 respondents; 44% response rate). Relational coordination was measured by the Relational Coordination survey, which included questions about communication and relationships with others involved in delivering care to hospitalized older patients. The Assessment of Chronic Illness Care (ACIC) assess the integration of several components of the Chronic Care Model (CCM; self-management support, delivery system design, decision support, and clinical information systems).

Since chronic illness care for hospitalized elderly contains several interacting components, we generalized the ACIC as a measure of integrated care delivery for hospitalized older patients.

13th international Conference on Integrated Care, Berlin, Germany, April 11-12, 2013

Results: After controlling for demographic variables, regression analyses showed that relational coordination was positively related to integrated care delivery ($\beta = 0.20$; $p \leq 0.05$). Relational coordination was lower among professionals in the same discipline, and higher between nurses and others than between medical specialists and others. Relational coordination and integrated care delivery were significantly higher in geriatrics than in other units (both $p \leq 0.001$).

Conclusions: The enhancement of relational coordination among healthcare professionals is positively associated with integrated care delivery to elderly.

Practical implications: Relational coordination should be improved between medical specialists and others and higher levels of relational coordination and integrated care delivery should be achieved in all hospital units.

Keywords

older patients, relational coordination, integrated care, quality, hospital care

Presentation available at <http://www.integratedcarefoundation.org/content/12-patient-centred-care>