


Volume 13, 06 November 2013

Publisher: Igitur publishing

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

Cite this as: Int J Integr Care 2013; EFPC Conf Suppl; [URN:NBN:NL:UI:10-1-114892](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-114892)

Copyright: 

---

Conference Abstract

## How do integrated care initiatives impact on consumer experience?

*Petra T Bywood, Primary Health Care Research & Information Service, Australia*

*Lynsey Brown, Primary Health Care Research & Information Service, Australia*

*Jodie Oliver-Baxter, Primary Health Care Research & Information Service, Australia*

Correspondence to: **Petra T Bywood**, Primary Health Care Research & Information Service, Discipline of General Practice, Flinders University, GPO Box 2100 Adelaide SA 500, Australia, E-mail: [petra.bywood@flinders.edu.au](mailto:petra.bywood@flinders.edu.au)

---

## Abstract

**Purpose:** Consumers of health services require local services that meet their needs, are connected and easy to navigate. Better integration and coordination of primary health care is a challenge worldwide. This review aimed to identify Australian initiatives to improve integrated care for consumers.

**Methods:** A literature review was undertaken using a range of electronic databases, websites and grey literature.

**Findings:** A variety of initiatives have been implemented in primary health care settings to facilitate integration. While many have not been evaluated, some promising multi-faceted initiatives were identified, particularly for vulnerable populations (e.g., older adults, Indigenous Australians). Effective communication and support between consumers and service providers, appropriate structural arrangements, and tailoring service delivery to local needs were some of the mechanisms that improved the consumer experience of integrated care. An Australian case study will be used to illustrate findings.

**Discussion:** Although several common elements were used in successful initiatives, one size does not fit all and the context and specific needs of individuals and communities requires consideration.

## Keywords:

**australia, integrated care, primary health care, cultural sensitivity**

---

**Presentation** available at: <http://www.euprimarycare.nl/istanbul/conference-programme-efpc-2013-istanbul-results>