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Poster Abstract

**Vertical integration across Hospital Acute Care and on-call General Practitioners. An evaluation of a cross sectional Cooperation Model at Odense University Hospital, Southern Region of Denmark.**

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**Abstract**

**Objective:** Evaluation of a new Cooperation model.

**Background:** On-call General Practitioners (GP) facility has recently been located next to the Emergency Department (ED), this provides an opportunity for an extended and more flexible cooperation.

The cooperation model makes it possible quickly to refer a patient needing care on GP-level, from ED, to the on-call GP's. And vice versa: If a patient needs more specialised care – the GP can swiftly refer the patient to the ED.

By agreement a social and healthcare assistant, from the ED, is now taking care of the patients in the GP's waiting room and assisting the GP's.

**Methodology:** The evaluation was a formative evaluation extended over a 12 month period. A mix of methods was used e.g. questionnaires, observations, focus group interviews, personas.

**Results:** Patients experience that the new model gives a timely and appropriate patient service. The GP's find the social and healthcare assistant of great value to their work.

**Conclusion:** It is challenging to implement a new cooperation model between two sectors with different incentives concerning professional approach, culture and reimbursement. Cross sectional cooperation is also a managerial challenge when staff crosses different organizational boundaries – dialog, clear agreements and guidelines are important.

**Keywords:**

**vertical integration, new cooperation model, formative evaluation, multimethod study**