
POSTER ABSTRACT**Building Networks: An Integrated approach to primary secondary and tertiary care**17th International Conference on Integrated Care, Dublin, 08-10 May 2017

William James Foley

Mater Misericordiae University Hospital, Ireland

The HSE strategy highlights the need for seamless connections between various agencies working with clients. Many agencies work in silos due to pressure and focus of workload. From an acute medical social work perspective there was an awareness that sensitive information about clients was being managed through referral forms and bureaucratic processes. It was felt that clients interests would be best serviced by a sharing of information, resources and ideas in a less formal more personal manner. A structured series of meetings and seminars on topics of shared interests was carried out between acute hospitals and social workers in primary and secondary health services. A clarification of agency roles and services emerged. We produced a resource directory and a contact list of social workers in HSE CHO area 9. We held seminars and workshops on a variety of topics including: interagency working with chronically challenging clients; managing homelessness; and promoting excellence in practice. We conducted a survey of participants highlighting the benefits of getting to know each other personally and developing closer links between services to develop integrated care pathways for service users.

Keywords: inter agency linkages; quality service development
