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Conference Abstract

## Lessons for integration from 70 primary care projects

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## Abstract

From 2010-2014 70 projects aiming at more organisational development for integrated primary health care have been evaluated by a research consortium. The main research question was: what are the drivers behind the success of organisation development in primary health care?

Based on the Total Quality Management Model (INK) we distinguished 10 clusters of factors ranging from leadership, process management, outcome management to feedback loops to formulate over 30 hypotheses.

We used both quantitative and qualitative data collection methods to gather information to investigate the hypotheses.

Based on this huge amount of data and information, 10 lessons were drawn like organisational development is easier in a non competitive surrounding, is built on trust between the partners, feedback instruments are very useful, too strong and rigid process management hinders etcetera

In the presentation the evidence for these kind of conclusions are illustrated with the facts and figures.

## Keywords

**integrated primary health care; development; organisation**

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