

# Living Lab Better Together in Amsterdam North

Gepubliceerd: 25-02-2015 Laatste bijgewerkt: 18-08-2022

Applying triage and case management for people with multiple complex problems in the Northern district of Amsterdam will improve their level of participation, their self-sufficiency and their health, and result in reduction of health care costs.

<b>Ethische beoordeling</b>	Positief advies
<b>Status</b>	Werving gestart
<b>Type aanpak</b>	-
<b>Onderzoekstype</b>	Observationeel onderzoek, zonder invasieve metingen

## Samenvatting

### ID

NL-OMON25036

### Bron

NTR

### Verkorte titel

BSiN

### Aandoening

Participation, self-sufficiency, physical health, mental health, financial status, social network. In Dutch: Participatie, zelfredzaamheid, lichamelijke gezondheid, geestelijke gezondheid, financiële situatie, sociaal netwerk

## Ondersteuning

**Primaire sponsor:** Krijtmoenalliantie (KMA)

**Overige ondersteuning:** Amsterdam Agis Gezondheidsfonds (AAG), in English: Amsterdam Agis health fund.

## Onderzoeksproduct en/of interventie

## Uitkomstmaten

### Primaire uitkomstmaten

Level of participation (the Dutch version of the self-sufficiency matrix (SSM-D) and the level of societal participation).

## **Toelichting onderzoek**

### **Achtergrond van het onderzoek**

In the northern district of Amsterdam a relatively large part of the population is of low social status. This group often has to deal with numerous health care professionals and social or municipal workers simultaneously. As a consequence, many clients receive too much and unnecessary health care and social support with insufficient or even counterproductive results. Therefore, the aim of the BSiN alliance (10 providers of health care, home care and welfare, Achmea Health, TNO) is to develop and evaluate an action program focused on the implementation of integrated care and services from the sectors cure, care and community. The program is developed for people with complex and/or multiple problems and limited self-sufficiency in the northern district of Amsterdam.

The main objective of this study is to evaluate the change in level of participation of the target population after the BSiN intervention, as compared to a control group, by means of improved self-sufficiency on eleven domains of life. Secondary objectives are to evaluate the change in health, in life style and in costs of health care.

The design is an observational study with three evaluation steps: 1) effect study, 2) cost-effectiveness study and 3) process evaluation.

### **Doel van het onderzoek**

Applying triage and case management for people with multiple complex problems in the Northern district of Amsterdam will improve their level of participation, their self-sufficiency and their health, and result in reduction of health care costs.

### **Onderzoeksopzet**

Measurements (standardized questionnaire and SSM-D) at baseline (T0), 6 months (T1) and 12 months (T2).

### **Onderzoeksproduct en/of interventie**

The BSiN intervention is an approach where health care and social services are integrated to provide the best quality care with one coordinating case manager. People that are referred to the BSiN intervention will be discussed in a triage team and assigned to 1 of the 4 quadrants of the Frieslab model (1 = self-support, 2 = client support, 3 = care coordination, 4 = case management). Only people with multiple and complex problems will be assigned to a case manager (quadrant 4). The case manager has two main tasks:

- Stimulate self-sufficiency (empowerment / self-management) (key words: shared decision making, life action plan, motivational interviewing, needs driven).
- Coordinate health and social care (key words: prioritize, contact with all care providers involved, 1 client = 1 coordinator = 1 plan).

The case manager can call in any regular health care provider and social service if needed, in line with the life action plan(which was developed in collaboration with the client).

## Contactpersonen

### Publiek

TNO t.a.v. Evelien Rijken

Evelien Rijken  
PO Box 3005

Leiden 2301 DA  
The Netherlands  
088-8664293

### Wetenschappelijk

TNO t.a.v. Evelien Rijken

Evelien Rijken  
PO Box 3005

Leiden 2301 DA  
The Netherlands  
088-8664293

## Deelname eisen

### Belangrijkste voorwaarden om deel te mogen nemen (Inclusiecriteria)

Inclusion criteria for all participants:

- Aged 18 years or older.

- Living in Amsterdam.
- Multiple complexity assessed by decreased self-sufficiency on at least three domains of the self-sufficiency matrix.
- Signed informed consent.

Additional inclusion criteria for the intervention group:

- Living in Amsterdam Banne Buiksloot or Amsterdam Volewijk.
- Assigned to a case manager in the BSiN-program after triage.

## **Belangrijkste redenen om niet deel te kunnen nemen (Exclusiecriteria)**

Exclusion criteria for the intervention group:

- The case manager decides that the interview is too burdensome for a specific client or that it impedes on the relationship with or trust in formal care providers. This could be the case for clients with very low trust in all formal caregivers and authorities.
- Triage points out acute crisis or in need of acute help which will be provided (and therefore the client is not enrolled in the BSiN intervention).

Exclusion criterion for the control group:

- T0 interview shows no decreased self-sufficiency,
- Takes part in the BSiN intervention.

## **Onderzoeksopzet**

### **Opzet**

Type:	Observationeel onderzoek, zonder invasieve metingen
Onderzoeksmodel:	Parallel
Toewijzing:	Niet-gerandomiseerd
Blinding:	Open / niet geblindeerd
Controle:	Geneesmiddel

## Deelname

Nederland  
Status: Werving gestart  
(Verwachte) startdatum: 01-11-2013  
Aantal proefpersonen: 160  
Type: Verwachte startdatum

## Ethische beoordeling

Positief advies  
Datum: 25-02-2015  
Soort: Eerste indiening

## Registraties

### Opgevolgd door onderstaande (mogelijk meer actuele) registratie

Geen registraties gevonden.

### Andere (mogelijk minder actuele) registraties in dit register

Geen registraties gevonden.

## In overige registers

Register	ID
NTR-new	NL4964
NTR-old	NTR5068
Ander register	: 060.11058

## Resultaten

### Samenvatting resultaten

N/A