



# **Dialogic Models for Integration & Personalisation of care**

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# BACKGROUND

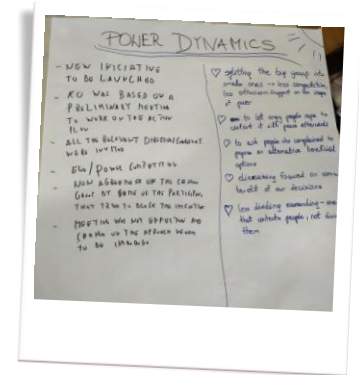
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THE PATH TOWARDS INTEGRATION  
AND PERSONALISATION OF CARE



# INTEGRATION ON SCMA'S PROCESS MODEL

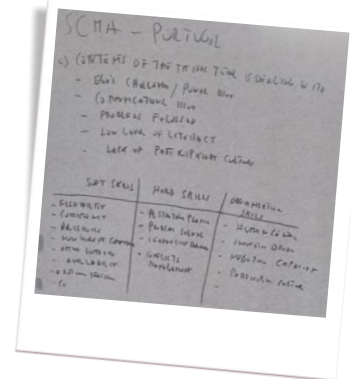
- Social care+ Healthcare+ Education working collaboratively
- The role of Technology on the dematerialization of the information and on the decentralization of the intervention



# PERSONALISATION ON SCMA'S PROCESS MODEL



- Going beyond the assessment of needs
- Focusing on the expectations and preferences
- Respecting the limits





# IMPLEMENTATION PROCESS

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THE INTRODUCTION OF  
DIALOGIC APPROACH



# THE INTRODUCTION OF DIALOGIC APPROACH



## GROUND

Dialogical Work  
Project under  
Erasmus+  
framework

Opportunity to test  
and experiment



## SEEDS

Boost of the  
Integrated and  
Person Centered  
Care Model

Extension to the  
Educational area



## FRUITS

Governance Group created  
Tutors' Group deploying  
Roadmap on course

Intermediate leaderships and  
Operational Teams involved

2 dimensions elected:  
communication between teams  
and relationship with end users



# CHANGES/IMPACTS

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RESULTS AND IMPACTS SO FAR



# RESULTS



**2 TRAININGS  
FOR THE  
GOVERNANCE  
GROUP**

**4 TRAININGS  
FOR DIALOGIC  
TUTORS**

**25 LEADERSHIPS  
INVOLVED FROM  
CARE, HEALTHCARE  
AND EDUCATIONAL  
AREAS**

**2 PREPARATORY  
SESSIONS FOR  
IMPLEMENTATION**

**3 DIALOGIC  
SESSIONS FOR  
THE  
INTERMEDIATE  
LEADERHIPS**







# IMPACTS SO FAR

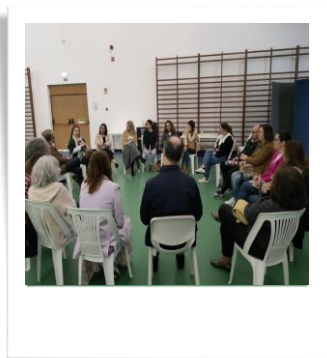
- 3 areas working collaboratively
- 25 Leaderships acting horizontally
- Better integration and personalisation of care for the end users
- A more robust Organisational culture





# THE UPCOMING DAYS

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# THE UPCOMING DAYS



- Consolidation of the implementation of Dialogic Approach into the IPCCM
- Extension to other SCMA's areas
- Exchange of good practices at regional, national and European levels



# Thank you very dialogically, indeed!

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