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### Abstract for oral presentation

#### Towards integrated care in Belgium's complex healthcare system: an implementation strategy based on vicinity teams and a mixed financing model

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#### Purpose

Leuven Cares (Zorgzaam Leuven) started a change management project in 2018, aimed at chronic care integration and realizing quintuple aim for a population of 102000 inhabitants.

#### Theory

An approach with vicinity teams and mixed funding model aims better multidisciplinary care neighborhood tailored, evidence based chronic care and a strengthening of cooperation between primary care providers.

#### Methods

- 8 vicinity teams of primary care professionals were established to focus on the chronically ill patients supported by care pathways and a population based approach
- The vicinity teams receive a joint innovation fee that is based on a mixed financing model 'Leuven Cappuccino model'.
- The entire change process is supported by an integrator to sustainably implement the quality culture based on a PDCA cycle.

#### Findings

Using a bottom up approach based on a process of co-creation, a complex model with focused actions, vicinity teams, a strong governance with visionary and managerial leadership, it is possible to move a whole region towards change.

#### Discussion

To sustain implementation, the first findings in Leuven highlight the importance of a strong integrator, motivated healthcare providers, policy factors, the availability of necessary resources and a long term vision. The model implemented in Zorgzaam Leuven is very valuable, as it is a first significant step towards integrated care.