

# Improving collaboration in Amsterdam palliative care through living lab meetings: “Bridges being built”

A qualitative study exploring experiences of living lab participants

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## Background

In Amsterdam, good cooperation in palliative care is limited because organisations in healthcare, social care and informal care do not find each other sufficiently.

In living labs professionals from healthcare and welfare organisations and volunteers think of ways to improve cooperation and try them out.

## Research question

*How do living lab participants experience the living lab meetings?*

## Methods

After each living lab meeting, every two months, a MentiMeter survey with open questions is held among the living lab participants. We asked participants what was valuable to them during the meeting, what they will be working on the coming period and what they would like to see more of in collaboration.

## Participants

Participants are the participating members of the three living labs. So far, 13 living labs meetings have been held (six, five and two per area). The range of participants per survey is 3-8, the mean is 6. The survey was filled in 76 times in total.

## Results

The (preliminary) results showed similarities between the three areas of the city.

- Participants **value** getting to know each other, expanding their network and receiving more knowledge about what palliative care, social care and informal care entails.
- Looking at the **coming period**, participants mostly planned to share information about palliative, social and informal care with colleagues within their own organisation and establish connections with other living lab participants.
- Regarding **collaboration**, participants wish for an overview of contact persons, cross-domain meetings and knowledge exchange. In addition, they felt a need for decisiveness and concrete actions in the living labs.

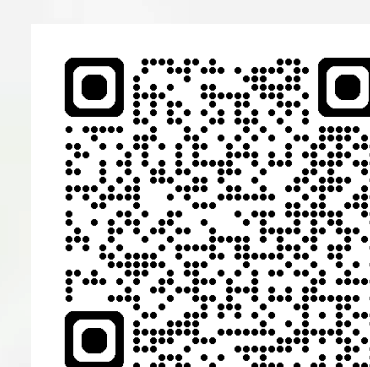
## Conclusion

The results confirm a need for more knowledge about what different organisations can offer. The living lab participants seem keen to collaborate (more), although they express the need for more concrete actions. The living labs that are still to come offer an opportunity to do so.

## Quotes

**Valuable:** “That you discuss opportunities with one another and also hear from other organisations about how they operate” (Living lab Amsterdam East, 2<sup>nd</sup> meeting)

**Collaboration:** “Complementing and reinforcing one another so that the people we are doing this for can **DEMONSTRABLY** benefit from it” (Living lab Amsterdam Southeast, 3<sup>rd</sup> meeting)



Questions?

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