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## CONFERENCE ABSTRACT

### **Integrating care makes sense: arts based interventions and sense making in collaborative processes of integrating care**

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### ***Introduction***

Integrating care is a difficult process of aligning interactions of different organizations and professionals, as well as service users. The process of aligning is not only functional but also a process of aligning values and norms. This implies overcoming organisational and professional boundaries. . These boundaries are often conceived as institutional and functional, but are also constituted by human interactions and sensemaking. Inspired by the metaphor of the muses, arts based interventions were developed and employed to improve affective level of understanding and sense making in complex processes of collaboration. In this session, we will picture how arts based interventions can be used in integrating services and what the effects are on interorganisational, interprofessional and multi-level collaboration.

### ***Background***

The process of aligning in integrating care is not only functional but also a process of aligning values and norms (Valentijn et al., 2015). This implies a process of people getting along while having various backgrounds. In this process there is an affective level of understanding, that cannot be captured by the usual framework.

Inspired by the metaphor of the muses (Van Rosmalen, 2016), arts based interventions were developed and employed to improve this affective level. In this session, we will picture how arts based interventions can be used in integrating services and the effects on processes of collaboration. We will present a theoretical review of arts based interventions and questions of collaboration, we will share experiences with actual employing arts based interventions in aligning regional hospital services, GP's, nursing homes and district nursing, and we will actually perform arts based interventions so participants of this workshop experience how these interventions work.

Van Rosmalen, B. (2016). *The return of the Muses, public values in professional practices*, Utrecht: Uitgeverij IJzer

Valentijn, P.P., Ruwaard, D., Vrijhoef, H.J.M., De Bont, A., Arends, R.Y., & Bruijnzeels, M.A. (2015). Collaboration processes and perceived effectiveness of integrated care projects in primary care: A longitudinal mixed-methods study. *BMC Health Services Research*, 15(3), 1-12.

### ***Aim***

Share insights and findings on theoretical, practical and experiencing level on how arts based interventions can work. These arts based interventions help to overcome inter-disciplinary, organizational and hierarchical boundaries in collaboration processes in integrating care. It will open new, creative perspectives and opens usual restrictions and dividing lines.

### ***Target audience***

Managers and staff working in multiple services, researchers, consultants, and all those who have become curious

### ***Learnings***

Insights and findings about arts based interventions on theoretical and practical level

Experience how arts based interventions work.

Insights in how these arts based interventions help to overcome inter-disciplinary, organizational and hierarchical boundaries in collaboration processes in integrating care.

Opening up new, creative perspectives and opening usual restrictions and dividing lines.

### ***Format***

Plenary presentations, working in small groups, working with music and other art forms.

### ***Duration***

90 minutes

Introduction and theoretical background 15 min

Sharing experiences with arts based interventions 15 min

Working and experiencing arts based interventions 40 min

Reflections on how arts based interventions work in small groups/ plenary 15 min

Wrap up 5 min