

## Appendix I. Practice template

### Practice template: Integrated Services

1. DETAILS CONTACT PERSON	
Name	
E mail & phone number	
Organisation	
Country, City	

2. COUNTRY DESCRIPTION	
Which policies and/or legal frameworks affect the integration or cooperation of services? If so, in what way: stimulating or limiting?	
<i>Elaborate on relevant legal framework and policymaking regarding the following levels: (Maximum 250 words per level)</i>	
What is helpful or is a barrier regarding the national system? <i>Elaborate on elements of the national system that are relevant to this practice.</i>	

3. DETAILS PRACTICE		
What is the name of the practice? <i>Provide the name both in your own language and a translation into English</i>		
How would you summarise the practice? <i>Give a short description of the integrated practices example (Maximum 250 words)</i>		
Which phase-description suits the current status of the practice? <i>For a detailed description, see the background paper. Tick the box that applies to your practice, and if applicable, indicate any differences between the description and the actual practice execution.</i>	Initiative and design phase	
	Experimental and execution phase	
	Expansion and monitoring phase	
	Consolidation and transformation phase	

4. PRACTICE START-UP	
Why was it necessary to develop this practice? <i>Elaborate on what triggered the start of the practice, and also elaborate on why an integrated services' approach is chosen.</i>	
What is the main aim of the practice? <i>Elaborate on the expected output in the new situation compared to the old situation.</i>	
Who is the target group for the practice? <i>Please specify the age group and socio-demographic characteristics.</i>	
What problems does the target group face?	
How does the practice fulfil the target group's needs? <i>Elaborate on how the stakeholders deliver integral support</i>	

(e.g. the actions that are carried out).

### 5. COLLABORATION STRUCTURE

On which level does the integration of public services take place: country/county/region/municipality?  
*Elaborate if possible.*

Which sectors (social services, health, education, employment /organisations/ professionals) are cooperating with each other?

Which organisations are collaborating with each other?  
*Name all the stakeholders involved.*

Who is leading the initiative and why?  
*Specify the person, function, and organization.*

How is the practice financed?  
*Elaborate on the financial structure (budget) and indicate whether or not funding is used.*

How is information regarding service users exchanged between the collaborating service providers?  
*Elaborate on aspects like care plans, decision-making, and record keeping.*

How do service providers communicate with service users?  
*Elaborate on aspects such as access to care and information via for instance contact persons.*

### 6. PRACTICE EVALUATIONS

Was the practice itself based on an already existing example?  
*Please elaborate on the origin of the practice/idea and explain to what degree, if any, the practice uses evidence-based guidelines and standards.*

How are the effects/ results of the practice measured?  
*Which instruments, infrastructure, and indicators are used for measurement?*

What were the main effects of the practice?  
*Elaborate on the impact that the practice has/had on the following groups.*  
*Please indicate whether you perceive the effect as positive or negative.*

Service users:

Their families:

Professionals:

Organisations:

What were the unexpected effects of the practice?  
*While answering, indicate whether you perceive the effect as positive or negative.*

Do you see potential to expand the practice?  
*Elaborate about the ability of the practice to be scaled up, implemented in different places/settings (e.g. other sectors, cities, countries) and explain why you think so.*

What do you perceive as the strengths of the practice?  
*Elaborate on **why** you regard these to be strengths.*

What do you perceive as the weaknesses of the practice?  
Elaborate on why you consider these to be weaknesses.

Which lessons can be learned from this practice according

to you?	
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<b>REMARKS</b>	
Do you have any remaining remarks, questions, suggestions that are not included in the questionnaire?	

<b>ATTACHMENTS</b>	
Do you have any relevant documents that can be used by ESN (and Vilans) to analyse the practice further?	
Links:	
Attachment:	