Results and Reflections on Policy and Practice

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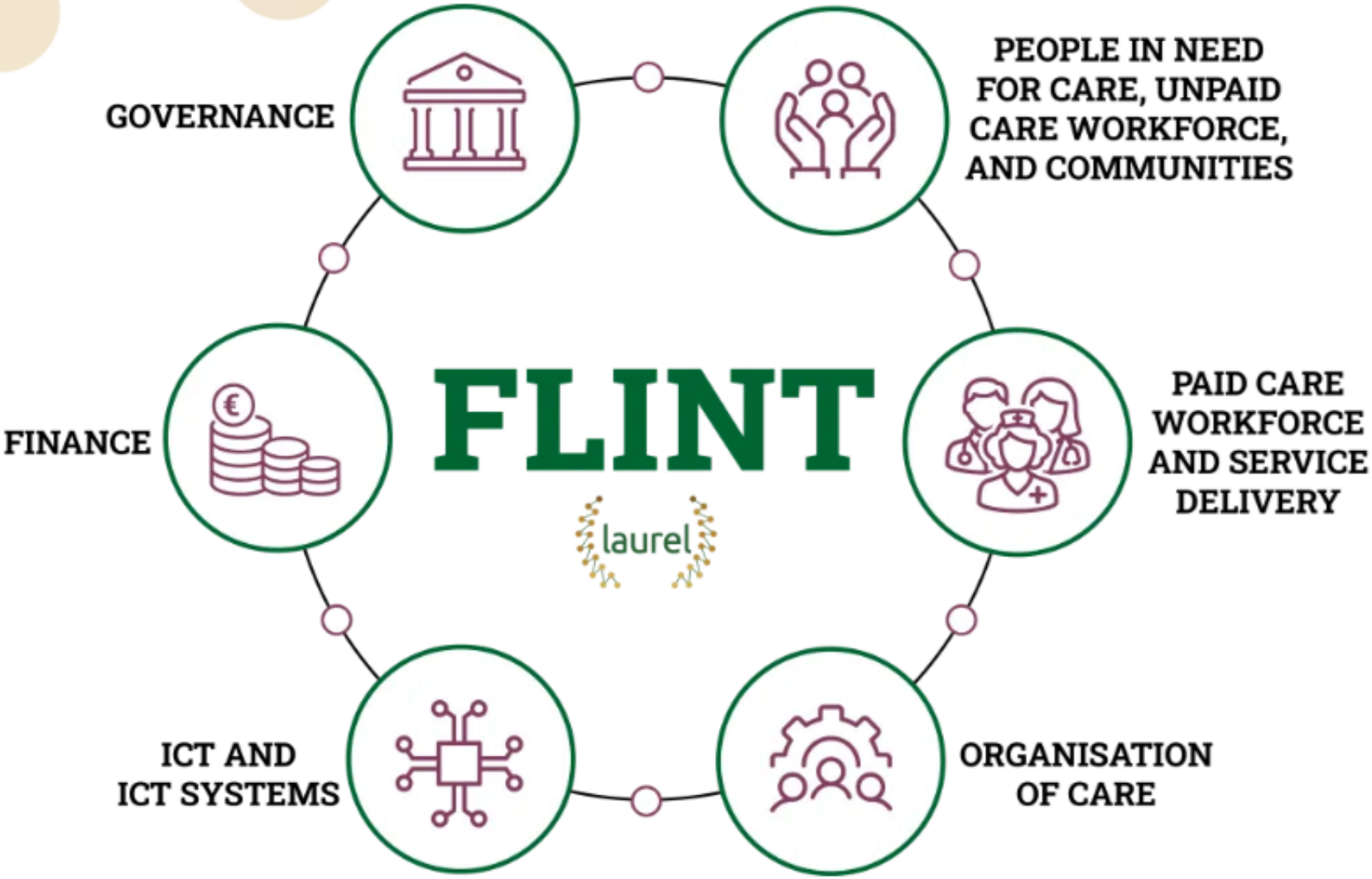
The Laurel project

- The Laurel project examines how integrated long-term care is organised and delivered across European regions, with the aim of **identifying practical ways to strengthen care systems**.
- The project analyses current long-term care practices, with particular attention to **person-centred** and **community-based models**, **innovation**, and **inequalities related to gender or urban/rural environments**.
- It seeks **to generate policy-relevant evidence** to address rising care needs, financial and workforce pressures, accessibility and affordability challenges, and the need for sustainable system reforms.

The European Framework for Long-term Integrated Care Services (FLINT)



Domain 1
People, Informal Carers, and Communities

Challenges in Care Navigation

Individuals face difficulties navigating fragmented care systems lacking clear communication and support.

Role of Informal Carers

Informal carers, often family, carry heavy responsibilities with little formal recognition or support.

Structured Support Systems

Support systems like respite care and psychosocial assistance reduce caregiver burden and empower individuals.

Community Engagement and Recognition

Clear information pathways and community initiatives foster engagement and recognise carers

Domain 2

Paid Care Workforce and Service Delivery

Team-Based Working Routines

Integrated care depends on structured, team-based routines with clear roles and reliable coordination tools.

Recruitment and Retention Challenges

Workforce instability is driven by unclear career paths, limited upskilling, and challenging working conditions.

Professional Development and Support

Strengthening career frameworks and improving work conditions enhances job satisfaction and workforce sustainability.

Sustainable Integrated Care

A stable, skilled, and supported workforce is essential for effective, long-term integrated care delivery.

Domain 3
Organisation of care

Care Transitions Challenges

Transitions between hospital, community, and long-term care are critical points prone to communication gaps and delays.

Strengthening Care Pathways

Improving care pathways and expanding intermediate care options helps bridge service gaps and enhances patient experience.

Scaling and Coordination Barriers

Lack of formal coordination and outcome evidence hinders scaling of successful pilot programs within healthcare systems.

Evidence-driven Organisation

Effective organisational structures prioritise continuity, evidence-based decisions, and mechanisms for scaling innovations.

Domain 4
Digital technologies

User-Centred ICT Design

Digital tools work best when designed to meet user needs and fit into daily workflows seamlessly.

Training and Human Support

Successful adoption requires adequate training and ongoing human support beyond technology alone.

Interoperability and Data Flow

Ensuring smooth data flow across systems and care settings through interoperability is essential.

Governance and Trust

Strong governance frameworks build trust by protecting data and ensuring compliance with laws and ethics.

Domain 5
Financing

Impact of Fragmented Funding

Fragmented and unpredictable funding disrupts cohesive and long-term integrated care system development.

Need for Stable Funding Models

Fair and stable funding models enable strategic planning, workforce development, and balanced resource allocation.

Benefits of Collaborative Financing

Collaborative financing encourages innovation, continuity, and equitable access in integrated care systems.

Domain 6
Governance

Challenges in Governance

Fragmented governance leads to administrative burdens and hampers coordination and innovation in care systems.

Need for Coordination

Improved coordination across government levels and care sectors is essential to reduce inefficiencies and administrative load.

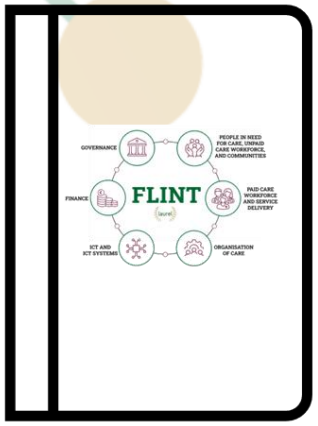
Supporting Innovation

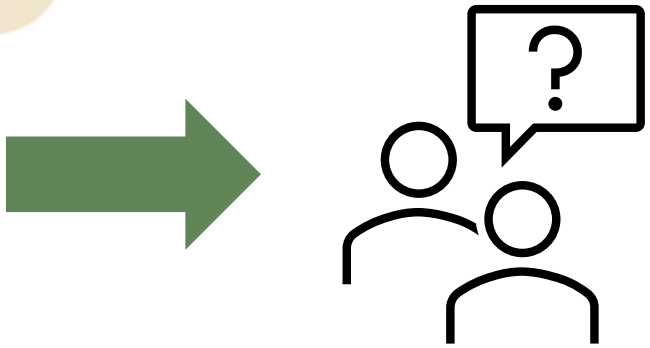
New governance arrangements should support innovation, scaling successful models, and stakeholder participation.

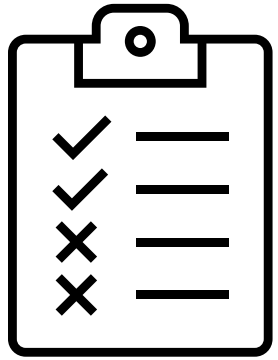
Foundations of Integrated Care

Effective governance provides strategic direction and accountability, enabling sustained transformation in integrated care.

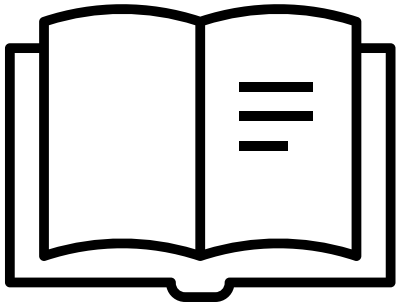
Next: from recommendations to actions







Key characteristics of
effective policy actions:
Specific, operational, implementable



Actionable policies on
Integrated Long-term care

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