

Index

- Abbott, D., 34
Abrahams, R., 45
Achman, L., 42
Acute care, 42, 44, 46–7, 49, 123, 149
Adult day health centre, 70
Alaszewski, A., 58, 60
Allen, D., 34
Anderson, B., 29
Anderson, W., 50
Ansak, M., 70
Ashkenas, R. N., 14
Atkins, J., 35
Atkinson, P., 13
Australia
 health system, 129
 national/regional boundary, 88–90
 primary care partnership (PCP) strategy, 159
 Sharing Health Care Initiative, 129
 supportive partnerships and networks, 125–28
- Bandura, A., 140
Barnes, M., 156
Barr, H., ix, xii, 38
Barr, V. J., 123, 124
Barrett, G., x, 4, 32
Baskin, K., 13
Batavia, A., 48
Bate, P., 12, 18, 21
Battersby, M. W., 124, 129
Béland, F., 72, 114, 116
Ben-Tovim, D. I., 109
Beresford P., 77, 155
Bergman, H., 71, 72
Berman, P., 58, 60
Bernabei, R., 111, 115, 158
Bernick, C. L., 21
Bijlsma-Frankema, K., 14
Billings, J., 60
Bion, W. R., 29, 32
Bioss tripod, 82
Birckmayer, J.D., 157
Bishop, C., 42, 45
Blurring of roles, 35
Bodenheimer, T., 70, 115, 124, 130
Boose, L., 159
Bowditch, L., 12
Bradley, V., 143
Braithwaite, J., 100
- Branch, L., 42, 115
Branfield, F., 77
Broom, D., 125
Brown, L., 152, 157, 158, 161
Brown, R., 141
Bueno, A. F., 12
- Canada
 PRISMA (Programme of Research to Integrate Services for the Maintenance of Autonomy), 72–3
 professional cultures, 15
 SIPA, 71–2
Canadian CHOICE (Comprehensive Home Option of Integrated Care for the Elderly) programme, 109–10
Capitman, J., 45
Care pathways, 58, 64, 97
Caris, P., 71
Cartwright, S., 10, 12, 20
Case or care management, 59, 61, 63, 70, 88, 91, 116
Castells, M., 100
Center for Independent Living, 137–38
Centers for Medicare and Medicaid Services, 50
Challis, D., 109, 113, 114
Chandler, K., xii
Chatterjee, S., 13
Chatterji, P., 44, 71
Chronic conditions, 124–131
 and their health care providers, 124–5
 in their social settings, 125–8
Citizenship, 137, 142, 147, 149
CLSC-based SIPA teams, 71
Collins, J., 125
Colyer, H. M., 33
Commissioning of services, 97
Complex social problems, 3
Conflict, 29–33
Connell, J. P., 154
Consumer-directed care, 42–52
Cooper, A., 29
Cooper, C. L., 10, 20
Coordinated care networks, 108, 113–4, 118
Coordination, 45, 90
Cost-efficiency, 74, 112, 158
Coster, G., 130
Counseling, 139
Crawford, A., 11, 12, 18
Creation and re-creation of culture, 11
Cruser, D. A., 16, 17

- Culture, 10–22. See also Organisational culture.
Ambiguity model, 11
and structure, link between, 12
audit, 14
autocratic model, 17f
Difference model of, 11
differences, 16
homogenised model, 17f
institutional model, 17f
international evidence on, 12–17
management, 18
resilient model, 17f
typology literature, 13
Culture-fit, 14
- Dale, S., 141
Daniel, C., 113
Daum, M., 29, 34
Davies, B., 43
Davies, G. P., xi, 5, 121
Davies, H. T., 21
Dawson, S., 11
de Bruijn, J.A., 62
Delpierre, C., 98
Deming, W. E., 142
Denmark
coordinated model of policy making, 86
national/regional boundary, 88–90
Dennis, S., xi, 123
DeStampa, M., 112
Diamond, P. M., 16, 17
Dickinson, H., x, xi, 4, 5, 12, 13, 19, 38, 46, 69, 81,
107, 155
Docherty, B., 124, 125
Dominiak, A. L., 107
Dongbo, F., 126
Dowling, B., 69, 153
Drahos, P., 100
Dual eligibles, 43
Duckett, S., 125
Duffy, S., xi, 5, 48, 136, 147
Dunleavy, P., 100, 101
- Edmundson, E., 127
Edwards, A., xi, 5, 82, 85
Eijkelberg, I., 63
Eng, C., 70, 71, 110, 114, 158
Esping-Anderson, G., 63
Esterman, A. J., 109
EU member states
elements of integration, 59–60
Evaluating networks in cost-effectiveness terms,
107–17
Evaluation
mental health partnership, 11
methodology, 76f
of dual-eligible plans, 50
of joint working, 48
of partnerships, 152–54
challenges of, 155–57
clinical and functional indicators of,
157–8
- EverCare, 43, 49
Expanded chronic care model, 123–28,
124f
Eysenbach, G., 127
- Farrell, C., 92
Feder, J., 69
Ferguson, T., 127, 128
Field, J., 10
Financial levers, use of, 20
Fine, M., 86, 90
Finn, L., 127
Fischer, L., 42
Foote, C., 48
Fortanier, C., 117
France
Ancrage network 112
Prestation Spécifique Dépendance, 144
Freeman, G., 125
Freeth, D., ix, 38
Frydman, G., 128
Fulbright-Anderson, K., 154
Funding, 63, 69, 86–89, 108
- Gage, M., 15
Galliers, R., 99
Gara, A., 140
Germany
insurance funds, 87
national/regional boundary, 88–90
social insurance scheme, 144
Gibson, K., 36
Glasby, J., xi, 7, 13, 29, 46, 59, 69, 74, 144,
Glasgow, R. E., 125
Glendinning, C., 155
Greenlick, M., 50
Greenly, J., 82
Griffiths, C., 127
Group functioning, 29–30
Groves, T., 123
Gruman, J., 122
- Hébert, R., 49, 72, 73, 109, 158
Hall, P., 15, 33
Halloran, J., 144
Halton, W., 35
Handy, C., 12
Harkins, D., 143
Harrington, C., 48
Harris, L., 21, 42
Harrison, C., 11
Harvath, T., 48
Harvey, P., 124, 125
Hastings, M., 32
Hawkins, P., 11
Health Maintenance Organisations (HMO), 42–5,
48–51
Hensing, G., 14
Henwood, M., 27, 85
HMO. See Health Maintenance Organisations
Hoch, D., 128
Hofstede, G., 11

- Hoggett, P., 29, 30
Hojat, M., 16
Hollander Feldman, P., 58
Hollander, M., 71, 72
Homyak, P., 50
Hood, C., 3, 97, 100
Hornby, S., 35
Hospital discharge, 46, 83, 87, 88
Houben, P. P. J., 57
Howard, L., 13, 14
Hudson, B., 27, 73, 155
Hultberg, E.-L., 14, 157, 158
Huxham, C., 14
- Ikegami, N., 46
In control model, 145–6, 146f
Independent living, 136, 152–62
Informal carers, 70
Information technology (IT), 18, 27, 95, 96, 98
- Jacobzone, S., 68
Japanese LTC insurance system, 46
Jaques, E., 29
Johnson, A., 11
Johri, M., 20, 56, 58, 59, 69, 72, 73, 112, 114, 160
- Kaats, E., 61
Kaiser Permanente demonstration, 47–8
Kaiser Permanente HMO, 42, 44–5
Kane, R., 49, 50, 58, 70, 111, 159
Kautter, J., 49
Kay Kyriacou, C., 69, 70, 71, 159
Keen, J., xi, 5, 98
Keeping, C., x, 4, 32, 35
Kennedy, A., 129
Kharicha, K., 16, 152
Kickert, W., 97
Kilmann, R. H., 12, 13
Klein, M., 29, 33
Kodner, D., 107, x, 5, 42, 58, 59, 68, 69, 70, 71, 111, 114, 159
Kubisch, A. C., 154
Kyriacou, C.K., 69, 70, 71, 111, 114, 159
- Larbi, G. A., 2
Larsson, R., 14
Laws of integration, 4, 42–51
Lee, W., 111
Leichsenring, K., 58, 59, 60, 108, 115, 117
Lester, H., 29
Leutz, W., x, 4, 42, 43, 45, 46, 48, 49, 50, 61, 62, 64, 73, 74, 86, 92, 110, 159
Lewis, J., 97
Lilliard, L., 125
Littlechild, R., 74, 144
Lombrail, P., 117
Long term conditions
 chronic disease management, 122, 129–30
 health care providers, 124–5
 social settings, 125–8
 Long-term care, 58, 68
 Long-term medical conditions alliance, 129
 Lorig, K., 122, 125, 126, 128, 129
 Lousada, J., 29
 Loxley, A., 31, 32, 34
 Lundsgaard, J., 60
 Lyle O'Brien, C., 138
 Lynch, M., 58
- Mahoney, K., 141
Malone, J., 45
Manton, K., 50
Margetts, H., 100
Marks, M. L., 14
Martin, J., 10, 11, 21
Mayer, R., 34
Mays, N., 47
Mcavoy, B., 130
McClenahan, J., 13
McCloughen, A., 14
Meads, G., ix
Medicaid, 42, 43, 49–51, 70, 111
Medicare, 42, 43, 45, 49–51, 70, 115
 advantage plans, 49
 disability-based payment system, 49
Medicare Modernization Act of 200, 42
Menzies L. I., 29
Mergers, 13b – and acquisitions, 10, 20, 13b
Meyerson, D., 10, 11, 22
Mirvis, P. H., 14
Montori, V., 124
Moore, J. D., 12
Morrow, G., 16, 34
Murray, S. A., 62
Mur-Veeman, I. M., 63
Myles, S., 47
National PACE Association, 70
Netherlands
 health care system, 130
 national/regional boundary, 88–90
 stimulating cross-boundary work, 86–87
Networks
 coordinated care, 113–14
 for service providers, 128
 fully integrated, 114
 health-care, 107–08
 integrated, 61, 110
 self-help, 127–28
 support self-management, 130–31
New public management (NPM), 2–3, 42, 100–101
New Zealand
 health and social care partnerships, 154
 health system, 129–30
Newcomer, R., 50
Nies, H., vii, xi, 56, 58, 60, 61, 81
Norman, I. J., 11
Norris, S. L., 126
North America integrated service models, 68–77
North American programmes and demonstrations, 75t–6t

- O'Brien, J., vii, ix, 5, 48, 138
O'Brien, L., 138
Obholzer, A., 35, 39
Ogbonna, E., 21
On Lok project, 70, 109, 114
Organisational culture (OC), 11, 16–17. See also Culture.
Ouchi, W., 11
Outcomes
 health and social care partnerships, 152–60
 partnership working in health and social care, 6–7, 7f
 service user, 85

PACE model, integration levels, 43, 70, 111, 115
Parker, M., 17, 21
Peck, E., x, 4, 7, 11, 12, 15, 18, 19, 20, 69, 81, 159, 160
Personal and professional identity, 35
Peters, B. G., 2
Petrie, H., 32
Pheysey, D., 12
Pieper, R., 61
Pierre, J., 2
Platt, D., 141
Poissant, L., 98
Pooled financing, 44, 46, 50, 70, 110
Pope, G. C., 49
Powell Davies, G., 6, xi, 5
Powell, M., 6, xi, 5
Power, 33–34
 and control, 136
Public expectations, 2–4, 124, 143

Quality of life (QoL), 56–58, 76, 126, 157
Quasi-markets, 2, 70, 73, 76, 160
Qureshi, H., 85, 92, 157, 161

Rittel, H., 3
Robbins, D., 144
Roberts, Ed, 137–8
Robinson, J., 159
Rosenbaum, S., 50
Rossiter, D., 143
Rovereto models, 111–2
Rowley, K., 126

Sabel, C., 100
Salama, A., 14
Saltman, R. B., 56, 60
Saunders, A., 82
Schallock, R. L., 57
Schein, E., 11
Schneider, W., 12
Schulz, R., 82
Schumacher, J., 58
Schweiger, D. M., 14
Scott, T., 10, 18, 19, 21
Segal, H., 29
Segal, J., 125
Self-care, 57–58, 125, 127, 131

Self-directed support, 137–8, 139–40, 142–3, 148, 148t
Self-management support, 123, 126, 131
Shah, S., 126
Shapiro, J. P., 137
Shirley, J., 21
Simmel, G., 29
Single point of entry, 58–59, 73, 75, 76, 111
SIPA (Système Intégré pour les Personnes Âgées fragiles), 111
Skelcher, C., 6, 34
Smith, J., 19
Smith, P., 153
Social HMOs, 42, 45, 48
Somme, D., 110
Soubie networks, 113
Special Needs Plan, 43
Spil, T., 98
Spreeuwenberg, C., 69
Stamp, G., 82, 84
Stanners, C., 48
Stapleton, S. R., 32, 33, 26
Stein, M., 33, 34
Stokes, J., 32, 33
Strower, M. L., 13
Structural change, 18
Sullivan, H., 6, 34
Supply chain management models, 58
Swartz, L., 36
Swerissen, H., 127
SystemOne, 102–4

Tabibian, N., 117
Tang, P., 98
Technological changes, 3, 95, 101–102, 149
Ten Heuvelhof, E. F., 62
Theories of change, 154
Thomas, P., 156
Timonen, V., 60
Timpka, T., 14
Tourigny, A., 73, 158
Townesley, R., 152
Trahan, L., 71
Tripod of work, 81–5
Trust, 34–6

U.K.
 coordination problems, 98
 Disability Discrimination Act, 137
 Expert Patient Programme, 124–25
 health and social care partnerships, 152–60
 health system, 129
 National Health Service (NHS), 11
 transformational government policies, 43–49, 99
U.S. advocates of consumer-directed LTC models, 48, 70–71, 129, 130

van Der Linden, B. A., 130
van Exel, N. J. A., 58
van Raak, A., 60
Vangen, S., 14

Index

171

-
- Vecchiato, T., 62
Veil, A., 49
Vittorio Veneto models, 111–2
Von Korff, M., 122, 123
Vrijhoef, H. J. M., 130
- Waddington, E., 15, 20
Wagner, E., 123
Waldman, J., 158
Waldvogel, J., 85, 86
Walker, A., 34, 36
Walker, C., vii, xi, 122, 127
Walsh, E., 50
Weber, Y., 14
- Weingarten, S. R., 122
Weiss, C.H. (2000)
Wellingham, J., 130
White, A. J., 71
Wicked issues, 3
Williams, R., 125
Wisconsin partnership program, 45
Wistow, G., 15, 20
Woolacott, N., 127
- Yordi, C. L., 114, 158
- Zimmerman, Y., 70, 159
Zwar, N., 123

