

# Reforming Primary Care in Flanders: learning, listening and co-creation – the trajectory since 2010

By Thomas Boeckx

Flanders started its journey to reform the Primary Care in 2010 with a Conference that embedded the basis of integration of health and social care in the region of Flanders for a population of more or less 6.6million inhabitants.

It was a good starting point but in 2013 in a follow up Conference it was clear that changing the mindset of professionals requires a whole process of awareness and trust. Thus, this opportunity was offered with the State Reform of 2014. Since then the Belgian regions have competence for the organisation of the primary health and social care.

During two years Flanders, and more particularly the Flanders Agency for Care and health, facilitated and coordinated a bottom-up approach including the health and social care professionals, informal and formal carers, volunteers, patient organisations. The result was a Strategy and Vision in 2017 that is since then implemented.

A key role here is for the 60 Primary Care Zones and their multi-disciplinary Boards (including local authorities). They are responsible for a number of citizens and have to improve the care for persons with a care need in Flanders. They are supported by the Flemish Institute for Primary Care who is the intermediate level between the Flanders Agency and the Primary Care Boards.

The essence of the role of each of these structures and their interaction has become evident with the Covid-crisis. Those Boards started in 2020 and were completely submerged in the response and mitigation of the crisis. The lessons learned with the organisation of the vaccination strategy, the cooperation with local organisations such as against-poverty organisations was of an unseen precedent. Population health management was the trigger for the high vaccination coverage and we focus our efforts to keeping up that momentum. Flanders process of learning, listening and co-creation may have started in 2010, but it did not end with a strategy in 2017. It is an ongoing effort that requires both a framework, legislation, but also flexibility and adaptation whenever needed.

15. Juni 2022 | Casino Bern

[www.fmc.ch](http://www.fmc.ch)

## Nationales Symposium integrierte Versorgung

**fmc** Schweizer Forum für Integrierte Versorgung  
Forum suisse des soins intégrés  
Forum svizzero delle cure integrate

Integrated Care around the world –  
Was andere Länder besser machen!