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Example supply chain approach Youth health care

Introduction:

Since 2006, all Dutch municipal councils have been made responsible for controlling the policy surrounding youths. This is also the case in Hattem, where the research was done. This municipal council has delegated the making of an inventory and the care to two organisations. These organisations are going to co-operate with each other and have got to become one large organisation for the Youth (integration). The first task assigned by the municipal council was to set up a Consultation Hour for Upbringing Queries. Research was done in order to realise this as well as possible. The following questions were asked:

- Are there any places where integrated work already takes place?
- Can these places be compared with Hattem?
- How has the integration been realised there?
- What does the co-operation look like after several years?
- Which critical success factors have played a role?
- Where and how can benefits be obtained from this knowledge and experience?
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Question and objective:

The research into the best way of implementing the Consultation Hour Upbringing Queries asked two main questions:

1 How has the implementation in a similar place with regard to population and social economic status taken place and what are the critical success factors that have played a role in this?

2 Which opportunities do the two organisations offer with respect to integration for the future?

First phase of the research:

A case-study was performed to get an answer to the first question.

Method:

In order to get to know how an implementation can take place in an optimal way, an interview was held with the person who has started with that in that place. A consultation hour was also observed.

Contents/questions:

The questions asked during the interview related to: the start of the process, the vision of the participants, the practical leadership and the reflection.

Results:

The results showed several critical success factors which have been included in the second part of the research.

Second phase of the research:

In order to answer the second question, an action research was done among the participants in the two organisations that entered into the co-operation.

Method:

To gain an insight into the real participation in the co-operation, I wrote to all the participants in the co-operation. An independent person was asked to conduct interviews. In addition, I analysed the minutes of the discussions.

Contents/questions:

Questions were asked about the vision, the degree of co-operation up until now and the opportunities and chances for the future.

Results:

The results show similarities with the process in the small place where the case-study was done. Bottlenecks, learning points and opportunities have come to the fore. This can lead to benefits in the future, both for the client and for the municipal council as well as for the partners in the co-operation.

