

# BUDOUCNOST KOORDINOVANÉ PÉČE: MEZI SYSTÉMEM A POTŘEBAMI ČLOVĚKA

Mezinárodní perspektivy case managementu

10. 6. 2026

9:00-15:30

Fortna - Klášter Hradčany Řádu bosých karmelitánů  
Hradčanské nám. 3/184, 118 00 Praha 1

10. 6. 2026  
Praha





# Introduction

## Lotte Boserup

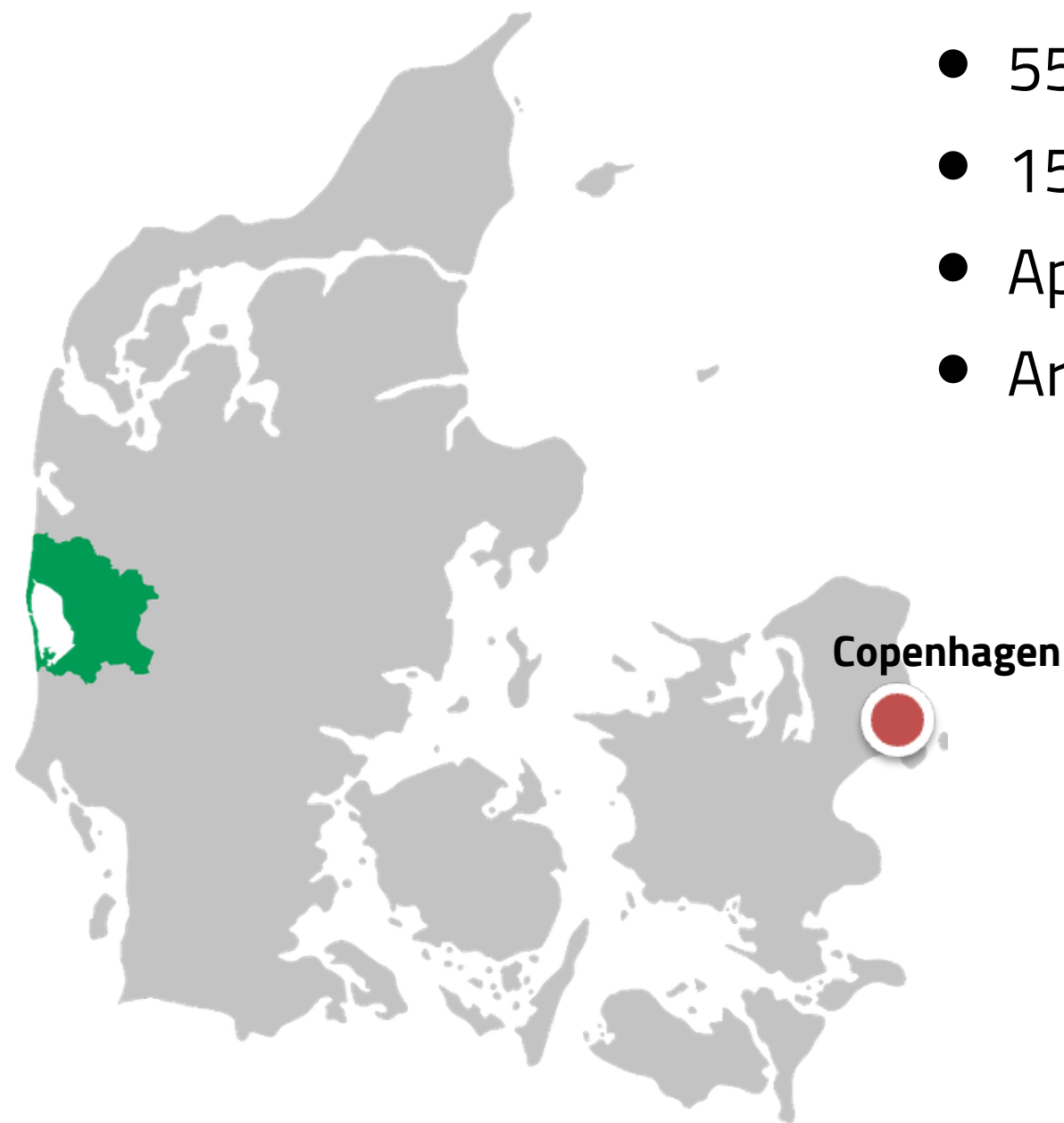
- Head of Municipal Health and Care Services, Denmark
- Executive Healthcare Leader, Registered Nurse
- 10+ years of executive leadership experience
- Extensive experience in coordinated across-sector care
- Strong focus on quality, continuity, and welfare technology
- Strategic leadership combined with clinical



Ringkøbing-Skjern  
Kommune

# Ringkøbing-Skjern Municipality

How do we create coherent and person-centred care across large distances and increasing complexity?



- 55.000 citizens
- 1500 sq.km.
- Approx. 2,000 citizens receiving home care and support
- Around 600 employees within health and care services

24/7 delivery of:

- Home care
- Nursing services
- Rehabilitation
- Practical support

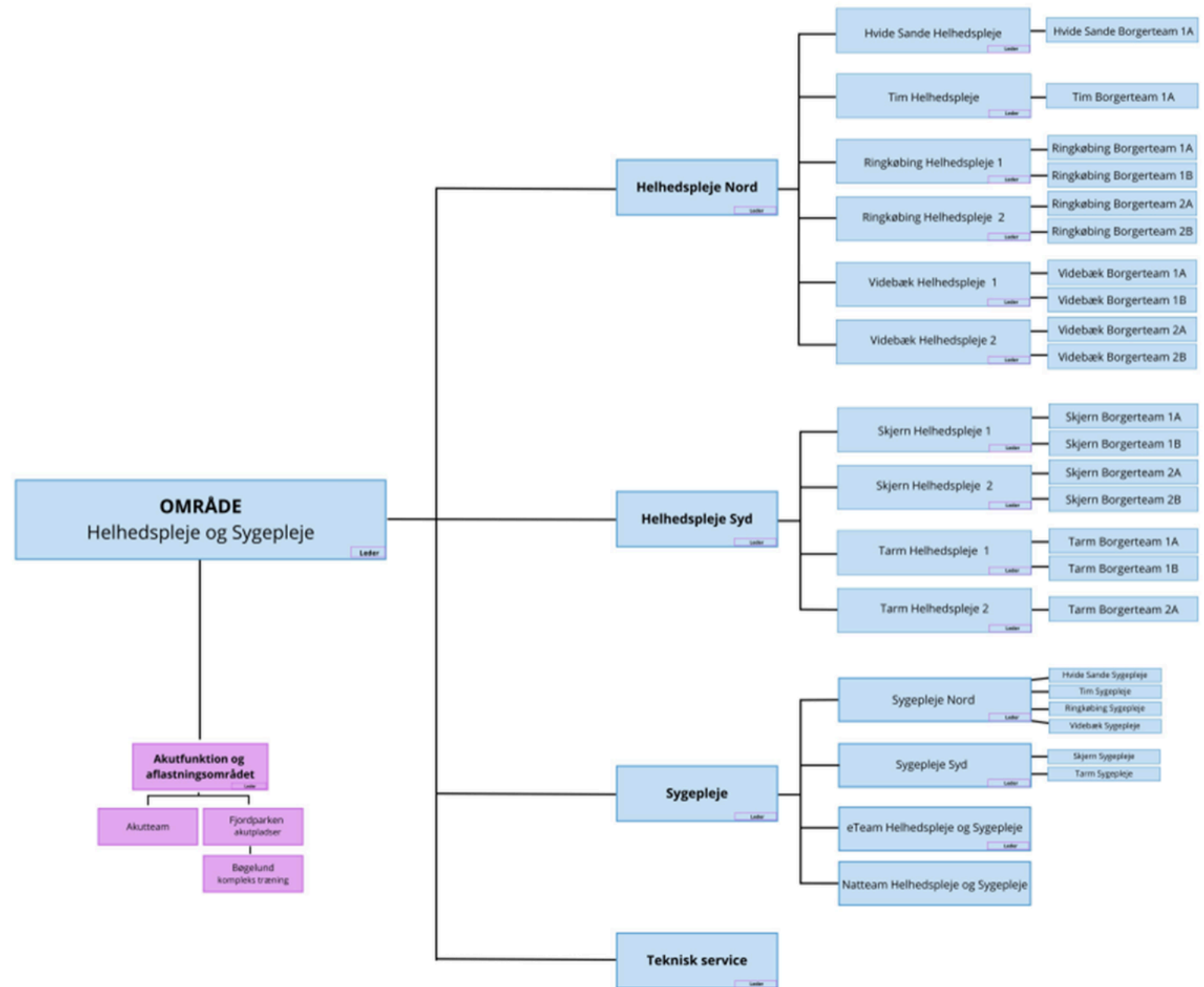


# Coordination in practice:

## How we work in daily operations

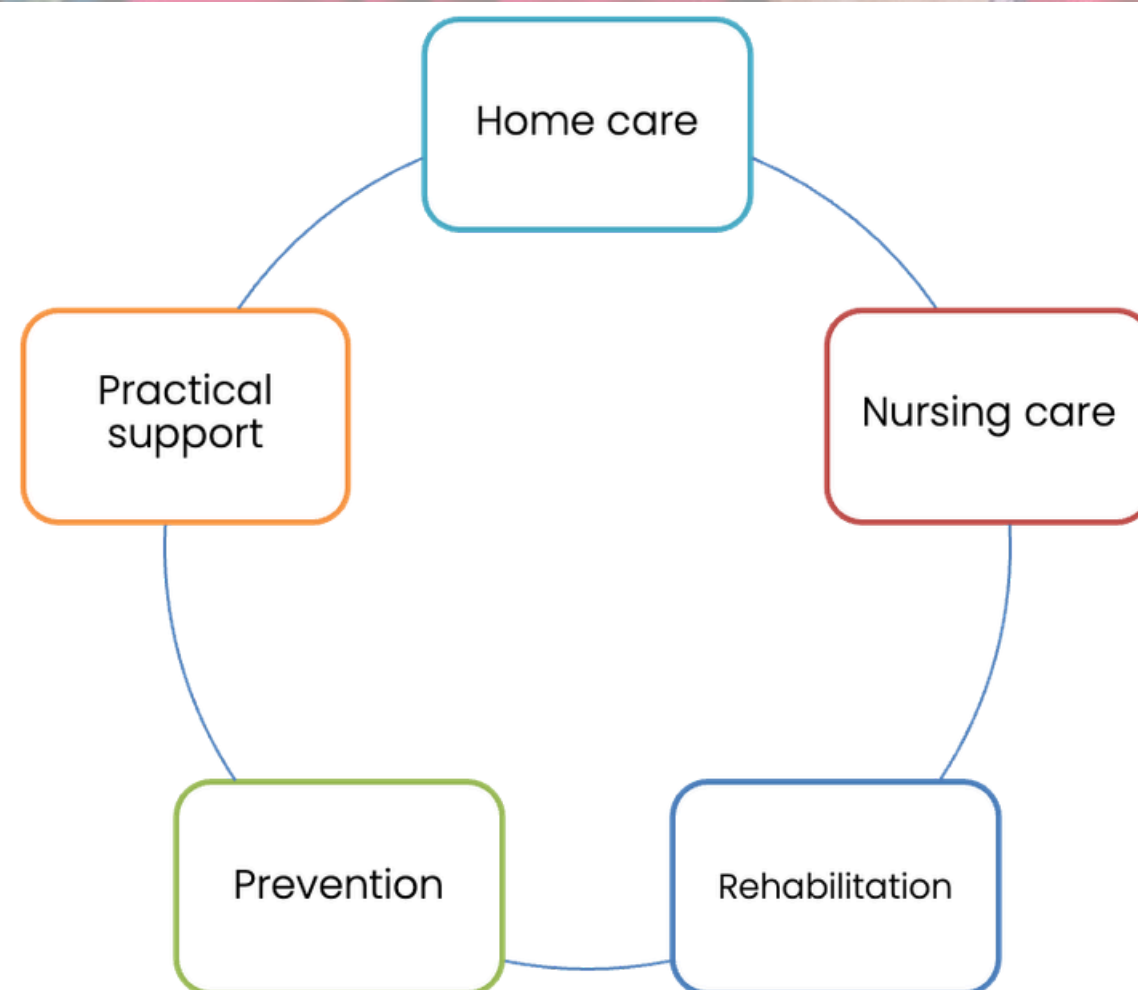
Around 600 employees within health and care services

- Registered Nurses
- Social and Healthcare Assistants
- Social and Healthcare Helpers
- Technical Services and Support
- Remaining staff: Students, unskilled workers



# The Danish municipal care model

“Care should be coordinated around the citizen – not around organisations”



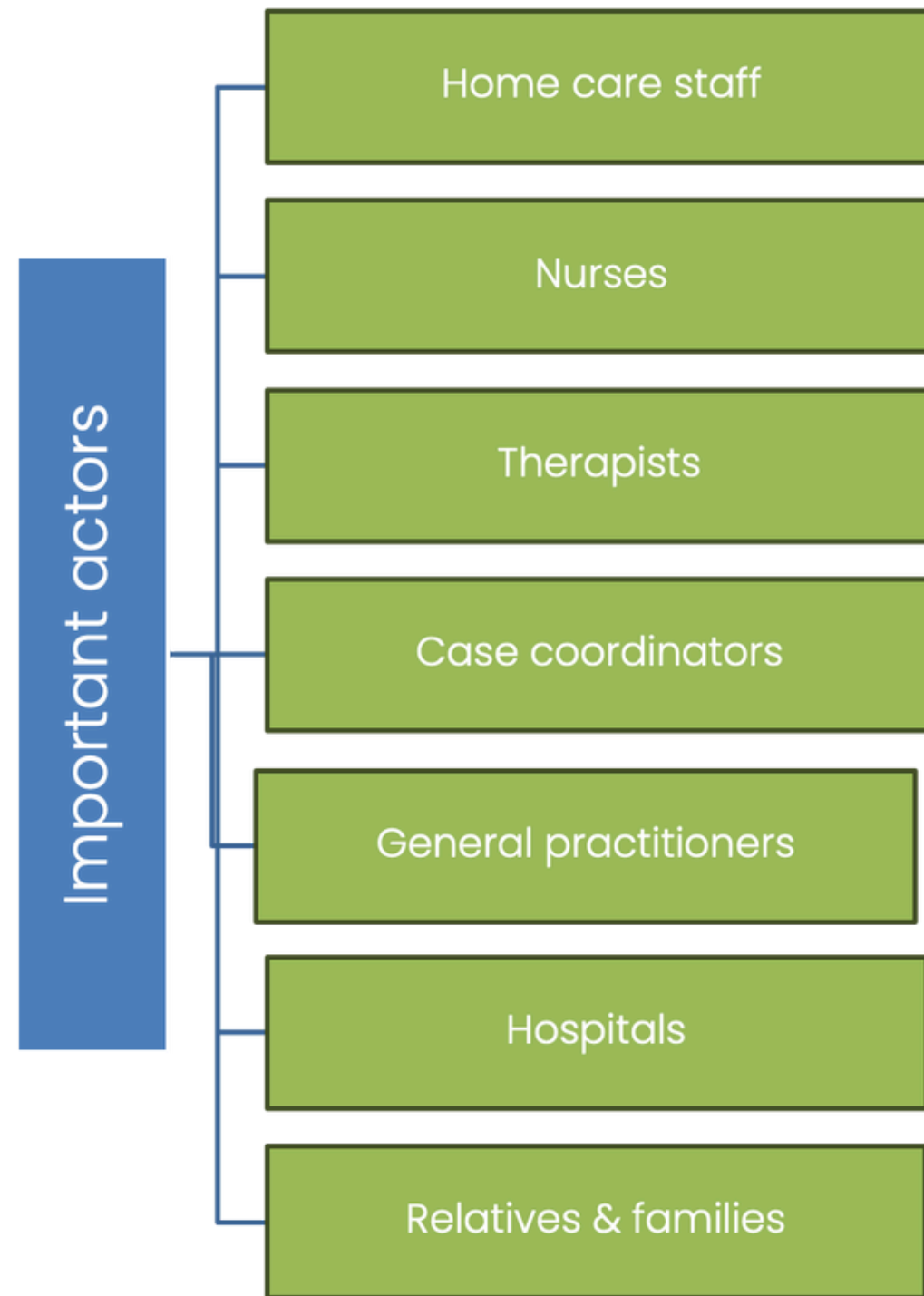
## Citizens' rights

Assessment based on individual needs

Possibility of choice between providers

Focus on independent living at home as long as possible

# What we mean by 'case management'



## In our context:

- Coordination of care and support across services
- Focus on continuity and coherence
- Citizen-centered planning
- Interdisciplinary collaboration



# Coordination in practice:

## How we work in daily operations

### Key focus:

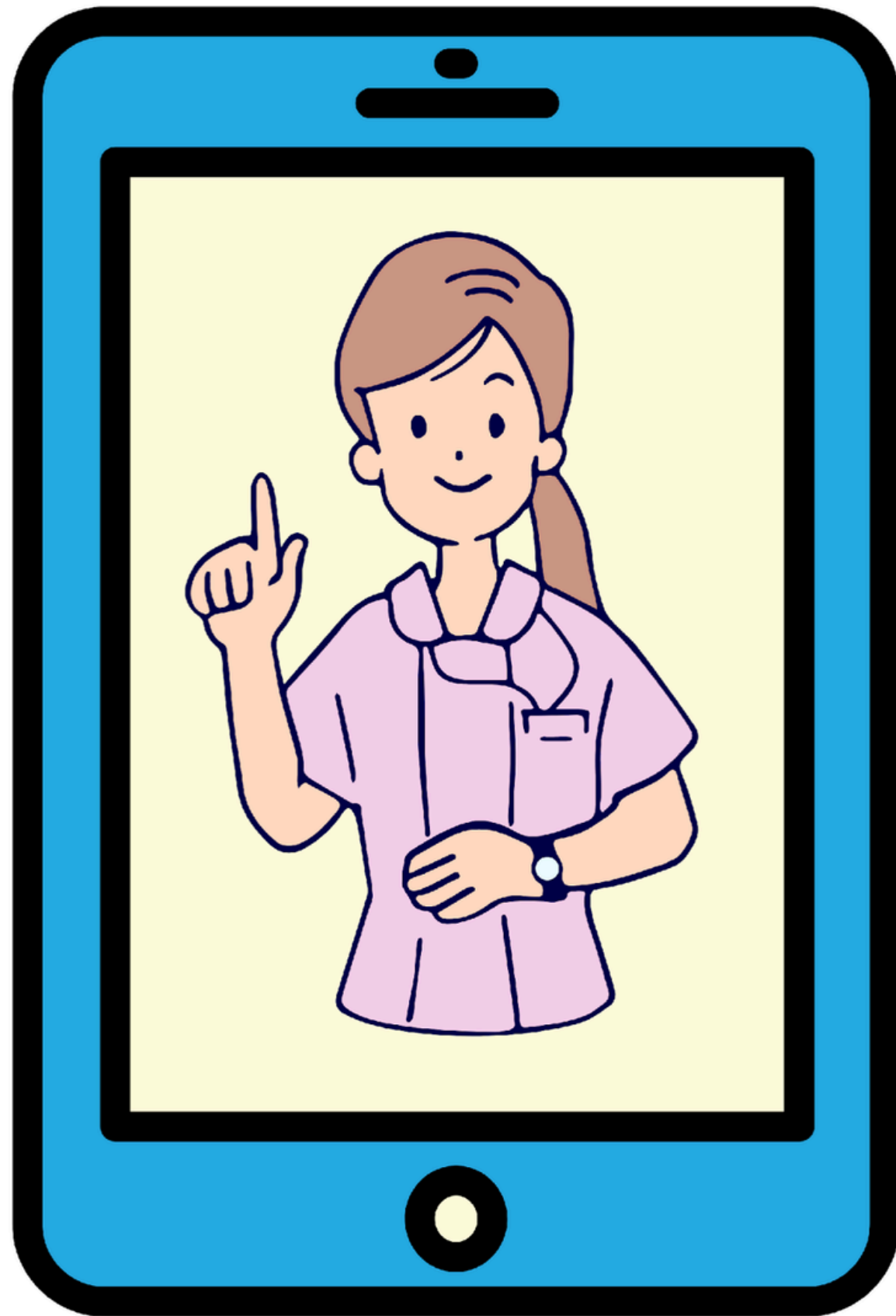
- Interdisciplinary teamwork
- Shared responsibility around the citizen
- Continuous adjustments of services
- Focus on early intervention
- Dialogue with relatives

### Leadership focus:

- Clear direction
- Clinical leadership close to the citizens' everyday lives
- Continuity of care
- Professional responsibility
- Cross-sector collaboration
- Quality standards



# Digital support in home care



## Welfare technology supporting independence

- Virtual care teams (eTeams)
- Medication support technologies
- Digital communication and planning tools

Care

Improve continuity  
Support citizen independence

Workflow

Strengthen coordination  
Better use of workflow

# Case example: Coordinated home-based care in everyday practice

**Coordinated home care and nursing in your own home**  
 Safety – Togetherness – Well-being

**IMPORTANT PARTNERS**

- Homecare team
- Nurses
- Therapists
- Visits and coordination unit
- General practitioner
- Hospital
- Relatives / family

**TECHNOLOGY CREATING SAFETY**

- Medication robot – correct medication at the right time
- Video consultations – contact when it makes sense
- Emergency call – help when needed
- Automatic door lock – secure access for helpers

**FAST AND PROFESSIONAL CARE**

- Personal care
- Medication administration
- Nursing care
- Monitoring
- Observation
- Rehabilitation

I feel safe in my own home

Visits and coordination unit

Homecare

GP and primary care

Relatives / family

**TOGETHER IN EVERYDAY LIFE**

We work together across professions and sectors → We adapt the services to your needs → We support an independent life at home → We have ongoing dialogue with you and your relatives → We create safety and quality – every day



# Public and private providers in Denmark

## Danish experience

- Significant variation between municipalities
- Some municipalities use private providers extensively
- Others, including our municipality, currently do not

## Leadership perspective:

The key issue is not public vs. private.

It's how quality, coordination, and responsibility are ensured.

## Why?

Geography and population density

Organisational choices

Regulatory requirements

Ability to ensure equal access and continuity



# Challenges facing municipal care

How do we maintain dignity, quality, and continuity within limited resources?



# Key reflections from practice

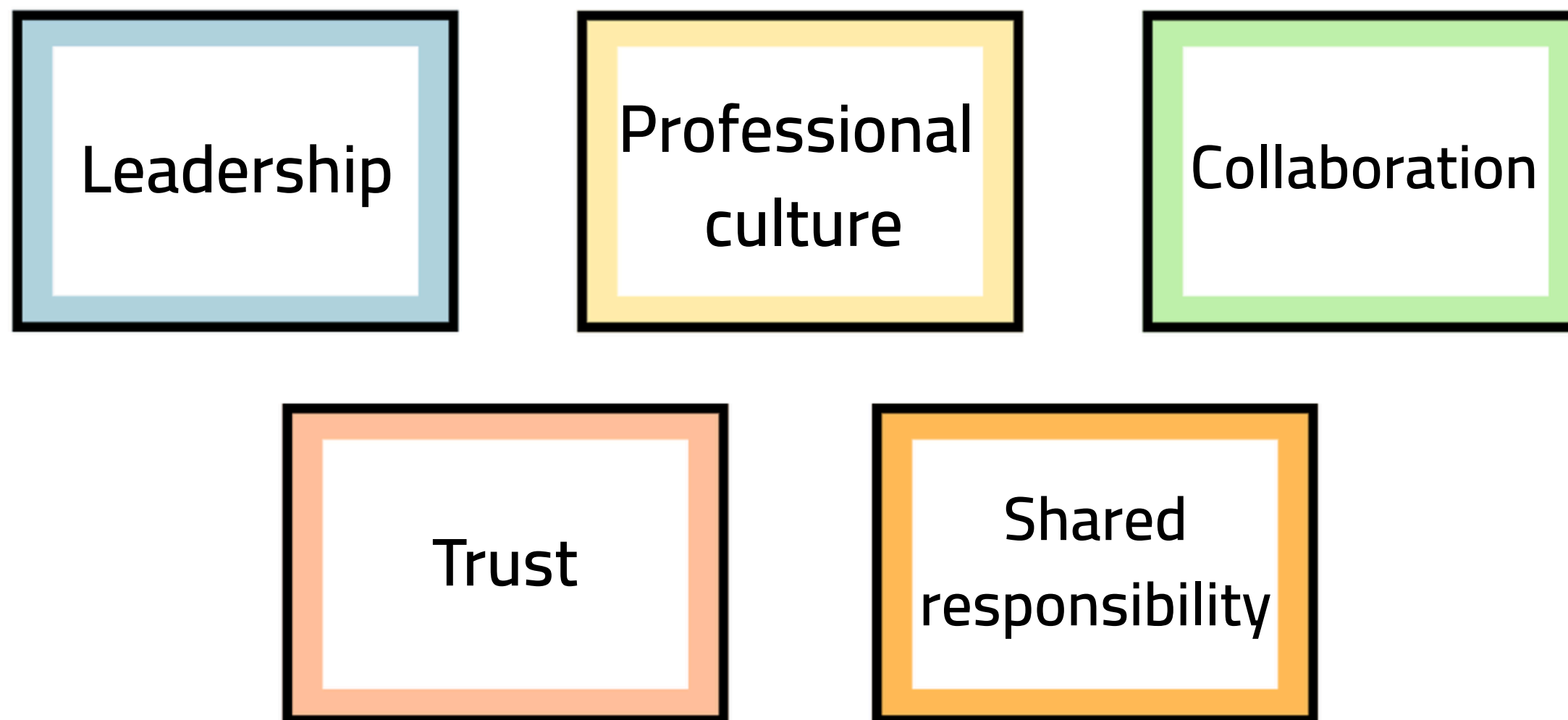
Key reflections from practice:

- Coordination is essential
- Relationships matter
- Leadership presence is important
- Interdisciplinary collaboration must be continuously supported
- Local conditions matter
- Sustainable care requires both innovation and professional judgement



# Coordinated care is not only about structure...

... It's also



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Lotte Boserup, Ringkøbing-Skjern Municipality,  
Head of Municipal Health and Care Services



**THANK YOU FOR YOUR ATTENTION**

# Staň se vytrvalcem pro ty nejstarší z nás



**Péče o seniory je maraton - proto hledáme ty, kteří v tom budou dlouhodobě s námi.**

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