

Rehabilitation Today

- Challenges and Solutions -

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Linz, 16 September 2010

Structure

- Background
- EPR
- Major challenges / (policy) developments
- Approaches / solutions: EPR charter on modernisation

Background

- Dutch
- Study University Heidelberg
- Head Communication SRH
- Director VT Centre Hoensbroek
- CEO Hoensbroek (SRL/now Adelante)
- Co-founder EPR
- International activities
(EU / RI)

European Platform for Rehabilitation (EPR)

- Network leading SP in Europe
- Founded 1992
- “learning, developing, producing together”
- 26 organisations // 15 countries
- High quality medical / vocational rehab and social care

FUNDAMENTALS OF EPR

Innovation

Concrete activities

All levels of staff

Part of organisational strategy

Network of individual members

'Leading organisations'

Serve interests of members

Self-financing

Partnership

Solidarity

Active participation

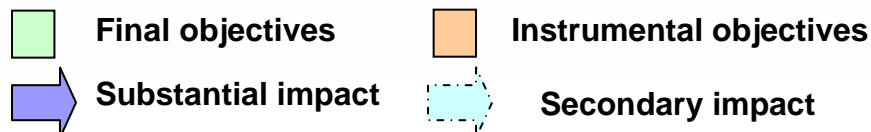
Social responsibility

1. Support capacity- building in EPR members helping them to be successful, competitive and sustainable

3. Consolidate EPR and reinforce its capacity as professional, sophisticated sustainable organisation

4. Strengthen EPR's image and role in Europe as key actor contributing to EU policies that impact on the EPR members

2. Contribute to the modernisation of disability related SSGI

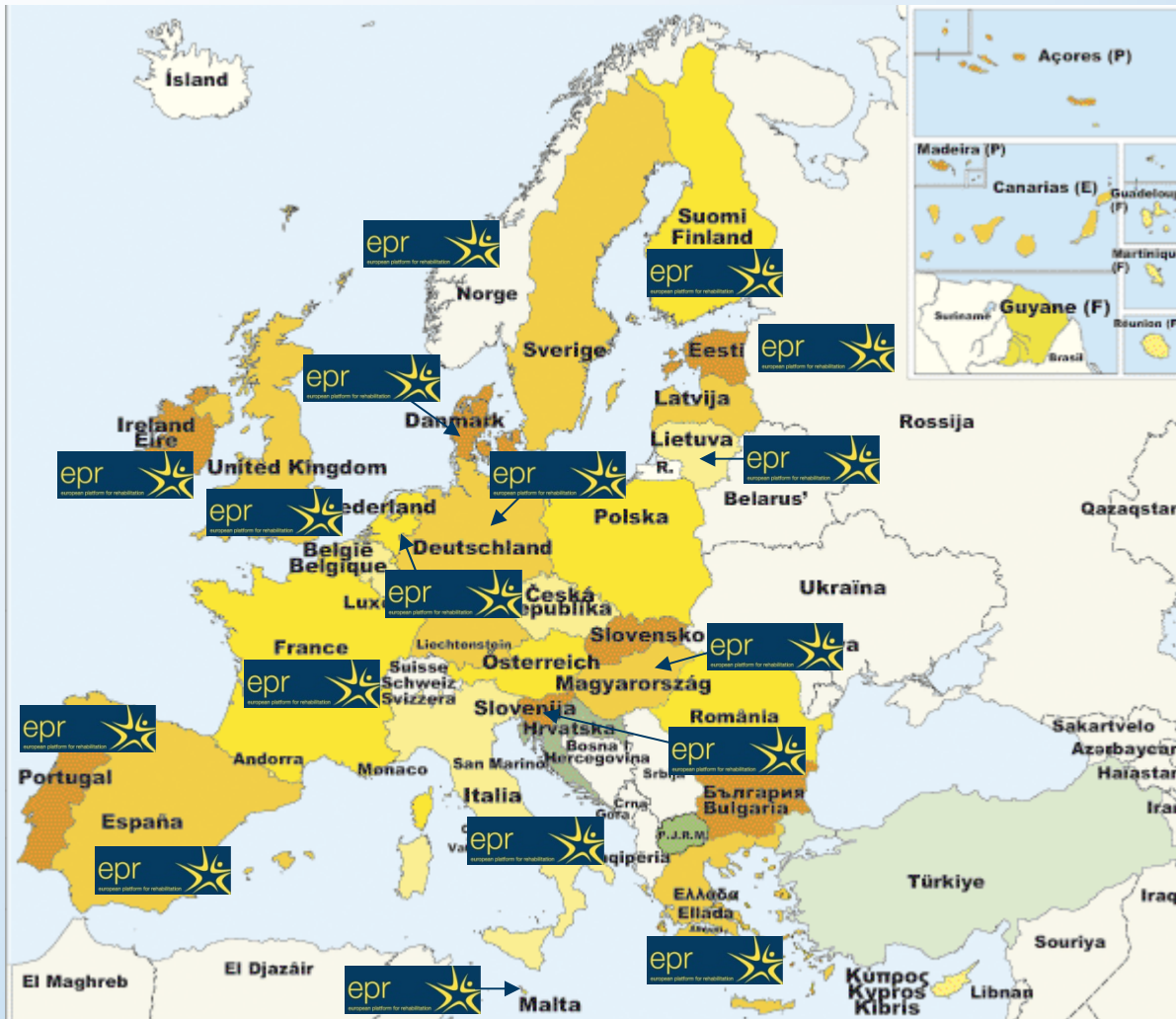


EPR activities & services	PROFESSIONAL DEVELOPMENT	RESEARCH & INNOVATION	PUBLIC AFFAIRS
External Activities	 <ul style="list-style-type: none"> ➤ Training Programmes 	 <ul style="list-style-type: none"> ➤ Accreditation ➤ Consultancy 	<ul style="list-style-type: none"> ➤ Influence policy ➤ Represent providers ➤ Promote good practice
Centre Action Plans	<ul style="list-style-type: none"> ➤ Management training ➤ Quality ➤ Self-directed learning ➤ Staff placements 	<ul style="list-style-type: none"> ➤ Exchange good practice ➤ Benchmarking ➤ Introduce new services ➤ Strategy development 	<ul style="list-style-type: none"> ➤ EU funding ➤ EU policies ➤ Representation / PR ➤ Partnership building
Menu of standard services & opportunities	<ul style="list-style-type: none"> ➤ Directors Workshop ➤ Annual Conference ➤ Centre visits ➤ Sample of seminar 	<ul style="list-style-type: none"> ➤ KMC ➤ Newsletter ➤ Project participation ➤ Access to information 	<ul style="list-style-type: none"> ➤ PA event ➤ E-bulletin ➤ Funding alerts ➤ Public relations ➤ Meeting facilities

CAPs 2009 - 2010: Overview joint activities

FORMATS	TOPICS			
Information seminars	Ageing and disability	Challenging behaviour	Quality	EU Funding
	Person centeredness	Ambient assistive technology	UN Convention	
Management seminars	Marketing	Human Resources Management	Strategy development and implementation	Self-determination of clients
Benchmarking Groups	ICF	Quality results in EQUASS framework	Quality and business excellence (EQUABENCH)	
Benchlearning Groups	Outcome measurement VT/VR	Outcome measurement MR		
Learning partnerships	Vocational Education & Training	Community-based day care services		
Experimental learning groups	Empowerment (Vrijbaan)	Disability Management (Reintegrate)	Decentralisation	EQUASS in practice
Analytical papers	EU policy	International policy (UN Convention)	Autism	Mental Health recovery

Geographical Representation



Full members



A2G
Norway



Centro de Reabilitação Profissional de Gaia
Portugal



Centre de Réadaptation de Mulhouse
France



Durapart
Norway



Fretex
Norway



Fundación ONCE
Spain



University Rehabilitation Institute (IRRS)
Slovenia



Heliomare
The Netherlands



Josefs-Gesellschaft
Germany



National Learning Network
Ireland



Pluryn Werkenrode Groep
The Netherlands



Luovi Vocational Institute
Finland



RehabCare
Ireland



Adelante
The Netherlands



Stiftung Rehabilitation Heidelberg (SRH)
Germany

Associate members



**Association of Vocational
Rehabilitation Entreprises (AVRE)**
Norway



Theotokos Foundation
Greece



Astangu Rehabilitation Centre
Estonia



Valakupiai Rehabilitation Centre
Lithuania

Chaseley Trust

Chaseley Trust
United Kingdom



Veneto Investimenti Sociali
Italy



AIAS
Italy



Workchance Association
Hungary



Momentum
United Kingdom



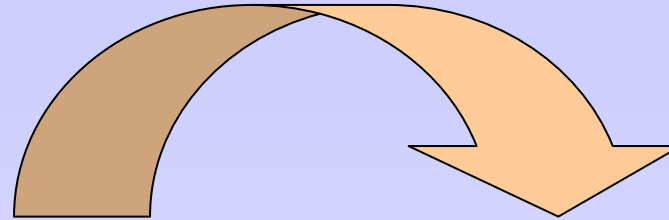
Workshop "Panagia Eleousa"
Greece



**National Organisations of Residential
Homes and Special Schools (LOS)**
Denmark

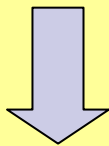
Environment / Challenges

- Pressure on Welfare State
(financial crisis)
- Labour market flexibility
- Ageing
- Gender equality
- Position Service Users (UN-convention/
ICF)
= social inclusion / participation



Social economic challenges

- Ageing
- Gender equality
- Social integration
- Labour market flexibility



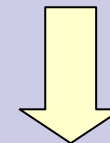
Increasing and diversifying demand

Modernisation



Adapt to changing needs

- Understand needs
- Flexible responses
- New target groups
 - New services



Sophisticated and complex services

MODERNISATION

UNIVERSALITY

QUALITY

SUSTAINABILITY

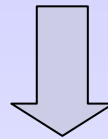
“Doing more and better with the same resources”

“Increase efficiency and quality via innovation”

Paradigm shift in health and social services

From public programming regulation to market-based regulation

Positive & proactive approach

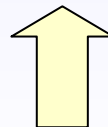


High level expertise

Modernisation

- Mainstreaming/partnership
- Inclusion / maximise potential
- Empowerment
- Decentralization

- Demonstrate added value
- Quality assurance
- Competition: tendering
- Market analysis and orientation



Paradigm shift in disability field

From medical model to social model

10 Pathways

- Positive attitude towards change
- Respond to emerging needs in society
- Contribute to social inclusion
- Advance mainstreaming
- Decentralisation & Integration of services
- Empower service user as customer
- Demonstrate cost-effectiveness
- ‘Fair’ competition for social services
- Promote a european quality system
- Secure cutting edge expertise

1. Positive attitude towards change

- Modernisation as opportunity not a threat – no defensive behaviour
- Pro-active approach
- Take the lead in change process
- Play key role in reinventing and improving services
- Take part in policy development and implementation
- Inform and engage all stakeholders
- Believe in cooperation

2. Respond to emerging needs in society

- Invest in identification and understanding needs of various stakeholders
- Demonstrate flexibility in responding to needs
- Enlarge scope of activities = new target groups / new services
- Lobby for sufficient autonomy in being creative and innovative

3. Contribute to social inclusion

- Support full participation of service users in society
- Promote ICF as conceptual framework
- Foster open labour market: self-esteem, social status and financial independence
- Advocate for active inclusion: education, minimum income, access to services

4. Advance mainstreaming within inclusive society

- Strive to include pwd in mainstream systems
- Adopt a twin-track approach of complementing mainstreaming model with specialised solutions
- Work in partnership with mainstream institutions
- See (re)habilitation as important condition for full participation and social inclusion

5. Foster decentralisation and integration of services

- Embrace principle of proximity
- Promote community-based services:
balance – quality, user-satisfaction, efficiency
- Offer tailor-made services based on individual needs
- Recognise facilitating role of environment of service users

6. Empower service user as customer

- Promote involvement of service users in all aspects of integration process
- Ensure adequate participation of pwd in design, handling and evaluation of services
- Invest in empowerment as pre-condition for “user-involvement”
- Ensure informed choice for customers

7. Demonstrate added value and cost-effectiveness

- Require proper and long-term service contracts
- Develop adequate tools for outcome measurement
- Promote international benchmarking
- Apply “business excellence” approach to ensure effective management and governance

8. Call for 'fair' competition

- 'Market' – solutions could increase flexibility, effectiveness and efficiency
- Market-based mechanisms should be complemented by corrective measures
- Tendering should not lead to administrative burden and a new bureaucracy
- Quality and effectiveness should prevail

9. Promote sector-specific european quality system

- Financial pressure and competitive market underline need for guaranteed quality
- Support common European quality framework (emergence of Internal Market) / Prometheus
- Systematic monitoring of balance quality/cost-effectiveness with multi-stakeholder perspective
- EQUASS

10. Secure cutting edge expertise

- Engagement qualified and motivated professionals most important asset
- Invest in staff development
- Strive for recognition and validation of existing competences
- Use up-to-date technologies and methodologies, invest in innovation and R&D



Future Vocational Rehabilitation

Combination of

- Client as starting point
- High quality services
- Cost-effectiveness
- Innovative and flexible

Best guarantee for survival

Contact / Information

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