THINK TANK

DOCUMENT No. 4

Etorkizuna Eraikiz Think Tank:

EMERGING AGENDA

DATE	THEME:
26 November	People at the centre: Personalisation, rights and quality of life
14 December	From the centre to the home: how to de-institutionalise the centres and how to provide sufficient support at home
28 January	Uncomplicating matters: territorial organisation, structure of powers and inter-institutional coordination
25 February	Collaborative governance: building ecosystems (Third Sector, companies, universities and institutions and connected and participating users)
25 March	Sustainability of the System (benchmarking): trends and experiences
29 April	The Digital Platform (ecosystems) and digital transformation (organisations)
27 May	Models for managing and evaluating person-centred care and assistance
15 June	White Paper. The Futures of Social Policies

Results of the agenda-setting workshop

1. Promoting the PCC (Person-Centred Care) model

The PCC model has been seen as the "umbrella" model on which to base the future development of social policies in the Historical Territory of Gipuzkoa. The Think Tank generally believes that it is necessary to explore and promote a conceptual exploration of the PCC model and its link to Social Policies.

1.1. Develop the conceptual approach of the PCC model

The PCC model has different aspects and fields of application. This is a multidimensional model that does not offer a single perspective. To promote this development, the following axes are proposed for the development of the Think Tank's agenda.

Theme 1. Conceptualize the PCC Model and its applications to social policies.

This emerging theme refers to examining the dimensions of the PCC model further. The main question posed by the Think Tank can be phrased as follows: What does it mean to personalise care in the different areas of Social Policies when the PCC model is applied?

Theme 2. Offering a methodological guide that can be applied to social policies

This theme refers to the development of the experimental and methodological field of the PCC Model in the different areas of Social Policies. The question that has been asked can be structured as follows: How should the PCC model be managed in different areas of Social Policies?

Theme 3. Evaluating the PCC Model

This topic refers to the tools and technologies for assessment of the PCC Model. The question that has been asked in this area is: How should the PCC model be assessed and with what technologies in the different areas of Social Policies?

1.2. Fostering collaborative governance of the PCC model

Theme 1. Multidimensional collaborative governance

This theme refers to the need to integrate the two levels of governance. Vertical governance, which refers to coordination of the municipal, provincial and regional levels for development of the PCC model in social policies. Horizontal governance, which refers to sectoral coordination of policies (health system, employment, housing and social policies). The question that has been asked in this area is: How should Multidimensional Collaborative Governance be developed based on the PCC Model?

Theme 2. Encouraging greater integration of the Third Sector

This theme refers to the need to break down compartmentalisation and foster greater alignment between social organizations at a provincial level. The question that has been asked in this area is: Can the PCC model align (connect) the Third Sector and modernize it?

2. Diagnosis, volunteers and training

2.1. Diagnosing the extent to which the PCC Model has been implemented in the province of Gipuzkoa

This topic refers to the need to evaluate the degree of implementation of the PCC Model in the province of Gipuzkoa both in social services and in third-sector organisations. The question that has been asked in this area is: To what degree has the PCC Model been implemented in the province of Gipuzkoa?

2.2. Boost volunteerism to sustain the PCC model

This theme refers to the need to promote volunteering as a key dimension of the PCC model in domestic and residential care. The question that emerges from the Think Tank: How do we promote and articulate the role of volunteers in the development of the PCC model?

2.3. Promoting a PCC training strategy in Gipuzkoa

This theme refers to the need to improve and boost the level of knowledge and training for implementation of the PCC model. The question that has been asked in this area is: How should a strategy for training in the PCC model be developed?

3. Developing a Digital Platform

3.1. Promoting digitalisation in the third sector

This topic refers to the need to promote digitization in the third sector in order to improve its person-centred management models. The question that emerges from the Think Tank: How to link new information technologies to management of the PCC Model?

3.2. Development of a digital information system

This theme refers to the need to develop an information system based on digital technologies at a provincial level that will allow information to be exploited (a Data Lake), experiences and organizations to be connected, and social policies to be developed. The question that emerges from the Think Tank: What strategies can be developed to promote the creation of a Digital Platform capable of supporting development of the PCC model?

4. Sustainability of Social Policies

4.1. Making an international diagnosis on the sustainability of social policies.

This topic refers to the need to assess the sustainability of the PCC Model based on the European experience. The question that emerges from the Think Tank: What are the best innovative experiences for developing sustainable social and health care models?

4.2. Relational assessment of the costs and benefits in social services and health services

This theme refers to the need to assess health and social services in a holistic and interrelated manner. The question that emerges from the Think Tank: How do PCC-based social policies save costs for health and social services?