



FROM FRAGMENTATION TO INTEGRATION

Why Integrated Aging Care Is the Future and How to Build It

FIVE STEPS TO BUILD INTEGRATED AGING CARE

1

Own the story.

Establish who is responsible for seeing the whole client and following through.

2

Find the gaps.

Identify where important information is getting lost between people and services.

3

Move the information.

Make sure the right information reaches the right person at the right time.

4

Close the loops.

Confirm recommendations are implemented, followed up on, and understood.

5

Measure what matters.

Ask whether care gaps closed, harm was reduced, and client goals were supported.

**ONE CLIENT. ONE STORY.
ONE PLAN. ONE TEAM.**