

15th International Conference on Integrated Care (ICIC15)

Programme (subject to change)

Wednesday 25th March	
9.30	Registration, Refreshments and Networking
10.30 to 12.30	PARALLEL SESSIONS 1
	<p>1.1 Workshop on capacity building for coproduction</p> <p>Chaired by: Mark McGeachie, National Lead – Co-production and Community Capacity Building, Joint Improvement Team (JIT), Scottish Government</p> <p>Participants: Mark McGeachie, National Lead – Co-production and Community Capacity Building, Joint Improvement Team (JIT), Scottish Government Lisa Curtice, Director of the People Powered Health and Wellbeing Programme, The Health and Social Care Alliance Scotland (The ALLIANCE) Glenn Merrilees, Mental Health Awareness Activist and Reference Group Member, The Health and Social Care Alliance Scotland (The ALLIANCE) Susan Paxton, Development Manager, Scottish Community Development Centre Nittita Prasopa-Plaizier, Programme Manager and Technical Lead, Patients for Patient Safety (PFPS), World Health Organisation (WHO) Margaret Murphy, WHO Patients for Patient Safety (PFPS) Champion</p> <p>This session will look at some of the practical support which has been offered in Scotland and around the world to build capacity and enable co-production to become a part of mainstream delivery of health and social care services and work towards a vision of people being at the heart of services. As well as sharing information on what we have learned to date from examples of where capacity has been developed, we will invite participants to be actively involved in discussion and debate about the importance of co-production and what it really means to build the capacity to co-produce.</p> <p>The session will cater for a maximum of 50 participants and is open to all participants attending the full conference. This session will be repeated again in parallel session 2.1.</p>
	<p>1.2 Workshop: The role of Public Health in Integrated Care</p> <p>Chaired by Dr Lourdes Ferrer, Director of Programs, International Foundation for Integrated Care (IFIC)</p> <p><i>In partnership with Public Health England</i> This session will be live streamed to the National Conference for Financial Coordination in Swenden, organised by Linköping Council</p> <p>Speakers: Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care Mohini Morris, Partnerships and Policy Lead, Engagement and Integration, Public Health England Amanda Healy, Director of Public Health, South Tyneside Council, UK</p> <p>This workshop will examine the relationship between public health and the integration agenda. Using case examples from England and abroad, it will seek to set out the importance of the relationship between public health and integrated care and the key role that health promotion and ill-health prevention should play in policy and practice.</p>

	<p>The workshop will specifically examine:</p> <ul style="list-style-type: none"> • the important of developing a ‘population health’ based approach to integrated care; • understand how integrated care should become more ‘people-centred’ in supporting health promotion and ill-health promotion; • discuss how the business case for investing in promotion and prevention can be made, including strategies to evaluate impact; and • set out key recommendations for policy and practice (in the English context) <p>The workshop is based on a position paper developed as a collaboration between IFIC and Public Health England entitled Making public health a part of every integration plan: the role of health promotion and prevention in commissioning and developing integrated care services.</p> <p>Public Health England has been in operation since April 2013 as an executive agency of the English Department of Health. Its role is to protect and improve the nation's health and wellbeing, and reduce health inequalities. It does this through world-class science, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services.</p>
	<p>1.3 Workshop: AQuA’s Leading Integrated System-Level Change</p> <p>Chaired by: Elizabeth Bradbury, Director, AQuA Nicki McNaney, Affiliate, AQuA</p> <p>AQuA Members: Peta Stross, Head of Service Transformation, Wrightington, Wigan & Leigh NHS Foundation Trust Deborah Lyon, Head of Service Transformation - Community and Social Care, Pennine Acute Hospitals NHS Trust</p> <p>During 2014/15 eight multi-agency teams of system leaders have participated in AQuA’s Leading Integrated System-Level Change. The programme is based on complex adaptive systems and large-scale change theories with leadership development sessions led by The King’s Fund. This programme has been co-designed with AQuA’s members and builds on AQuA’s previous integrated care programmes and learning from the external evaluation by OPM.</p> <p>This is an interactive session following the journey from the early learning discovery to supporting systems with transformational change. The session draws from AQuA’s approach and toolkit and includes feedback from programme participants about the application of learning.</p> <p>[session with restricted number –please book early to avoid disappointment]</p>
	<p>1.4 Integrated Care Academy © - Session A Essential knowledge on theory and practice of IC</p> <p>Chaired by Dr Viktoria Stein, Consultant, Division of Health Systems and Public Health, WHO Regional Office for Europe, Denmark and IFIC Board Member</p> <p>Participants Marisa de Andrade, Programme Director, School of Health in Social Science, University of Edinburgh, Scotland Robin Miller, Senior Fellow, Health Services Management Centre, University of Birmingham, UK</p> <p>The Integrated Care Academy© is aimed at researchers and professionals wanting to get a theoretical and practical overview of the complex field of Integrated Care.</p> <p>SESSION A. Session A of the ICA will give an introduction into the principles of integrated care and highlight hot topics, which are currently high on the research and policy agenda – or they should be.</p> <p>The session will cater for a maximum of 50 participants and is open to all participants attending the full conference. Participants for the ICA Session A are not required to attend the ICA session B later in the afternoon.</p>

	<p>Closed Meeting: EIP AHA B3 Action Group on Integrated Care</p> <p>Closed meeting for the EIP AHA B3 Action Group This meeting will start at 9:00 am</p>
	<p>Closed Meeting: Project INTEGRATE Advisory Board</p> <p>Closed meeting 09:30 am – 1.30pm</p>
12.30	<p>Buffet Lunch, Exhibition and Networking</p>
13.30 to 15.00	<p style="text-align: center;">PARALLEL SESIONS 2</p>
	<p>2.1 Workshop: Capacity building for coproduction [repeated session 1.1]</p> <p>Led by Mark McGeachie, National Lead – Co-production and Community Capacity Building, Joint Improvement Team (JIT), Scottish Government Lisa Curtice, Director of the People Powered Health and Wellbeing Programme, The Health and Social Care Alliance Scotland (The ALLIANCE) Glenn Merrilees, Mental Health Awareness Activist and Reference Group Member, The Health and Social Care Alliance Scotland (The ALLIANCE) Susan Paxton, Development Manager, Scottish Community Development Centre Nittita Prasopa-Plaizier, Programme Manager and Technical Lead, Patients for Patient Safety (PFPS), World Health Organisation (WHO) Margaret Murphy, WHO Patients for Patient Safety (PFPS) Champion</p> <p>The session will cater for a maximum of 50 participants and is open to all participants attending the full conference. Participants of this workshop should not have attended the early morning session.</p>
	<p>2.2 Workshop: Population management in the Dutch pioneer sites (267)</p> <p>Chair Prof Caroline Baan, Head of Care and Health Economics Quality, National Institute of Public Health and the Environment (RIVM), Netherlands</p> <p>An overview of the transition towards population management in the Dutch pioneer sites Hanneke Drewes, Researcher, National Institute of Public Health and the Environment (RIVM), Netherlands Dr Jeroen Struijs, Senior Researcher, National Institute of Public Health and the Environment (RIVM), Netherlands</p>
	<p>2.3 The Integrated Care Fellowship Programme</p> <p>Chaired by Elizabeth Bradbury, Director, AQUA</p> <p>AQUA in partnership with IFIC have created an Integrated Care Fellowship Programme for system leaders senior to undertake supported personal, professional and organisational learning through a programme of self-directed development, to increase the scale and pace of developing care integration. This session will explore the design and development of the Fellowship Programme and feature presentations from the two fellows about their experience, learning and how they have translated learning into practice.</p> <p>Participants: Nicki McNaney, Affiliate, AQUA Dr. Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)</p>

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	<p>Denis Gizzi, Managing Director and Lead Manager, NHS Oldham CCG, Fellowship Sponsor Kath Wynne-Jones, Director of Performance and Delivery, NHS Oldham CCG, AQuA Integrated Care Fellow Kath will discuss how she has used her Fellowship to support the development of Oldham’s range of Integrated Care services. Dr Michael Gregory, GP Partner & Clinical Director, Trafford CCG, AQuA Integrated Care Fellow Michael will describe the ‘Development of a Care Co-ordination Centre, using the experience of the AQuA fellowship year to co-produce a best practice model’.</p>
	<p>2.4 Integrated Care Academy © - Session B Essential research skills</p> <p>Chaired by Dr Viktoria Stein, Consultant, Division of Health Systems and Public Health, WHO Regional Office for Europe, Denmark and IFIC Board Member</p> <p>Participants Marisa de Andrade, Programme Director, School of Health in Social Science, University of Edinburgh, Scotland Robin Miller, Senior Fellow, Health Services Management Centre, University of Birmingham, UK</p> <p>Session B will give practical guidance on how to go about writing a scientific paper or abstract, which mistakes to avoid and how to prepare for a presentation.</p> <p>The session will cater for a maximum of 50 participants and is open to all participants attending the full conference. Participants for the ICA Session B are not required to attend the ICA session A in the morning.</p>
	<p>2.5 Cost variations and commissioning services in Integrated Care</p> <p>Chair Prof. Guus Schrijvers, Chair, International Foundation for Integrated Care (IFIC)</p> <p>Strategic commissioning in Scotland: Integrated resources and integrated data Fiona Murphy, NI&I Associate Director, National Services Scotland/PHI</p> <p>Identifying and explaining the variability in development and implementation costs of disease management programs in the Netherlands (250) Dr Apostolos Tsiachristas, Senior Researcher, Health Economics Research Centre, Nuffield Department of Population Health, University of Oxford</p>
	<p>2.6 Assessing deployment and growth of Integrated Care: the maturity matrix tool developed by the EIP AHA B3 Action Group (264)</p> <p>led by the EIP AHA Action Group B3 John Crawford, Healthcare Industry Leader Europe, IBM Healthcare & Life Sciences</p>
15.00	Refreshment Break, Exhibition and Networking
15.30 to 17.30	<p style="text-align: center;">PLENARY 1</p> <p style="text-align: center;">Engagement and Co-production with Individuals and Communities</p> <p>Chair Sarah Davidson, Director General for Communities, Scottish Government</p> <p>People Powered Health (25 min) Geoff Mulgan, Chief Executive, Nesta</p>

	<p>Achieving co-production: delivery of public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours (25 min) Edgar Kampers, Founder and Executive Co-Director, Qoin, The Netherlands</p> <p>Engaging key stakeholders in the co-production of care, the Patient-centred Medical Home Model (25 min) Dr Rob Reid, Medical Director, Research Translation, Group Health Cooperative, USA</p> <p><u>Reactions: (10 min):</u> From the key note presentations you just heard, how advanced are we in engaging key stakeholders in the co-production of care? Which areas should be further developed?</p> <ul style="list-style-type: none"> • Lisa Curtice, Director of the People Powered Health and Wellbeing Programme, The Health and Social Care Alliance Scotland (The ALLIANCE) • Margaret Murphy, WHO Patients for Patient Safety (PFPS) Champion <p>Questions and answers (30 min)</p>
17.30	<p style="text-align: center;">IFIC Members Drinks Reception</p>
18.30 to 20.00	<p style="text-align: center;">IFIC and IJIC Annual General Meeting</p> <p>led by Prof. Guus Schrijvers, Chair, International Foundation for Integrated Care (IFIC)</p> <p>The International Foundation for Integrated Care (IFIC) is a not for profit network that crosses organisational and professional boundaries to bring people together to advance the science, knowledge and adoption of Integrated Care policy and practice around the world. IFIC is the sponsor of the International Journal for Integrated Care (IJIC). All IFIC members are invited to participate.</p> <p>If interested to attend please email IFIC Team Administrator, Georgina Ferrer at georginaferrer@integratedcarefoundation.org</p>
<p style="text-align: center;">POSTERS DISPLAYED DAY 1</p> <p style="text-align: center;">(Posters presenters will be available for questions and answers at the morning and afternoon coffee breaks)</p> <p>Coproduction and empowerment</p> <ol style="list-style-type: none"> 1) Third Sector's contribution to Building Healthier and Happier Communities (127) by Paul White, Director of Networks at SCVO, uk [<i>*Poster listed to compete for Best Poster Presentation</i>] 2) Releasing Time to Care, Engagement, and Coproduction : The Integration of Health and Social Care Occupational Therapy in East Ayrshire (171) by Alistair J Reid, NHS Ayrshire and Arran, United Kingdom, Noreen Caldwell, Local Officer, Scottish Health Council, Scotland [<i>*Poster listed to compete for Best Poster Presentation</i>] 3) Successful independent living through collaboration and engagement (113) by Volletta Peters, Director of Tenant and Member Services at Mainstay Housing, Canada [<i>*Poster listed to compete for Best Poster Presentation</i>] 4) Developing a System Navigator Role in Primary Care Using a Co-Design Approach (208) Jacobi Elliott, University of Waterloo, CA [<i>*Poster listed to compete for Best Poster Presentation</i>] 5) Caring Together in Eastern Cheshire (192) by Hadleigh Stollar, NHS Eastern Cheshire Clinical Commissioning Group, United Kingdom 6) Participation of patients and family carers in integrated care: a literature review(118) by Anke Mutsaerts, KU Leuven – University of Leuven, LUCAS, Centre for Care Research and Consultancy, Belgium 7) Does an individual plan make better services for children with rare disorders? (109) by Brede Dammann, Sunnaas Rehabilitation Hospital, Norway 8) What are the goals of care in individual Patient Pathways? An qualitative analysis of how different health concepts may affect goals for care (204) by Dr. Gro K R Berntsen (Norwegian Center of Integrated Care and telemedicine, Norway) 9) Expert Patient Programme Catalonia: a person-centered community perspective (153) by Assumpció González Mestre, Preventative and Health Care Programme for Chronic Conditions, Spain 10) Validation of the Primacy Care Resources and Support for Chronic Disease Self-Management (PCRS): An assessment tool for the quality of self-management support (297) by Maarten Voorhaar, Maastricht University, CAPHRI School for Public Health and Primary Care, the Netherlands 11) Encouraging patient empowerment in a general hospital using e-Health (263) by Floris Kraan, HAN University of Applied Sciences, The Netherlands <p>Integrated Care and mental health</p>	

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- 12) Transitional care for persons with dementia and their caregivers (151) by **Jessica Alexandra Ashbourne**, University of Waterloo, Canada [**Poster listed to compete for Best Poster Presentation*]
- 13) Efficiency in Integrated Care for depression: are the health services adapted to care needs? (240) by **Eva Lassemo**, SINTEF, Norway [**Poster listed to compete for Best Poster Presentation*]
- 14) Deploying eHealth to face depression (251) by **Joana Mora** Kronikgune, Spain
- 15) Development of an online solution: a new strategy to treat the bipolar disorder (256) by **Joana Mora**, Kronikgune, Spain
- 16) Perspectives in introducing pharmaceutical care in integrated care organization in Poland” (229) by Dr. **Sylwia I. Szafraniec-Burylo**, National Institute of Public Health - National Institute of Hygiene, Warsaw, Poland
- 17) **Electronic consultation as an essential tool for the Continuity of Care model** (233) by **María Vicente Herrero**, SERMAS, Spain, **Jorge Luis Casas Requejo**, Healthcare Manager, University hospital, Puerta De Hierro [**Poster listed to compete for Best Poster Presentation*]
- 18) Multidisciplinary consensus on malnutrition in chronic patients with complex needs (CPCN) (291) by **Paloma Amil Bujan**, Registered Nurse Preventative and Healthcare Programme for Chronic Conditions, Spain [**Poster listed to compete for Best Poster Presentation*]

Innovation, implementation and change

- 19) **Camphill Wellbeing Trust: An integrative medical model in Scotland** (257) by **Stefan Geider**, Camphill Wellbeing Trust, Scotland
- 20) The efficiency of health and social care service integration and the importance of the caregivers (225) By **Marta Raset**, Institut d'Assistència Sanitària, **Alba Miras** Consorci de Benestar Social Girones- Salt, Spain
- 21) Substitution of hospital care with primary care: defining the conditions of Primary Care Plus (186) by **Sofie van Hoof**, Maastricht University, The Netherlands
- 22) Defining the Ambulatory Care Sensitive Conditions in Portugal: Methodology description (223) by **João Sarmento**, Escola Nacional de Saúde Pública, Portugal
- 23) The impact of creating vertically integrated organizations on hospital inpatient use (247) by Prof. **Rui Manuel Santana**, Escola Nacional de Saúde Pública/ Universidade Nova de Lisboa, Portugal [**Poster listed to compete for Best Poster Presentation*]
- 24) Integrated health care delivery in Oncology using 'Comprehensive Cancer Networks' (176) by **Dan Westra**, Maastricht University, The Netherlands

END OF DAY 1

Thursday 26th March

7.30 to 8.45	<p>BREAKFAST MEETING</p> <p>Integrated Care International Exchange Programme</p> <p>AQuA in partnership with IFIC have created a new learning opportunity with the International Exchange Programme, matching two systems from different localities to learn together and from each other about the integration of care services.</p> <p>During 2014/14 teams from Catalonia in Spain and Oldham in North West England have worked together to design visits to each other's localities to explore how each system has developed integrated care.</p> <p>This session will explore the design and development of the International Exchange Programme and feature presentations from the two teams about their experience, learning and how they have translated learning into practice.</p> <p>Elizabeth Bradbury, Director, AQuA Nicki McNaney, Affiliate, AQuA Dr. Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)</p> <p>Tino Martí, International Project Manager, TicSalut Foundation, Catalonia Joan Escarrabill, Chest physician, Director of Chronic Care at Hospital Clinic Barcelona</p> <p>Kath Wynne-Jones, Director of Performance and Delivery, NHS Oldham CCG Julie Daines, Chief Finance Officer, NHS Oldham CCG</p>
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8.30	Registration, Refreshments, Exhibition, Posters and Networking
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9.00 To 10.30	<p>PLENARY 2</p> <p>Tackling Multi-morbidities, Health Inequalities and Complexities</p> <p>with Integrated Care</p> <p>Co-chairs Dr. Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC) Robert Johnstone, Board Member, International Alliance of Patients' Organizations (IAPO)</p> <p>Public health and health inequalities: how social conditions can determine health (25 min) Sir Harry Burns, Professor of Global Public Health, Strathclyde University and former Chief Medical Officer, NHS Scotland</p> <p>Making complexity simple (25 min) Dr. Renee Lyons, Bridgepoint Chair in Complex Chronic Disease Research and TD Scientific Director, Bridgepoint Collaboratory for Research and Innovation, Canada</p> <p>Questions and answers (20 mins)</p>
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	<p>Welcome to country (20 mins)</p> <p>Shona Robison, Cabinet Secretary for Health and Wellbeing and Sport, Scottish Government Peter Johnston, Health and Well-being Spokesperson, COSLA</p>
10.30	Refreshment Break, Exhibition, Posters and Networking
11.00 to 12.30	PARALLEL SESSIONS 3
	<p>3.1 Coproduction and care provision for people with dementia and mental health problems [T1, T2]</p> <p>Chair Prof. David Perkins, Director CRRMH, University of Newcastle, Australia and IFIC Board Member</p> <p>10 years' experience of developing an Integrated Care model for people with dementia in Catalonia (139) Maria José Ciudad Mas, neuropsychologist, Centre Sociosanitari El Carme de Badelona, Spain. <i>[*Paper listed for Integrated Care Award]</i></p> <p>Professional identity in the participation society: engaged elderly with Dementia? (278) Luzan Koster, PhD Candidate / Lecturer in Organization Sciences, VU University Amsterdam, Netherlands</p> <p>'Individual Plan': helpful or not for mental health service users? (244) Dr. Marian Ådnanes, Research Manager, SINTEF, Norway</p>
	<p>3.2 Care coordination [T2, T3, T4]</p> <p>Chair Loukianos Gatzoulis, Policy Analyst, DG Health and Food Safety, European Commission</p> <p>Advanced nursing roles and Integrated Care: A pilot study in the Basque Country (116) Mario Del Rio Camara, Senior Researcher, O+BERRI (Basque Institute for Healthcare Innovation), Spain</p> <p>Care Coordination in North Kirklees: an evidence-based model of case management for the modern NHS (179) Dr. David Cochrane, Director, Conrane International Health Solutions and Prof David Colin-Thomé, Director, DCT Consulting, United Kingdom</p> <p>Person-centered coordination in hospitals: a review at the crossroads of research and policy (206) Audhild Høyem, PhD Student, University Hospital of North Norway, Norway</p> <p>Using social work interns to assist in creating integrated paediatric primary care (152) Dr. Victoria Venable, Assistant Professor, Department of Social Work and Amy Habeger, Lecturer/Program Director and Doctoral Student, Salisbury University, United States</p>
	<p>3.3 Managing and assessing improvement in population health in Gesundes Kinzigtal [T2, T3, T4]</p> <p>Chair Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC)</p> <p>Measuring 'the Triple Aim' dimension "population health" in Integrated Care Systems (ICS) using claims data: the approach of the German ICS "Gesundes Kinzigtal" (143) Dr. Alexander Pimperl, Head of Department Controlling & Health Data Analysis, OptiMedis AG, Germany</p>

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	<p>Comparing Accountable Care Organizations (ACOs) in the public sector of the US healthcare system to the Integrated Care System (ICS) <i>Gesundes Kinzigtal</i> in Germany and potential lessons learned (195) Timo Schulte, Controller & Health Data Analyst, OptiMedis AG, Germany</p> <p>Evaluation of the population based Integrated Care System (ICS) “<i>Gesundes Kinzigtal</i>”: results from the health care utilisation study over six years of observation (106) Dr. Ingrid Schubert, Head of PMV Research Group, University of Cologne, Germany</p>
	<p style="text-align: center;">3.4 Electronic care records supporting Integrated Care [T4]</p> <p>Chair Leo Lewis, Senior Fellow, International Foundation for Integrated Care (IFIC)</p> <p>Constructing an integrated health and social care electronic record in Catalonia (259) Juan Carlos Contel Segura, Nursing Coordinator, Institut Català de la Salut, Generalitat de Catalunya (responsible “Catalan electronic health Record Project” at Department of Health -Catalonia) Oscar Solans, Responsable Funcional HC3, TicSalut Foundation, Spain</p> <p>Integral approach for the management of patients with multiple chronic conditions through an e-form on the electronic health record (222) Dr Ana Isabel González, Gerencia Atención Primaria, Servicio Madrileño de Salud (SERMAS), Spain</p>
	<p style="text-align: center;">3.5 Core dimensions in Integrated Care: Results from Project INTEGRATE (281) [T2, T3, T4, T5] [This session will finish at 12:45 pm]</p> <p>Chair Dr Magda Rosenmöller, Academic Director, CRHIM Center for Research in Healthcare Innovation Management, IESE Business School, Spain</p> <p>‘Project INTEGRATE: Benchmarking Integrated Care for better Management of Chronic and Age-related Conditions in Europe’ is an FP7 EU funded project overall objective is to gain valuable insights into European integrated care practices and convert them into policy and managerial lessons, and recommendations. Ultimately, this will not only support the effective management of integrated care but also allow transferability of these findings to other settings.</p> <p>From case studies to horizontal issues in Project INTEGRATE: disentangling key components in integrated care Dr Magda Rosenmöller, Academic Director, CRHIM Center for Research in Healthcare Innovation Management, IESE Business School, Spain</p> <p>Setting the scene: Rationale for Project INTEGRATE, the development of Phase I and II, and the relevance of Phase II findings in the pursuit for a better understanding of integrated care practices.</p> <p>Care process design: a fundamental piece or a superfluous effort? Dr Albert Alonso, Director, Innovation Directorate, Hospital Clínic de Barcelona and Vice-chair, International Foundation for Integrated Care (IFIC) Representing care processes by means of abstract notations is appealing since they seem to provide a more rational, structured way of approaching the complexity of integrated care processes. But is it really the case? The partners in the Consortium have done the exercise.</p> <p>Is our workforce ready for integrated care? Loraine Busetto, PhD Student, Tranzo - Tilburg University, Netherlands What is different in integrated care when it comes to work force implications? Are professionals ready for it? And if not, what steps should be taken?</p> <p>On financing models: incentives or disincentives for integrate care Dr Jorid Kalseth, Senior Researcher, SINTEF, Norway The structure and legal basis for funding and financing integrated care can play in favour or against its implementation and wider adoption. The current possibilities will be presented and debated.</p> <p>Not without the patient! Jörn Kiselev, Senior Researcher, Charité Universitaetsmedizin Berlin, Germany We all know how crucial it is to involve patients in integrated care processes. However, there is no clear guidance on how this can be successfully achieved. This presentation will discuss the findings in this particular domain.</p>

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	<p>The role of ICT in integrated care: a subtle keystone Dr John Øvretveit, Director of Research and Professor of Health Innovation Implementation and Evaluation, Karolinska Institutet, Sweden The level of coordination and data sharing that is required in integrated care services can only be attained if information and communication technologies are fully aligned to services' goals. This talk provides some clues in this respect.</p> <p>Outlook and open discussion (45 mins)</p> <p>Acknowledgements: We gratefully acknowledge the financial support of the European Commission (GA.305821-INTEGRATE)</p>
	<p>3.6 Think Frailty [T1, T2, T3, T4, T5]</p> <p>[This session will finish at 12:45 pm]</p> <p>Chair Dr Anne Hendry, National Clinical Lead for Integrated Care, Joint Improvement Team (JIT), Scottish Government</p> <p>Think Frailty: improving care for older people in hospitals... and beyond Karen Goudie, National Clinical Lead, Older People in Acute Care Improvement Programme, Healthcare Improvement Scotland</p> <p>Caring time and types of care services provided to help elderly person to keep living at home -Comparison between informal and formal care (287) Masaaki Otaga, Researcher, National institute of Public Health, Japan</p> <p>How can action research provide a more participated dialog between the health professionals, when elderly patients are discharged from hospital? (290) Ditte Høgsgaard, PhD Fellow, Roskilde Universitet, Denmark</p> <p>Work organization and elderly care: plan evaluation findings from the Flemish Care Living Labs (Belgium) (165) Prof. Dr Ezra Dessers, Assistant Professor and Senior Researcher, Centre for Sociological Research, KU Leuven, Belgium</p> <p>Promoting patient safety: An emerging role for intermediate care units in Norway (198) Kristin Halvorsen, Researcher, NTNU Social Research, Norway</p>
12.30	<p style="text-align: center;">Buffet Lunch, Exhibition, Posters and Networking</p>
13.00	<p style="text-align: center;">ORAL POSTER SESSION</p> <p style="text-align: center;">Three-Minute Oral Presentations of Selected Conference Posters</p> <p style="text-align: center;">led by the Integrated Care Academy ©</p>
	<p>The journey from chronic care to integrated care - IBM Smarter Care Lunchtime Workshop <i>Sponsored by IBM Smarter Care</i></p> <p>Several global case studies show that delivering integrated care has positive results. The challenge lies in delivering integrated care in a sustainable manner with enabling systems. IBM Care Management is a key vehicle for this delivery. Learn about IBM Care Management and how Catalonia is progressing along their journey of delivering integrated care.</p> <p>This lunch workshop will discuss IBM's commitment to implementing integrated care projects around the world. There are two key examples show this commitment: the IBM Care Management product and our partnership with Catalonia.</p> <p>IBM Care Management is the first dedicated product to be released in the Smarter Care portfolio. It combines critical and proven IBM technologies that are critical to implementing a care management product. IBM Care Management</p>

	<p>provides the ability to optimize care across all determinants of health including social, clinical, and psychological factors; analyze and identify actionable care facts trapped in unstructured content; and engage a multidisciplinary team to collaborate via a comprehensive plan based on the needs of the individual.</p> <p>IBM and Catalonia have worked together to implement this project over the past two years. Catalonia has recognized a 10% – 15% cost reduction for caring for chronically ill patients and improved patient satisfaction, quality of care, and reduced errors due to miscommunication.</p> <p>Speakers</p> <p>Farhana Alarakhiya, Director, Smarter Care Business, IBM Canada Juan Carlos Contel, Chronic Prevention and Care Programme, Department of Health, Generalitat de Catalunya, Government of Catalonia</p>
	<p>“Learning from experience”: practical approaches to co-creating Better Care - PPL Lunchtime Workshop <i>Sponsored by PPL</i></p> <p>In every area of the UK, there exist good and bad examples of care. Many localities have solved part of the puzzle of joining-up health and social services around the individual citizen; but a common challenge has been sharing the insights and experience gained, in a way which is relevant to other areas: areas which may look very different, or be at different stages in their own development.</p> <p>Through the National Better Care Programme, systematic activity is now occurring across England to identify, capture and replicate examples of better care - to enable other organisations, professionals and citizens to share learning and, in doing so, improve their own outcomes.</p> <p>This session will describe the practical ways in which local areas are being supported to move from shared visions for better co-ordinated care, to helping each other to make this happen.</p> <p>Simon Morioka, Co-Founder and Director and Claire Kennedy, Co-Founder and Director, PPL</p>
<p>14.00 to 15.45</p>	<p style="text-align: center;">PLENARY 3</p> <p style="text-align: center;"><i>Dragon’s Den</i></p> <p style="text-align: center;"><i>Where to focus to improve outcomes in Integrated Care?</i></p> <p>Chair Dr Anne Hendry, National Clinical Lead for Integrated Care, Joint Improvement Team (JIT), Scottish Government</p> <p><u>Pitch 1 (25 mins)</u> Developing an effective and integrated healthcare system Prof. Ran Balicer, Director, Health Policy Planning, Clalit Health Services, Israel and Associate Professor, Epidemiology Department, Ben-Gurion University, Israel</p> <p><u>Pitch 2 (25 mins)</u> Integrating care and support across health and social care sectors John Baird, Co-Founder, Hauora Manawa Aotearoa and Chairman, Alexander Consulting LTD, New Zealand</p> <p><u>Integrated Care Dragons (25 mins response to each pitch)</u> Geoff Huggins, Acting Director, Health and Social Care Integration, Scottish Government Angus McCann, IBM and Non-exec Director, NHS Lothian, Scotland Dr Hans Kluge, Director, Division of Health Systems and Public Health, World Health Organization (WHO) Regional Office for Europe Kath Wynne-Jones, Director of Performance and Delivery, NHS Oldham CCG and AQuA Integrated Care Fellow</p>

15.45	Refreshment Break, Exhibition, Posters and Networking
16.15 to 17.45	PARALLEL SESSION 4
	<p style="text-align: center;">4.1 Governance and accountability in co-producing Integrated Care [T1] [This session will finish at 18.00]</p> <p>Chair Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC)</p> <p>Governance and ownership of citizen-driven forms of Integrated Care (235) Prof Henk Nies, Member of the Executive Board, Vilans, Netherlands Centre of Expertise for Long-term Care; Professor of Organisation and Policy Development in Long-term Care at the Zonnehuis Chair at the VU University of Amsterdam. and Mirella Minkman, Programme Leader in Innovation & Research, Vilans, Centre of Expertise for Long-term Care, Netherlands <i>[*Paper listed for Integrated Care Award]</i></p> <p>Pursuing community ownership in local service design and delivery: challenging the boundaries of professional long-term care? (122) Ludo Glimmerveen, PhD Student, VU University Amsterdam, Netherlands <i>[*Paper listed for Integrated Care Award]</i></p> <p>Achieving 'the Triple Aim': how is the public involved? (239) Hanneke Drewes, Researcher, National Institute of Public Health and the Environment (RIVM), Netherlands</p> <p>Community Value - Community Hospital (197) Dr Helen Tucker, Consultant and Researcher, HTA Ltd., UK</p> <p>Accountability challenges in Integrated Care: lessons from the Spanish Integrated Care Organisations (ICOs) (265) Dr Arturo Alvarez-Rosete, Research Fellow, London School of Hygiene and Tropical Medicine and OMIS, Spain</p>
	<p style="text-align: center;">4.2 Integrated Care for long-term complex conditions in practice [T2]</p> <p>[This session will finish at 18.00]</p> <p>Chair Prof. Elisabeth Paice, Chair of Embedding Partnerships, NWLondon Integrated Care Programme, UK</p> <p>Using disruptive innovation to improve patient care (255) Lisa Mangiante, Director, Intensive Outpatient Care Program, Pacific Business Group on Health, United States <i>[*Paper listed for Integrated Care Award]</i></p> <p>From care in clinically complex cases to a model of integrated health and social care: The Alt Penedès Experience (175) Dr. Jose Carlos Molina Hinojosa Planificacio i Recursos Sanitaris (Dp.Salut Generalitat), Spain <i>[*Paper listed for Integrated Care Award]</i></p> <p>Integrated HIV Care: good practices from Bulgaria (293) Vesselina Kachakova, PhD Student, Medical University of Sofia, Bulgaria <i>[*Paper listed for Integrated Care Award]</i></p> <p>Making sense in Ayrshire (120) Clair Henderson, Senior Research Officer, RNIB Scotland, UK <i>[*Paper listed for Integrated Care Award]</i></p> <p>Recovery in Mental Health in Western Sydney Luis Salvador-Carulla, Professor of Disability and Mental Health, Faculty of Health Sciences, University of Sydney, Australia</p>

	<p>4.3 Implementing and assessing Integrated Chronic Care [T1, T2, T3]</p> <p>Chair Nuria Toro, Consultant, Service Delivery and Safety, World Health Organisation (WHO)</p> <p>Fundamentals to initiate a patient safety management system in integrated chronic healthcare (134) Sonja Verriest, Doctoral Researcher, University of Hasselt, Belgium</p> <p>Impact indicators in chronicity to meet 'the Triple Aim': a balance scorecard (183) Dr Ana Isabel González, Gerencia Atención Primaria, Servicio Madrileño de Salud (SERMAS), Spain</p> <p>Assessment of a chronic care programme in Girona (CRONIGICAT) (101) Marta Riqué-Cazaux, Primary Care Chronicity Manager, Institut Català de la Salut, Spain</p> <p>Follow-up appointments after stroke hospital discharge: hospital-based improvements to bridge the gap (245) Prof. Janet Bettger, Associate Professor, Duke University, United States</p>
	<p>4.4 ICT, coproduction and Integrated Care [T1, T2, T4]</p> <p>Chair Dr. Esteban de Manuel Keenoy, Director, Asociación Centro de Excelencia Internacional en Investigación Sobre Cronicidad (Kronikgune)</p> <p>Improving quality with digital health technology supporting coordination and self-care: findings from four EU countries in Project INTEGRATE (301) Dr John Øvretveit, Director of Research and Professor of Health Innovation Implementation and Evaluation, Karolinska Institutet, Sweden</p> <p><i>Dallas Living it up project (invited)</i> Janette Hughes, <i>dallas Living it Up Programme Manager</i>, Scottish Centre for Telehealth and Telecare (SCTT)</p> <p>Online support for Integrated Care and recovery in mental health: implications of service user input to design processes (119) Dr. Deede Gammon, Senior Scientist, Oslo University Hospital, Norway <i>[*Paper listed for Integrated Care Award]</i></p> <p>You've got an e-message! improving healthcare professionals' communication and collaboration across the Norwegian healthcare sector (159) Dr. Line Melby, Researcher, SINTEF, Norway</p>
	<p>4.5 Joint working and partnerships towards Integrated Care [T1, T2, T3, T5]</p> <p>Chair Francesca Avolio, Regional Manager, Puglia Healthcare Agency</p> <p>Mandated joint working in mental health services in England: evaluation of its complexities (141) Tim Williams, Doctoral Researcher, School of Social Policy, University of Birmingham, UK</p> <p>Working together to improve health and social care outcomes in Scotland (288) Frances Conlan, Health and Social Care Directorates, Scottish Government Mandy Andrew, Improvement Network Development Lead, Joint Improvement Team (JIT), Scottish Government</p> <p>Implementation and assessment of social and health local partnerships for Integrated Care in Catalonia (230) Dr Ester Sarquella Casellas, Planificació i Recursos Sanitaris (Dp.Salut Generalitat), Spain</p> <p>Equality in partnerships: the Coordination Reform in Norway (112) Dr. Ralf Kirchhoff, Associate Professor and Elin Birgitte Ljungren, Senior Researcher, Trøndelag R&D Institute, Norway</p>
	<p>4.6 Implementing Integrated Care in policy and practice in NHS Highlands [T2, T5]</p> <p>Chair</p>

	<p>Fiona Murphy, NI&I Associate Director, National Services Scotland/PHI</p> <p>Integration in action in the Highlands (216) Elaine Mead, Chief Executive, NHS highland, Scotland</p> <p>Integrating care across health and social care (177) Tracey Ligema, NHS Highland, Scotland</p> <p>A problem shared (169) Maimie Thompson, NHS Highland, Scotland</p> <p>Readiness of chief executives for transformational change across health, councils and third sector in Scotland to lead public service reform: A grounded theory approach (220) Lynne N Douglas, AHP Director, NHS Lothian, United Kingdom</p>
	<p>4.7 Technology Enabled Care Framework [T4]</p> <p>[This session will finish at 18.00]</p> <p>Chair Dr Margaret Whoriskey, Director, Joint Improvement Team, Scottish Government</p> <p>Delivering Our Ambitions - Scotland's Technology Enabled Care improvement programme Susan Bishop Head of Improvement Programmes, Joint Improvement Team (JIT) and QuEST, Scottish Government</p> <p>The Benefit Trajectory – a framework to support innovative and beneficial technology based solutions in Integrated Care (270) Dr. Lars Kayser, Associate Professor, University of Copenhagen, Denmark</p> <p>How to implement telemonitoring services in an Integrated Care model? (252) Joana Mora Amengual , Project Manager, Asociación Centro de Excelencia Internacional en Investigación Sobre Cronicidad (Kronikgune), Spain</p> <p>From Integrated Care towards DIY Health – Combining person-centered health care delivery, mobile technology and entrepreneurship (150) Denise Van der Klauw, Researcher, Netherlands Organisation for Applied Scientific Research (TNO), Netherlands</p> <p>Needs and preferences of patients with a chronic condition towards using care technology to support self-management (155) Martine Huygens, PhD Student, Maastricht University, Netherlands</p>
<p>POSTERS DISPLAYED DAY 2</p> <p>Posters presenters will be standing next to their poster for questions and answers at the morning and afternoon coffee breaks.</p> <p>Supporting an Integrated Care Workforce and engaging the staff</p> <ol style="list-style-type: none"> 1) Supporting General Practitioners in Long Term Chronic Disease Care (260) by Dr. Siew Lee Yoong, Eastern Health Alliance, Singapore 2) Understanding specialist sharing: a form of horizontal cooperation stimulating Integrated Care or an antitrust risk for competitive healthcare markets (158) by Daan Westra, Maastricht University, The Netherlands 3) A framework for interprofessional collaboration in case management (103) by Dr. Yves Couturier, University of Sherbrooke, Canada 4) Nursing Centre (NC) model as a collaborative approach to service learning in community health in Indonesia (131) by Neti Juniarti, Flinders University, AU <p>ICT Innovations and Integrated Care</p> <ol style="list-style-type: none"> 5) Electronic consultation as an essential tool for the Continuity of Care model (233) by María Vicente Herrero, SERMAS, Spain, Jorge Luis Casas Requejo, Healthcare Manager, University hospital, Puerta De Hierro [<i>*Poster listed to compete for Best Poster Presentation</i>] 6) Implementing and evaluating e-communication to improve cooperation across health care sectors (234) Anne Nicolaisen, MHS, Quality manager, Researcher, Centre for Quality, Region of Southern Denmark, Denmark 7) Finding the value of health digital technology: focus on service coordination and therapy adequacy (289) by Dr. Bibi señor, Linde Healthcare, Spain 8) Introducing electronic information system in Integrated Care organization in Poland (277) by Dr. Sylwia I. Szafraniec-Burylo, National Institute of Public Health - National Institute of Hygiene, Warsaw, Poland 	

- 9) Development of one generic call centre for unplanned health needs. A qualitative study (248) by Prof. **Aslak Steinsbekk**, Norwegian University of Science and Technology, Norway
- 10) The impact of creating vertically integrated organizations on hospital inpatient use (247) by Prof. **Rui Manuel Santana**, Escola Nacional de Saúde Pública/ Universidade Nova de Lisboa, Portugal [**Poster listed to compete for Best Poster Presentation*]

Integrated Care for chronic conditions

- 11) Multidisciplinary consensus on malnutrition in chronic patients with complex needs (CPCN) (291) by **Paloma Amil Bujan**, Registered Nurse Preventative and Healthcare Programme for Chronic Conditions [**Poster listed to compete for Best Poster Presentation*]
- 12) A short introduction into the German guideline on "Multimedication": recommendations for treating adults and geriatric patients on multimедication (107) by Dr. **Ingrid Schubert**, University of Cologne, German
- 13) Diabetes care in the Netherlands: ranking up from silver to gold? (201) By **Pauline Poel**, Achmea, the Netherlands
- 14) A systematic literature review of the implementation of Integrated Care for people with diabetes mellitus type 2: context, mechanisms and outcomes (132) by **Loraine Busetto**, PhD Student, Tranzo - Tilburg University, Netherlands
- 15) Controlled clinical trial to assess the clinical effectiveness of the integrated primary health care diabetes Expert Patient Program Catalonia (161) by **Paloma Amil**, RN Preventative and Health Care Programme for Chronic Conditions, Barcelona, Spain
- 16) Preliminary outcomes of the development of an Active Ageing with Type 2 Diabetes Chronic Care Management Model in Europe (205) by Dr. **George E. Dafoulas**, University of Thessaly, Greece
- 17) One Stop Shop Health Behaviour Change Programme for Cardiac Failure Patients, Improves Overall Health and Wellbeing (125) **Mairead Murray** Health and wellbeing Practitioner, NHS Ayrshire and Arran, UK
- 18) In search of psychological determinants of adherence and self-management in patients with COPD in the Netherlands: developing a questionnaire (296) by **Maarten Voorhaar**, Maastricht University, CAPHRI School for Public Health and Primary Care, the Netherlands

Integrated Care and public health

- 19) The evolution of physical activity: from health to leisure (196) by **Cara Suzanne Blair**, East Lothian Council, United Kingdom
- 20) Delivering Keep Well Health Checks within General Dental Practices (124) **Mairead Murray** Health and wellbeing Practitioner, NHS Ayrshire and Arran, UK
- 21) Mobile apps for active and healthy living: How to get into the market? – ALFRED EU project (300) by **Olena Tigova**, Research Assistant, IESE Business School, Spain
- 22) Outreach Providers Administering the NHS Health Check CVD Prevention Programme Target Younger and More Deprived People (193) by **Maria Woringer**, Imperial College London, United Kingdom
- 23) Perceptions from mental health nurses about health promotion: a qualitative study (160) by Dr. **Nick Verhaeghe**, Ghent University, Belgium
- 24) Everyday Waltzes for Active Ageing, Evaluating a Creative Movement Programme in Nursing Homes (164) by **Caroline Pang**, Agency for Integrated Care, Singapore
- 25) Transitional care for persons with dementia and their caregivers (151) by **Jessica Alexandra Ashbourne**, University of Waterloo, Canada [**Poster listed to compete for Best Poster Presentation*]
- 26) Efficiency in Integrated Care for depression: are the health services adapted to care needs? (240) by **Eva Lassemo**, SINTEF, Norway [**Poster listed to compete for Best Poster Presentation*]

Coproduction and empowerment

- 28) Bowel Health and Screening: A resource for people with Learning Disabilities and their carers (137) by **Miss Claire Donaghy**, Health Improvement Senior, NHS Greater Glasgow and Clyde, Scotland, and **Mrs Emma Anderson**, Scotland Operations Manager, Bowel Cancer UK, Scotland
- 29) Third Sector's contribution to Building Healthier and Happier Communities (127) by **Paul White**, Director of Networks at SCVO, UK [**Poster listed to compete for Best Poster Presentation*]
- 30) Releasing Time to Care, Engagement, and Coproduction : The Integration of Health and Social Care Occupational Therapy in East Ayrshire (171) by **Alistair J Reid**, NHS Ayrshire and Arran, United Kingdom, **Noreen Caldwell**, Local Officer, Scottish Health Council, Scotland [**Poster listed to compete for Best Poster Presentation*]
- 31) Successful independent living through collaboration and engagement (113) by **Volletta Peters**, Director of Tenant and Member Services at Mainstay Housing, Canada [**Poster listed to compete for Best Poster Presentation*]
- 32) Developing a System Navigator Role in Primary Care Using a Co-Design Approach (208) **Jacobi Elliott**, University of Waterloo, CA [**Poster listed to compete for Best Poster Presentation*]

END OF DAY 2

GALA DINER

**Presentation of prizes for Best Poster Presentation and
The Integrated Care Award 2015**

Friday 27 th March	
7.30	Registration, Refreshments, Exhibition, Posters and Networking
7:30-8:30	<p style="text-align: center;">IJIC Editorial Board Meeting</p> <p style="text-align: center;">(closed meeting – only for IJIC Editors and Associated Editors)</p>
8.30	<p style="text-align: center;">PLENARY 4</p> <p style="text-align: center;">Innovations and Digital Health</p> <p>Chair and introduction (10 min) Stuart Anderson, Founding Partner, Digital Health Institute - Scotland and Director, SICSA</p> <p>Housing innovations (20 min) Ad van Berlo, Smart Homes – Dutch Expert Centre for Smart Living and E-health, The Netherlands</p> <p>Action Group D4: age-friendly environments (20 min) Julia Wadoux, Policy and Project Coordinator for Health, ICT and Accessibility. AGE-Platform Europe</p> <p>Emotional Interfaces – From Commands to Conversations (20 min) James Deakin, Technology Design Director, Fjord</p> <p>Questions and answers (20 min)</p>
10.00	Refreshment Break, Exhibition, Posters and Networking
10.30 to 12.15	<p style="text-align: center;">PARALLEL SESSIONS 5</p>
	<p>5.1 Providing people-centred Integrated Care [T1]</p> <p>Chair Nittita Prasopa-Plaizier, Programme Manager and Technical Lead, Patients for Patient Safety (PFPS), World Health Organisation (WHO)</p> <p>Action Program Better Together in Amsterdam North: results process evaluation and impact assessment (261) Evelien Rijken, Research Scientist, Netherlands Organisation for Applied Scientific Research (TNO), Netherlands</p> <p>Attributes of people-centered care for adult patients with cancer: A systematic review (298) Prof Liesbeth Borgermans, Professor of Chronic Care, Department of Family Medicine & Chronic Care, Vrije Universiteit Brussel (VUB), Belgium</p> <p>It's All about people and relationships: Scotland's person-centred health and care collaborative (190) Dan Harley, Associate Improvement Advisor, Healthcare Improvement Scotland, United Kingdom <i>[*Paper listed for Integrated Care Award]</i></p> <p>Homeward bound: co-designing the pathway from hospital to home for older people (144) Dr Fiona Munro, Project Manager, Innovation and Improvement and Dr Stuart Muirhead, Project Manager, Evidence-informed Practice, Institute for Research and Innovation in Social Services (IRISS), UK</p>

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	<p>PROFiling patients' healthcare needs to support integrated, person-centered models for long-term disease management (PROFILE): study design and rationale (203) Dorijn Hertrouijs, Maastricht University, The Netherlands</p> <p>Putting users at the heart of care: engaging the "cared-for" in integrated innovation (217) Alice Sinigaglia, Policy and Project Officer, Age Platform Europe, EU/Belgium</p>
	<p>5.2 Integrated Care for older people [T1, T2, T3, T5]</p> <p>Chair Dr Anne Hendry, National Clinical Lead for Integrated Care, Joint Improvement Team (JIT), Scottish Government</p> <p>Whose needs are we meeting? a qualitative descriptive case-study description of patient and family attitudes to risk during discharge home from hospital following a significant event (227) Sally Wilson, Locality Integration Programme Manager, Angus Health and Social Care Integration Team, Scotland</p> <p>Variation in service utilisation among the frail community dwelling elderly: implications for the design of integrated models of care (210) Lorna Dorothy Roe, HRB PhD Scholar, Trinity College Dublin, Ireland <i>[*Paper listed for Integrated Care Award]</i></p> <p>Effects of an Integrated Care intervention on frail elderly's health and quality of life: a quasi- experimental study (212) Willemijn Looman, PhD Student, Erasmus University Rotterdam - iBMG, Netherlands <i>[*Paper listed for Integrated Care Award]</i></p> <p>Deploying Integrated Care models for frail elderly patients (253) Dr. Esteban de Manuel Keenoy, Director, Asociación Centro de Excelencia Internacional en Investigación Sobre Cronicidad (Kronikgune)</p> <p>Management of health crisis in nursing homes by adapting hospital-at-home Integrated Care programs: a local experience from Catalonia (276) Dr. Miquel Àngel Mas, geriatrician and PhD student. Badalona Serveis Assistencials, Catalonia, EU.</p> <p>Testing the application of a research and design process to support development of care service design for frail populations in North West England (167) Adele Markland, Improvement Advisor, Advancing Quality Alliance (AQuA), UK</p>
	<p>5.3 Enablers and challenges when implementing Integrated Care [T3]</p> <p>Chair Dr. Galileo Pérez-Hernández, President, National College of Integrated Medicine (CONAEMI), Mexico</p> <p>Organisational structures and Integrated Care: an evaluation of interventions in ten care organisations (221) Sam Pless, Doctoral Researcher, KU Leuven, Belgium <i>[*Paper listed for Integrated Care Award]</i></p> <p>The integration of care in the Portuguese NHS: a methodological proposal (218) and recent evolution of the degree of integration on vertically integrated organizations (238) Prof. Rui Manuel Santana, Escola Nacional de Saúde Pública/ Universidade Nova de Lisboa, Portugal</p> <p>Implementing a "Low-Rules" provincial Integrated Care initiative in Canada: the role of environmental and organizational context (209) Agnes Grudniewicz, PhD Candidate, University of Toronto, Canada</p> <p>Collective leadership as a management arrangement of integrated health and social care (258) Charlotte Marian Klinga, PhD Student, Department of Learning, Informatics, Management and Ethics, Karolinska Institutet, Sweden</p> <p>Enthusiastic establishment and continuous maintenance; collaboration across boundaries (184) Erna Håland, Associate Professor, Institute for Adult Learning and Counselling Science, Norwegian University of Science & Technology (NTNU), Norway</p>

	<p>Evaluating a Health Care Partnership in Australia (156) Prof. Jennifer Reath, Foundation Peter Brennan Chair of General Practice, University of Western Sydney, Australia</p>
	<p>5.4 Assessing and managing populations at risk with new technologies in Integrated Care [T2, T3, T4]</p> <p>Chair Prof. Ran Balicer, Director, Health Policy Planning, Clalit Health Services, Israel and Associate Professor, Epidemiology Department, Ben-Gurion University, Israel</p> <p>An Appraisal Standard for a quick and reliable comparison between risk stratification methods for local healthcare systems (262) Dr. Daniele De Massari, Research Scientist, Philips Research, Netherlands <i>[*Paper listed for Integrated Care Award]</i></p> <p>Activation of population risk stratification strategies in Europe: analysis of feasibility and impact (272) Lucia Prieto Remon, Researcher, Asociación Centro de Excelencia Internacional en Investigación Sobre Cronicidad (Kronikgune), Spain</p> <p>Turning data into value: experiences with business intelligence technologies from the Integrated Care system Gesundes Kinzigtal (138) Dr. Alexander Pimperl, Head of Department Controlling & Health Data Analysis, OptiMedis AG, Germany</p> <p>Comparison of predictive risk modelling among five European regions in the ACT project (280) Montse Moharra, Agency for Healthcare Quality and Assessment of Catalonia, Spain</p> <p>Anticipatory Care Planning: reducing hospital admissions (237) and Anticipatory Care Planning and Integration (283) Dr. Adrian Baker, Clinical Lead, Nairn and Ardersier, Nairn Healthcare Group, NHS Highland, Scotland</p> <p>Revealed: the underlying flow, masked by predictive risk tools but uncovered by dynamic simulation used in joint commissioning (292) Douglas McKelvie, Partner, The Symmetric Partnership LLP, UK</p>
	<p>5.5 SmartCare/Beyond Silos/Care Well [T4]</p> <p>Led by Leo Lewis, Senior Fellow, International Foundation for Integrated Care (IFIC) Adriano Fernandes, Consultant, SCMA</p> <p>This session will share information on three EU funded integrated care projects, namely CareWell, BeyondSilos and SmartCare and deployment site representatives from each project will give a detailed presentation on an innovative aspect that has been included in their project implementation approach.</p> <p>Overview of the three projects' aims, objectives, implementation environments, population cohorts and synergies Leo Lewis, Senior Fellow, International Foundation for Integrated Care.</p> <p>CareWell – How the ACG risk stratification tool is being used in the Veneto region for case finding patients who meet the project's eligibility criteria. Francesco Marchet, Project Manager, Regione Veneto - Local Health Authority nr.2 of Feltre.</p> <p>BeyondSilos – This presentation will provide details of how a third sector organisation has been incorporated into the care delivery model to provide integrated health and social care services to a deprived community living in the Amadora region of Portugal. Adriano Fernandes, Programme Manager, Santa Casa da Misericórdia de Amadora, Portugal</p> <p>SmartCare – The session will conclude with an interactive presentation from Scotland in which their approach to co-designing the development of the Living it Up platform to support people at risk of falls will be demonstrated. Marlene Harkis, Programme Manager, NHS24, Scotland</p> <p>Marlene will be joined by service users and carers who will not only share their experiences of being involved in the development but also how they are using the new SmartCare digital tools to lead more fulfilling lives.</p>

	<p>5.6 Developing and supporting an Integrated Care workforce [T5]</p> <p>Chair Dr Viktoría Stein, Consultant, Division of Health Systems and Public Health, WHO Regional Office for Europe, Denmark and IFIC Board Member</p> <p>Building an inter-professional integrated medical education and clinical practice (129) Dr Lydia Aguilera, Director and Clinical Assistant Professor, Austin College of Pharmacy Cooperative Pharmacy Program, University of Texas–Pan American (UTPA), United States <i>[*Paper listed for Integrated Care Award]</i></p> <p>Integrated healthcare via a community health fair along an international border: tackling multi-morbidities and health inequalities through team learning experiences (128) Dr Lydia Aguilera, Director and Clinical Assistant Professor, Austin College of Pharmacy Cooperative Pharmacy Program, University of Texas–Pan American (UTPA), United States <i>[*Paper listed for Integrated Care Award]</i></p> <p>Weaving together different disciplinary perspectives in an exploration of integration between mental health and criminal justice systems in Norway (163) Dr. Sarah Hean, Marie Curie-Sklodowska Fellow, University of Stavanger, Norway</p> <p>Sequential simulation (SqS) of a patient journey: an intervention to engage GP receptionists in Integrated Care (275) Prof. Elisabeth Paice, Chair of Embedding Partnerships, NW/London Integrated Care Programme, UK</p>
	<p>5.7 Implementing Integrated Care in policy and practice in Europe [T1, T2, T3, T4, T5]</p> <p>Chair Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC)</p> <p>An assessment of the public policy implementation of Integrated Care in Ireland (162) Dr. Tom O'Connor, Cork Institute of Technology, Ireland</p> <p>Transforming health care through the development of the Strategy for the Care of Patients with Chronic Diseases in Madrid (178) Dr Ana Miquel Gómez, Coordinator of the Strategy for the Care of Patients with Chronic Conditions, Consejería de Sanidad, Spain</p> <p>“Care to go”: one-stop shop solutions to foster integration. Case studies and lessons from Italy (189) Elisabetta Notarnicola, Junior Research Assistant, CeRGAS Bocconi University, Italy</p> <p>Go local and co-operate (188) Monique Spierenburg, Senior Adviser, Vilans, Centre of Expertise for Long-term Care, Netherlands</p> <p>The implementation of Integrated Care for diabetes mellitus type 2 by two Dutch care groups: context, mechanisms and outcomes (133) Loraine Busetto, PhD Student, Tranzo - Tilburg University, Netherlands</p>
12.30	<p>Buffet Lunch, Exhibition, Posters and Networking</p>
12.45	<p>SPONSORED LUNCHTIME SESSION</p> <p><i>Sponsored by Accenture Strategy</i></p> <p>Overcoming pilot paralysis: How Europe’s new integrated care models can be scaled</p> <p>In the next decade, European healthcare will be forced to become a more effective, efficient and affordable service industry. While there are many new care models being tested across the continent, most innovations fail to scale and sustain beyond pilot stage, for want of securing long-term commitment and resources from stakeholders. In this session, we will hear from frontline</p>

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	<p>innovators, national and regional health system funders and managers on what it takes to translate pilots to scale, tackling key questions such as:</p> <ul style="list-style-type: none"> • How did they identify the resources and commitments their model would require at scale, from each stakeholder? • How did they engage relevant stakeholders upfront (on their case for change and the evidence they require to validate it) • How did they determine the scale required to validate the longer term operating model and commercial viability? • How did they determine the required scope, scale, duration for the pilot to generate, document and communicate evidence and learnings? • How did they secure the funding to run an effective pilot? <p>Speakers in this session will include: David Champeaux (chair), Managing Director, Accenture Health Strategy Arturo Alvarez, Director of Research, NewHealth Foundation Solange Menival, Vice President Health, Aquitaine Agence regional de Sante Dr Niti Pall, Medical Director, Bupa International Development Markets Katrine Vedel, Special Advisor, Health Innovation Centre of Southern Denmark</p>
<p>13.45 to 15.00</p>	<p style="text-align: center;">PARALLEL SESSIONS 6</p>
	<p style="text-align: center;">6.1 Transforming professional boundaries with coproduction [T1, T2, T3, T4]</p> <p>Chair Dr Hernan Montenegro, Coordinator, Services Organization and Clinical Interventions Unit, Service Delivery and Safety department, World Health Organization</p> <p>“We do it already...” and other myths – Delivering personalised care for people with long term conditions: Experiences from Year of Care Partnerships Dr Simon Eaton, National Clinical Lead for Year of Care Partnerships, UK</p> <p>Staff engagement in telehealth and coordinated care: findings from the ACT programme (147) David Barrett, Nurse Lecturer, Hull York Medical School (HYMS), UK</p> <p>Innovating care for people with multi-morbidity through integration (181) Dr Anneli Hujala, Senior Researcher, University of Eastern Finland</p> <p>Pushing Boundaries: Being A healthcare Radical - Rocking The Boat and staying In! Jane McGrath, Mental Health Activist, West London Mental Health NHS Trust, UK</p>
	<p style="text-align: center;">6.2 Implementing networks and pathways in Integrated Care [T1, T2] [this session finishes at 15:35]</p> <p>Chair Toni Dedeu, Director of Research and Knowledge Exchange, Digital Health Institute, Scotland</p> <p>An integrated community falls emergency pathway (123) Dr. Kirstin James, Falls Co-ordinator, NHS Lothian, Scotland</p> <p>Intermediate care as a key for Integrated Care: collaborative practice and research for acute admission avoidance in Barcelona (126) Dr. Marco Inzitari, Director, Healthcare, Parc Sanitari Pere Virgili, Spain</p> <p>Developing a managed care network for Multiple Sclerosis: the role of demand stratification to support special group commissioning strategies (284) Verdiana Morando, Researcher, SDA School of Management, Bocconi University, Italy</p> <p>Intersectoral pathways of vulnerable patient groups in Southern Denmark (232) Stine Lundstroem Kamionka, University of Southern Denmark, Denmark</p>

	<p>6.3 Implementing and evaluating Integrated Care [T1, T2, T3, T4]</p> <p>Chair Prof. Gordon Peterkin, Consultant, Kithstone Consulting</p> <p>A conceptual framework for evaluation of care integration initiatives (117) Mario Del Rio Camara, O+berri / Basque Foundation for Health Innovation, ES</p> <p>From experimentation to practice: change management and implementation of integrated services networks in Québec (Canada) following ten years of promising experimentations (104) Prof. Yves Couturier, Professor of Social Work and Louise Belzile, PhD Student, University of Sherbrooke, Canada <i>[*Paper listed for Integrated Care Award]</i></p> <p>The influence of redesigning care processes on quality of care: a systematic review (108) Janneke van Leijen-Zeelenberg, PhD Student, Maastricht University, Netherlands</p> <p>Provider and consumer engagement in care coordination models: evidence from the U.S (236) Dr. Leslie Greenwald, Chief Scientist, RTI International, United States <i>[*Paper listed for Integrated Care Award]</i></p>
	<p>6.4 ICT, engagement and empowerment of people and staff [T1, T2, T3, T4, T5]</p> <p>Chair Richard Bowden, Founder & CEO, AssessPatients</p> <p>Integrated health and care in Scotland: the digital link from co-production to policy (219) Prof George Crooks, Medical Director, NHS24 and Janette Hughes, LiU Programme Manager, Scottish Centre for Telehealth and Telecare (SCTT), Scotland</p> <p>A digital pathway to patient empowerment: an active and healthy lifestyle through telemedicine and Integrated Care (202) Katrine Vedel, Special Advisor, Health Innovation Centre of Southern Denmark, Denmark</p> <p>Partners Advancing Transitions in Healthcare (PATH) (211) Genevieve Obarski, Executive Lead, Program Implementation, The Change Foundation, Canada</p> <p>Telemedicine services for diabetes in Andalusia: patient empowerment and condition joint-management (214) Dr. Ana M. Carriazo, Senior Advisor / Head of Unit, Regional Ministry of Equality, Health and Social Policies of Andalusia / Andalusian Health Service, Spain</p>
	<p>6.5 Development and assessment of e-health services in Integrated Care [T3, T4] [this session will finish at 15:35]</p> <p>Chair Katrine Vedel, Special Advisor, Health Innovation Centre of Southern Denmark</p> <p>Early detection of Heart Failure exacerbation by telemonitoring in old people (174) Dr. Elena Villalba Mora, Doctoral Engineer, Hospital Universitario de Getafe, Spain</p> <p>Evaluation of an integrated telecare/telehealth pilot for complex chronic patients: the TELBIL+T study (266) Mrs Edurne Alonso Moran, Researcher, O+BERRI (Basque Institute for Healthcare Innovation), Spain <i>[*Paper listed for Integrated Care Award]</i></p> <p>Development of e-health services and Integrated/Coordinated Care (274) Dr. Dominga Salerno, Geriatrician-Head of Telemedicine Services NHS, ASLTO3- Regional Health System, Italy</p> <p>Integrating e-consultation in primary care (215) Dr. Ionut Chiriac, General Practitioner, Consorci Castelldefels Agents de Salut d'Atenció Primària (CASAP)</p>

	<p>6.6 Taking Integrated Care forward in policy and practice in Belgium and France [T2, T3, T4, T5]</p> <p>Chair Prof. Guus Schrijvers, Chair, International Foundation for Integrated Care (IFIC)</p> <p>Belgian chronic care revisited (invited) Ri de Ridder, MD and Director-General, NIHDI, Belgium Isabelle Van Der Brempt, SPF, Sante Publique, Belgium</p> <p>Integrated Care in Aquitaine, France (invited) Solange Menival, Vice-Présidente Santé et Formations sanitaires et sociales, Présidente de European Network ENRICH, Bordeaux Area, France</p>
15.00	Refreshment Break, Exhibition, Posters and Networking
15.30	<p style="text-align: center;">PLENARY 5</p> <p style="text-align: center;">Questions Time:</p> <p style="text-align: center;">Implementing Integrated Care from Policy to Practice:</p> <p style="text-align: center;">Key Levers for Change</p> <p>Chair Prof George Crooks, Medical Director, NHS24</p> <p>The Interim Report of WHO Global Strategy on People Centred Integrated Health Services, official launch (15 min) Dr Ed Kelley, Director, Service Delivery and Safety, WHO headquarters Geneva</p> <p>Past, present and future of Health and Care Integration in Scotland: lessons for other countries (20min) Alison Taylor, Head of Integration Unit, Health and Social Care Directorates, Scottish Government Dr Margaret Whoriskey, Director, Joint Improvement Team (JIT), Scottish Government</p> <p>Question Time (40 min):</p> <ul style="list-style-type: none"> • Albert Ledesma Castellort, Director, Chronic Care Program and Integrated Health and Social Care Plan, Department of Health of Catalonia • Ri de Ridder, MD and Director-General, NIHDI, Belgium • Solange Menival, Vice-Présidente Santé et Formations sanitaires et sociales, Présidente de European Network ENRICH, Bordeaux Area, France
16.45	<p style="text-align: center;">CLOSING CEREMONY</p> <p>Chair's Closing Remarks Prof George Crooks, Medical Director, NHS24</p> <p>Presentation of WCIC3, Mexico City, Mexico Dr. Galileo Pérez-Hernández, President, National College of Integrated Medicine (CONAEMI), Mexico</p> <p>Presentation of ICIC16 Barcelona, Spain Dr Albert Alonso, Director, Innovation Directorate, Hospital Clínic de Barcelona and Vice-chair, International Foundation for Integrated Care (IFIC) Nadine Kubesch, Health Scientist For Integrated Care In Hospital Clinic in Barcelona, Spain Albert Ledesma Castellort, Director, Chronic Care Program and Integrated Health and Social Care Plan, Department of Health of Catalonia</p>

POSTERS DISPLAYED DAY 3

Posters presenters will be standing next to their poster for questions and answers at the morning and afternoon coffee breaks.

Understanding integrated care

- 1) How best can Integrated Care practices be described and analysed? Useful hints from Project Integrate (268) by Dr **Albert Alonso**, Director, Innovation Directorate, Hospital Clínic de Barcelona and Vice-chair, International Foundation for Integrated Care (IFIC) **Nadine Kubesch**, Health Scientist For Integrated Care In Hospital Clinic in Barcelona, Spain
- 2) Complex systems: Integrated Care (142) by **Jonathan Stokes**, University of Manchester, United Kingdom
- 3) Transitional care for persons with dementia and their caregivers (151) by **Jessica Ashbourne**, University of Waterloo, Canada [**Poster listed to compete for Best Poster Presentation*]
- 4) Efficiency in Integrated Care for depression: are the health services adapted to care needs? (240) by **Eva Lassemo**, SINTEF, Norway [**Poster listed to compete for Best Poster Presentation*]

Measuring patient experiences

- 6) Patient experience of a PCMH-modelled public-private partnership initiative in Singapore (199) by Dr. **Zoe Lim**, National University of Singapore, Singapore
- 7) Measuring patients' experience of rehabilitation services across the care continuum: A systematic review of the literature (157) by **Heather McNeil**, University of Waterloo, Canada
- 8) The Effectiveness of a Proactive Attention Programme viewed from the Chronic Complex Patient's Perspective. (170) by Mrs **Elvira Sánchez González**, Health Economist, Serveis de Salut Integrats Baix Empordà (SSIBE), Girona, Spain

Patient Safety

- 9) Knowledge as a Contributing Factor to Patient Safety Management in Integrated Chronic Health Care (135) by **Sonja Vertriest**, University of Hasselt, Belgium
- 10) Organizational Change as a Contributing Factor to Patient Safety Management in Integrated Chronic Health Care (136) by **Sonja Vertriest**, University of Hasselt, Belgium

Managing people at risk

- 11) An innovative method to identify and screen patients at silent risk for colorectal cancer (187) by Dr. **Maya Leventer-Roberts**, Clalit Research Institute, Israel
- 12) Combining and implementing three successful elderly care projects (191) **Corine van Maar**, MBA, Vilans, Centre of Expertise for Long-term Care, Netherlands

Integrated Care for children

- 13) Integrating nurse services in pediatric primary care (243) by Dr. **Ionut Chiriac**, Consorci Castelldefels Agents de Salut d'Atenció Primària, Spain
- 14) Integrating Care for Individuals with FASD: Results from a Multi-Stakeholder Symposium (294) **Ana Hanlon-Dearman**, University of Manitoba, Canada
- 15) The complexity of integrated breastfeeding support (271) by Dr. **Stefanie Inge Rosin**, Free-lance, Germany
Irena Zakarija-Grković, MD, FRACGP, IBCLC, PhD, University of Split, School of Medicine

Integrated Care for acute care

- 16) Integrating nurse services in the management of unscheduled patients with acute health problems (200) by Dr. **Ionut Chiriac**, Consorci Castelldefels Agents de Salut d'Atenció Primària, Spain

Innovation, implementation and change

- 17) Implementation of Integrated Care organization in Poland: empirical validation of the model for Integrated Care (231) by **Prof Tomasz Hermanowski**, Medical University of Warsaw, Poland, Department of Pharmacoeconomics, Poland
- 18) Scale development to assess the management ability of municipalities in the community-based integrated care system of Japan (286) by **Masaaki Otaga**, Researcher, National Institute of Public Health, Japan
- 19) Comparing Experiences of Service Delivery Re-Design in Rural Areas (207) by Prof. **Stefano Calciolari**, Università della Svizzera Italiana, Switzerland
- 20) Obstacles and Facilitators in Developing Integrated Team Based Home Care Services in Lithuania (148) by **Lina Danuseviciene**, Lithuanian Health Science University, Lithuania
- 21) Readiness of Chief Executives for transformational change across Health, Councils and Third sector in Scotland to lead public service reform: A Grounded Theory Approach (220) by **Lynne N Douglas**, NHS Lothian, United Kingdom
- 22) Transformation of a community of Practice into a Community of Learning; GeZonTH (228) by **Marjolein Thijssen**, HAN University of applied science, The Netherlands

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- 23) Residents, professionals and students in primary health care as change agents; different perspectives? (226) by **Marjolein Thijssen**, HAN University of applied science, The Netherlands
- 24) Third Sector's contribution to Building Healthier and Happier Communities (127) by **Paul White**, Director of Networks at SCVO,UK [**Poster listed to compete for Best Poster Presentation*]
- 25) Releasing Time to Care, Engagement, and Coproduction : The Integration of Health and Social Care Occupational Therapy in East Ayrshire (171) by **Alistair J Reid**, NHS Ayrshire and Arran, United Kingdom, **Noreen Caldwell**, Local Officer,Scottish Health Council, Scotland
[**Poster listed to compete for Best Poster Presentation*]
- 26) [**Poster listed to compete for Best Poster Presentation*]
- 27) Successful independent living through collaboration and engagement (113) by **Volletta Peters**, Director of Tenant and Member Services at Mainstay Housing, Canada [**Poster listed to compete for Best Poster Presentation*]
- 28) Developing a System Navigator Role in Primary Care Using a Co-Design Approach (208) **Jacobi Elliott**, University of Waterloo, CA
[**Poster listed to compete for Best Poster Presentation*]
- 29) The impact of creating vertically integrated organizations on hospital inpatient use (247) by Prof. **Rui Manuel Santana**, Escola Nacional de Saúde Pública/ Universidade Nova de Lisboa, Portugal [**Poster listed to compete for Best Poster Presentation*]
- 30) **Electronic consultation as an essential tool for the Continuity of Care model** (233) by **María Vicente Herrero**, SERMAS, Spain, **Jorge Luis Casas Requejo**, Healthcare Manager, University hospital, Puerta De Hierro [**Poster listed to compete for Best Poster Presentation*]

END OF THE CONFERENCE