### Thursday 19 November

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:00pm –</td>
<td><strong>Pre-conference workshops</strong></td>
</tr>
<tr>
<td>5:00pm</td>
<td><strong>Masterclass: Leadership and management that supports Integrated Care</strong></td>
</tr>
<tr>
<td></td>
<td><strong>T2 T3 T4</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Masters:</strong></td>
</tr>
<tr>
<td></td>
<td>Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Prof Volker Amelung, Professor for International Healthcare Systems Research, Medical University of Hannover, President, German Managed Care Association (BMC), Germany (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Mary-Jo Monk, Senior Policy Analyst, Nova Scotia Department of Health and Wellness, Canada (invited, pending confirmation)</td>
</tr>
<tr>
<td></td>
<td>Dr Anne Hendry, National Clinical Lead, Integrated Care, Joint Improvement Team, Scottish Government (confirmed)</td>
</tr>
<tr>
<td>5:30pm –</td>
<td><strong>Meeting of the Latin American Hub of the International Foundation for Integrated Care (IFIC) and Latin-American section of the International Journal for Integrated Care (IJIC)</strong></td>
</tr>
<tr>
<td>7:30pm</td>
<td><strong>Workshop: Integrated Care Academy</strong></td>
</tr>
<tr>
<td></td>
<td><strong>T2 T4</strong></td>
</tr>
<tr>
<td></td>
<td>Dr Viktoria Stein, Senior Fellow in Integrated Care and Head of Education and Training, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Dr Miguel Angel Gonzalez Block, Chair of Health Systems Research, Faculty of Health Sciences, Anahuac University, Mexico City</td>
</tr>
<tr>
<td>5:30pm –</td>
<td><strong>Workshop: Management competencies in social protection for health</strong></td>
</tr>
<tr>
<td>7:30pm</td>
<td><strong>T1 T3 T4</strong></td>
</tr>
<tr>
<td></td>
<td>Leonel Antonio Flores Sosa, General Director, Inter-American Center for Social Security Studies (tbc)</td>
</tr>
<tr>
<td>5:30pm –</td>
<td><strong>Workshop: The role of Public Health in Integrated Care</strong></td>
</tr>
<tr>
<td>7:30pm</td>
<td><strong>T1 T2</strong></td>
</tr>
<tr>
<td></td>
<td>led by Dr Lourdes Ferrer, Director of Programmes, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC) (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Dr Oscar Arteaga, Director, School of Public Health, University of Chile (tbc)</td>
</tr>
<tr>
<td></td>
<td>Dr Miguel Ángel Lezana Fernández, General Director of Knowledge Diffusion and Research, National Commission of Medical Arbitration (CONAMED), Secretariat of Health of Mexico (tbc)</td>
</tr>
<tr>
<td>5:30pm –</td>
<td><strong>Workshop: Patients for Patient Safety (PFPS)</strong></td>
</tr>
<tr>
<td>7:30pm</td>
<td><strong>T1</strong></td>
</tr>
<tr>
<td></td>
<td>Lead by the World Health Organisation (WHO)</td>
</tr>
<tr>
<td></td>
<td>Katthyana Aparicio, Patients for Patient Safety champion in Mexico</td>
</tr>
<tr>
<td></td>
<td>Evangelina Curiel, Patients for Patient Safety champion in Ecuador</td>
</tr>
</tbody>
</table>
## Friday 20 November

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am</td>
<td>Registration, refreshments, exhibition and networking</td>
</tr>
<tr>
<td></td>
<td>(Poster Mounting – for full details of posters presentations, see end of document)</td>
</tr>
<tr>
<td>8:30am</td>
<td><strong>OPENING CEREMONY</strong></td>
</tr>
<tr>
<td></td>
<td>Introduction</td>
</tr>
<tr>
<td></td>
<td>Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Welcome to Country</td>
</tr>
<tr>
<td></td>
<td>Secretaría de Salud Mexico</td>
</tr>
<tr>
<td></td>
<td>Conference Inauguration</td>
</tr>
<tr>
<td>9:00am – 11:00am</td>
<td><strong>PLENARY 1</strong></td>
</tr>
<tr>
<td>Auditorium</td>
<td>People-Centred Care for All</td>
</tr>
<tr>
<td></td>
<td>Chair</td>
</tr>
<tr>
<td></td>
<td>Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Patient, Patient Safety Champion (name to be confirmed)</td>
</tr>
<tr>
<td></td>
<td>Integrated people-centered care: the pathway to universal access to health and Universal Health Coverage</td>
</tr>
<tr>
<td></td>
<td>Dr Carissa Etienne, Director of the Pan American Health Organization (PAHO) (invited via PAHO, pending confirmation)</td>
</tr>
<tr>
<td></td>
<td>Transforming the Health System through Integrated Primary Care</td>
</tr>
<tr>
<td></td>
<td>Dr Maria del Rocio Saenz Madrigal, Executive President of the CCSS, Costa Rica (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Advances in people-centered care in Chile: the AUGE program</td>
</tr>
<tr>
<td></td>
<td>Carmen Castillo, Ministra de Salud, Chile or Jeanette Vega, Directora Fonasa (invited via PAHO, pending confirmation)</td>
</tr>
<tr>
<td></td>
<td>Organizational change to support family and carers in coproduction</td>
</tr>
<tr>
<td></td>
<td>Beverly Johnson, President anFd Chief Executive Officer, Institute for Patient and Family Centered Care (IPFCC) (confirmed)</td>
</tr>
<tr>
<td>11:00am</td>
<td>Refreshment break, exhibition, posters and networking</td>
</tr>
<tr>
<td>11:30am – 1.00pm</td>
<td><strong>Parallel sessions 1</strong></td>
</tr>
<tr>
<td></td>
<td>People-centred and Integrated Care in practice T1 T2</td>
</tr>
<tr>
<td></td>
<td>Chair</td>
</tr>
<tr>
<td></td>
<td>Dr Lourdes Ferrer, Director of Programmes, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>One Whānau (Family) at a time (166)</td>
</tr>
<tr>
<td></td>
<td>Nicola Ehau, Health Hawke's Bay, New Zealand (Paper selected to compete for the Integrated Care Award ☺️)</td>
</tr>
</tbody>
</table>
Case Study: Whanau ora In Action (170)
Patricia Keelan, Compass Health, New Zealand

The creative potential of health work to develop an Integrated Care model in Brazilian Primary Health Care (204)
Dr Debora de Souza Santos, Universidade Federal de Alagoas, Brasil

Practical examples on integrating mental and physical health in Australia
Prof David Perkins, Director, Centre for Rural and Remote Health, University of Newcastle, Australia, IFIC Board Member and IJIC Editor (confirmed)

Gold Coast Integrated Care: enabling partnerships (137)
Helen Marie Cooper, Gold Coast Hospital and Health Service, Australia

[This session will be allowed to finish 15 min late]

1.2 Integrated Care and Chronic Care T1 T2

Chair
Dr Galileo Hernandez Perez, President, CONAEMI and IFIC Board Member (confirmed)

Making a difference: patient-centred, Integrated Care in a General Practice setting (167)
Kylie Ormrod, ProCare, New Zealand

Patients at risk: innovation and integration in action (118)
Claire Naumann, Counties Manukau District Health Board, New Zealand

Prediction Modelling and Risk Stratification for Chronic Disease for care coordination on a national scale: a systematic review (119)
Valérie Twomey, Health Service Executive, Ireland

Integrated long-term care models in low middle income countries remote and rural areas: community-based targeted care bundle in case/disease management, community care and at home, rehabilitation and assisted living services coordinated by Health Ecosystems with the creation of spin-off structures for their autonomy at territorial level (159)
Stella Tsartsara, Gerontologist, Integrated Long Term Care & Cross Border Healthcare Advisor, Health Tourism Planner, SouthEastEuropeHealthcare, Belgium

Programa de gestión e integración en salud de enfermedades crónicas (123)
Javier Diaz MD, ISSSTE, Mexico

[This session will be allowed to finish 15 min late]

1.3 Financing mechanisms and assessing performance in Integrated Care T3 T4

Chair
Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC)

Financing population based and disease-based Integrated Care: lessons from the Netherlands
Prof Guus Schrijvers, Chair and Founder, International Foundation for Integrated Care (IFIC) (confirmed)

Capitated payments for triple integration, are they triple the effort? (176)
<table>
<thead>
<tr>
<th><strong>Workshop: Developing the future high quality workforce for integrated care for ALL (186)</strong></th>
<th>T1 T2 T4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chair</strong></td>
<td>Lisa Jane Hill, Top of the World Ltd, United Kingdom</td>
</tr>
<tr>
<td>The presenters have a wish to share their experiences with peers using an approach that uses an award-winning established workforce planning formula to develop an integrated workforce that will last a lifetime. This approach enabled a whole system delivery model to enable modernisation and development of integrated primary care mental health with prevention and social care. In times of austerity it is often the workforce that is slashed to make savings however this is often a false economy as history, skills and ultimately compassion is lost.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Workshop: Using Electronic Health Records to measure, monitor, and evaluate the impact of Integrated Care (203)</strong></th>
<th>T5</th>
</tr>
</thead>
<tbody>
<tr>
<td>(tentatively accepted, pending information from authors)</td>
<td></td>
</tr>
<tr>
<td><strong>Chair</strong></td>
<td>Hani Serag, University of Texas Medical Branch (UTMB), United States</td>
</tr>
<tr>
<td>The roundtable discussion aims to create a space for experts to share experience of adopting Electronic Health Records (EHRs) in their care settings. In addition, the panel will be encouraged to identify strategies to (1) widen the use of EHRs, (2) strengthen interoperability, (3) improve exchanges among stakeholders, (4) collect meaningful measurements, (5) integrate technology into work flows, (6) support decision making, (7) ensure accountability, and (8) achieve cost saving. Finally, the panel will be encouraged to engage in long-term networking and develop joint actions/projects.</td>
<td></td>
</tr>
</tbody>
</table>

**1:00pm** | Lunch, exhibition, posters, workshops and networking |

**1:30pm – 2.30pm** | **Lunchtime Special Sessions** |

**Guided Poster Walk**
Led by Dr Viktoria Stein, Senior Fellow in Integrated Care and Head of Education and Training, International Foundation for Integrated Care (IFIC) |

**Workshop: How to develop and maintain an Improvement Network?**
Led by Dr. Anne Hendry, National Clinical Lead, Integrated Care, Joint Improvement Team, Scottish Government (confirmed)

The evidence, impact, evaluation and power of networks for achieving social change is growing. Networks that are adaptable and flexible are increasingly used to support complex adaptive and cross sector change. Networks can empower people and professionals to work together to shape, learn and share improvements for quality.

This session will describe the journey from Managed Clinical Networks and QI networks in Scotland towards an Improvement Network for Integrated Care and Support, with formative assessment and development support from the Health Foundation Network Development Maturity Model.

The session will highlight tools and coproduction approaches to help you link up your networks and communities of practice, support mentoring, coaching and shadowing and enable knowledge exchange across professions and sectors and involving lived experience of people who use integrated care and support.

Sponsored Lunch Session

PLENARY 2
Care Coordination and Continuity of Care

Chair
Eduardo Gonzalez Pier, Under Secretary of Integration and Development, Ministry of Health, Mexico (confirmed)

Improving continuity of care and care coordination around the world: Evidence, outcomes and lessons for fragmented systems

Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC)

Practical examples:
- Examples from North America: Craig Tanio, Chairman, State of Maryland’s Healthcare Commission and Special Adviser to Chenmed, USA (confirmed)
- Supporting health and social care integration in Catalunya: Juan Carlos Contel, PIAISS, Catalunya (confirmed)
- Tackling multi-morbidities, advances and strategies in the Basque Country: Jon Darpon, Minister of Health for the Basque Region (confirmed)
- Example from Uruguay (invited via PAHO/WHO, pending to confirm)

Discussion: How do these examples highlight potential paths, challenges and opportunities to improve Care Coordination and Continuity of Care in the Americas?

2:00pm – 4:00pm
Refreshment break, exhibition, posters and networking

4:00pm
PARALLEL SESSIONS 2

4:30pm – 6:30pm
2.1 Integrating Mental and Physical Health T1 T2

Chair
Prof David Perkins, Director, Centre for Rural and Remote Health, University of Newcastle, Australia, IFIC Board Member and IJIC Editor

Integrating health and mental health services in the US (144)
## William Douglas Tynan, American Psychological Association, United States

Integrating mental and physical health: the Intermountain approach and experiences

Brenda Reiss-Brennan, Director Mental Health Integration, Intermountain, USA (confirmed)

Sydney North shore Beaches ‘Partners in Recovery’ – a local model of consumer directed and people-centred integrated mental health care (171)

Laurie James Bassett, CCNB, Australia

Susan Moylan-Coombs, Founder & Director of The Gaimaragal Group

People-centred, community based integrated care: the perfect mental health recovery journey partner (173)

Allison Ann White, Northern Sydney Local Health District, Australia

Inpatients’ utilization of both GP and specialist outpatient care in two models of psychiatric services: findings from North Norway (165)

Lars Henrik Myklebust, Nordlandssykehuset HF, Norway

The relationship between the services available to patients in primary care and at local psychiatric clinics and the use of coercion: findings from North Norway (141)

Rolf Wynn, UiT The Arctic University of Norway, Norway

### 2.2 Improving transitions and managing fragmentation T1 T2 T3

**Chair**

Dr Galileo Hernandez Perez, President, CONAEMI and IFIC Board Member (confirmed)

Development of a quality framework to facilitate effective care transitions from hospital to home (113)

Tara Sampalli, Nova Scotia Health Authority, Canada

Mapping care fragmentation in terms of task division (187)

Sam Pless, KU Leuven, Belgium

Enhancing patients value through Integrated Care Transitions (193)

Regina Rigatto Witt, Universidade Federal do Rio Grande do Sul, Brazil

A Model of integrated care: an experience developed in the South of Brazil (160)

Regina Rigatto Witt, F Brazil

Maternity and the production of identities: repercussions on women’s health at the puerperium.

Dora Lúcia Leidens Correa de Oliveira, PhD in Health Education. Associate Professor. Graduate Program in Nursing, School of Nursing, Federal University of Rio Grande do Sul - UFRGS - Porto Alegre (RS), Brazil.

Integration through co-location of allied health services into general practice: a demonstration trial in north coast NSW Medicare Local (177)

Susan A Nancarrow, Southern Cross University, Australia

### 2.3 Developing and implementing change T2 T3 T4

**Chair**

Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC)
### Leadership and management that supports Integrated Care

**Prof Volker Amelung**, Professor for International Healthcare Systems Research, Medical University of Hannover, President, German Managed Care Association (BMC), Germany (confirmed)

Rationale for improving integrated service delivery: reduced cost and improved care in Georgia (192)

**Tamar Chitashvili**, Senior Quality Improvement Advisor, MNCH/FP and NCD Technical Unit lead of USAID ASSIST Project, University Research Co. LLC, the US (confirmed)

[Paper selected to compete for the Integrated Care Award](#)

**Proyecto Seguro Público - FONASA (Fondo Nacional de Salud)** (194)

**Marcelo González**, Fonasa, Chile

Improving access to and integration of inpatient specialist rehabilitation services in Ireland (120)

**Valerie Twomey**, Health Service Executive, Ireland

---

### 2.4 Inter-professional education and workforce support in Integrated Care

**Chair**

**Dr Viktoria Stein**, Senior Fellow in Integrated Care and Head of Education and Training, International Foundation for Integrated Care (IFIC)

Enhancing Primary Healthcare Delivery in the Inner City Through Interprofessional Team Work and Service Innovation (168)

**Dr Deborah Kopansky-Giles**, Professor, Graduate Education and Research, Canadian Memorial Chiropractic College and Department of Family and Community Medicine, St. Michael’s Hospital, University of Toronto, Canada

[Paper selected to compete for the Integrated Care Award](#)

Inter-professional care in a university school of medicine: how did we do that? (209)

**Eron Grant Manusov**, University of Texas Rio Grande Valley SOM, United States

Inter-professional collaboration for Integrated Care: education and practice in Brazil (162)

**Jaqueline Alcântara Marcelino Silva**, Federal University of Sao Carlos, Brasil

Person-centred Integrated Care: an online training experience (146)

**Irene Melamed**, FLACSO, Argentina

A look into the work of care professionals: job quality and relational coordination (111)

**De Kort Leen**, Researcher, Centre for Sociological Research, Research Group Work and Organisation, University of Leuven, Belgium

A serious game on job quality of care professionals (122)

**Prof Ezra Dessers**, Assistant Professor, Centre for Sociological Research, KU Leuven, Belgium (confirmed)

---

### 2.5 Digital Health and Integrated Care T2 T3 T5

**Chair**

**Dr Albert Alonso**, Director, Innovation Directorate, Hospital Clínic de Barcelona and Vice-chair, International Foundation for Integrated Care (IFIC) (confirmed)

Coherency and completeness in TeleHealth (208)
<table>
<thead>
<tr>
<th><strong>2.6 Digital Health and Integrated Care T2 T3 T5</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chair</strong></td>
</tr>
<tr>
<td><strong>Dr Albert Alonso</strong>, Director, Innovation Directorate, Hospital Clínic de Barcelona and Vice-chair, International Foundation for Integrated Care (IFIC) (confirmed)</td>
</tr>
<tr>
<td>Coherency and completeness in TeleHealth (208)</td>
</tr>
<tr>
<td><strong>Prof Jason Yap</strong>, Associate Professor, Saw Swee Hock School of Public Health, National University of Singapore and IFIC Board Member</td>
</tr>
<tr>
<td>Integrating Care in complex cardiac care: the tech touch (174)</td>
</tr>
<tr>
<td><strong>Dr. Kira Stellato</strong>, Health Authority AAS n°1 - Triestina and University of Trieste, Italy</td>
</tr>
<tr>
<td>[Paper selected to compete for the Integrated Care Award 🎉]</td>
</tr>
<tr>
<td>Gold Coast Integrated Care Shared Care Record (138)</td>
</tr>
<tr>
<td><strong>Helen Marie Cooper</strong>, Gold Coast Hospital and Health Service, Australia</td>
</tr>
<tr>
<td>Innovation and integration for impact: playing today a leading role in tomorrow's health (132)</td>
</tr>
<tr>
<td><strong>Felipe Moyano</strong>, URG - OSDE Group, Argentina</td>
</tr>
<tr>
<td>Data management systems that support medical treatment decision-making in an inter-sectoral setting: the WISUM INGES pde-med (149)</td>
</tr>
<tr>
<td><strong>Hanswerner Voss</strong>, GCN HealthNet, Germany</td>
</tr>
</tbody>
</table>
### Saturday 21 November

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:15am</td>
<td>Registration, refreshments, exhibition and networking</td>
</tr>
<tr>
<td></td>
<td>(Poster Mounting – for full details of posters presentations, see end of document)</td>
</tr>
<tr>
<td>7:30am – 8:30am</td>
<td>Sponsored Breakfast Sessions</td>
</tr>
<tr>
<td>9:00am</td>
<td><strong>PLENARY 3</strong></td>
</tr>
<tr>
<td></td>
<td>Creating an Enabling Environment: Policy, Governance and Accountability</td>
</tr>
<tr>
<td>9:00am</td>
<td><strong>Auditorium</strong></td>
</tr>
<tr>
<td></td>
<td>Chair</td>
</tr>
<tr>
<td></td>
<td>Dr Viktoria Stein, Senior Fellow in Integrated Care and Head of Education and Training, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Perspectives and options to improve people-centred integrated care through good governance in Mexico</td>
</tr>
<tr>
<td></td>
<td>Sebastian Garcia Saizo, General Director of Quality and Education in Health, Ministry of Health of Mexico (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Key issues in accountability and governance in Integrated Care networks</td>
</tr>
<tr>
<td></td>
<td>Esther Suter, Director, Workforce Research and Development, Alberta Health Services, Canada (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Shared accountability and its role in moving forward Gesundes Kinzigtal in Germany</td>
</tr>
<tr>
<td></td>
<td>Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC) (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Experience from Brazil</td>
</tr>
<tr>
<td></td>
<td>Eugenio Villaca, Universidad de Mina Gerais (invited via PAHO/WHO, pending confirmation)</td>
</tr>
<tr>
<td></td>
<td>Open discussion</td>
</tr>
<tr>
<td></td>
<td>How can governance and accountability accelerate policy change towards people-centred integrated care?</td>
</tr>
<tr>
<td>11:00am</td>
<td>Refreshment break, exhibition, posters and networking</td>
</tr>
</tbody>
</table>
### PARALLEL SESSIONS 3

**3.1 Instruments and tools that support People centre and Integrated Care T1 T2**

**Chair**
Dr Lourdes Ferrer, Director of Programmes, International Foundation for Integrated Care (IFIC)

The WHO global strategy on people-centred and integrated health services: towards Universal Health Coverage  
**Nuria Toro**, Consultant on People-Centred and Integrated Health Services, World Health Organization (WHO) Geneva, Switzerland (confirmed)

The Global Applicability of SHARE THE CARE™: An evidence-informed caregiving program (108)  
**Sheila T. Warnock**, Founder & President, ShareTheCaregiving, Inc. and Co-author, Share The Care, New York City, NY, USA  
**Alene Hokenstad**, Senior Director, IPRO and Board Member, ShareTheCaregiving, Inc, New York City, NY, USA  

Shared Decision Making: a new step forward in improving decision making process (110)  
**Montse Moharra**, Agency for Healthcare Quality and Assessment of Catalonia, Spain  

Shared Decision Making: changing perspectives in Chronic Care.  
**Antonio Heras Gómez**, IMSS, México (confirmed)

A case study approach and application of a modified value-stream mapping methodology to improve patient engagement in the management of complex chronic conditions (114)  
**Tara Sampalli**, Nova Scotia Health Authority, Canada

Demographics and clinical determinants of integrated care usage in social security patients: an Ecuadorian experience (151)  
**Iván Dueñas-Espin**, Universidad Técnica Particular de Loja, Ecuador

(This session will be allowed to finish 15 min late)

**3.2 People-centred care and Integrated Care for older people in practice T1 T2**

**Chair**
Prof David Perkins, Director, Centre for Rural and Remote Health, University of Newcastle, Australia, IFIC Board Member and IJIC Editor

Addressing the challenges of aging population in Latin America: What can integrated care offer?  
**Luis Miguel Gutiérrez Robledo**, Director, National Institute of Geriatrics (confirmed)

One Client, One Team: Healthcare integration for older adults with complex care needs: how small steps can lead to transformation (150)  
*[Paper selected to compete for the Integrated Care Award]*

Complex care of older people and the Integrated Care Pharmacy Team at Whittington Health [129]  
**Shirley Sau Yin Ip**, Whittington Health NHS Trust, United Kingdom  
*[Paper selected to compete for the Integrated Care Award]*

Independent living for older people: What could we learn from Switzerland? (181)
3.3 Assessing Integrated Care and Person Centre Care T1 T3

Chair
Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC)

Identifying and mobilising knowledge of 'what works' in an integrated care programme (134)
Abeda Mulla, Midlands and Lancashire Commissioning Support Unit, United Kingdom
[Paper selected to compete for the Integrated Care Award 😊]

Indicators and measurement tools for health systems integration: Results from a knowledge synthesis (128)
Esther Suter, Director, Workforce Research and Development, Alberta Health Services, Canada (confirmed)

Patient/User Perceptions on the Principles of Integration (143)
Maria Alice Lima, Full Professor at the School of Nursing/Federal University of Rio Grande do Sul, Brazil

Using a person center clinical method: results on patient satisfaction (212)
Carolina Delgado Dominguez, Universidad Veracruzana, Mexico

The structure and effectiveness of health systems: Exploring the impact of system integration in rural China (106)
Xin Wang, Shandong University, China

[This session will be allowed to finish 15 min late]

3.4 Working with systems, networks and institutions to enable Integrated Care (Part 1) T2 T3 T4

Chair
Dr Galileo Hernandez Perez, President, CONAEMI and IFIC Board Member

Public service integration: an exploration of reciprocal interdependence and organisational culture (199)
Madhulata Ambelal Patel, University of South Wales, United Kingdom
[Paper selected to compete for the Integrated Care Award 😊]

The influence of political processes of health systems reforms based on primary health care in institutional and organizational innovations and health services performance: a case study of three municipal settings in Argentina and Bolivia (178)
Ernesto Báscolo, National Scientific and Technical Research Council (Consejo Nacional de Investigaciones Científicas y Técnicas - CONICET
[Paper selected to compete for the Integrated Care Award 😊]

The evolution of regional health systems in Singapore (207)
Prof Jason Yap, Associate Professor, Saw Swee Hock School of Public Health, National University of Singapore and IFIC Board Member
Engineering performant, innovative and sustainable health systems – an integrated approach. 157)
Raphael Wouters, Enterprise Architect & Management Consultant, Xeneo, Belgium/Ireland
The Health care network for integrated care in Brazil (161)
Jaqueline Alcântara Marcelino Silva, Federal University of Sao Carlos, Brasil

3.5 Workshop: The response of technology to a maturity model for integrated care T3 T5
Hector Upegui, Worldwide Market Development for Health and Social Programs, IBM Cúram Research Institute, Munich, Germany

1:30pm
Lunch, exhibition, posters, workshops and networking

2:00pm – 3:00pm
Lunchtime Special Sessions

International Expert Symposium: Advancing the agenda of people-centred, integrated palliative care promoted by the International Association for Hospice and Palliative Care (IAHPC) and the NewHealth Foundation.

Guided Poster Walk
Led by Dr Viktoria Stein, Senior Fellow in Integrated Care and Head of Education and Training, International Foundation for Integrated Care (IFIC)

Benchmarking Integrated Care for better Management of Chronic and Age-related Conditions in Europe: findings from Project INTEGRATE T2 T3 T4 T5
Led by Magdalena Rosenmoller, IESE Business School, Spain (confirmed)

This project has already examined four case studies of best practices of integrated care in Europe, in the areas of COPD, Mental Health, Geriatric Conditions and Diabetes, which have had a proven impact in terms of improving patient experiences, generating better care outcomes and providing cost-effectiveness. The key aim of this part of the research was to define what constitutes good quality integrated care provision, and how integrated care systems can most effectively be built.

In Phase 2 of the research, the project is considering the cross-cutting themes process design, service delivery, skill mix, patient involvement, financial flows, regulatory conditions, and enabling information technologies in order to create connectivity, alignment and collaboration within and between the cure and care sectors.

In the final phase of work, Project INTEGRATE will provide managerial and policy recommendations, based on evidence from successful integrated care experiences examined in the early phases and evidence from international best practice. These recommendations will impact on the development of national and European policy development and practice.

Workshop on Developing the abilities to empowering people (211) T1 T4
Led by Carol Vértiz Kroetzsch, Proyecto Kookay Bienestar Integral, Mexico
(Pending confirmation, pending more information from authors)
The aim of this workshop is to introduce the healthcare professionals to the core principles of the people-centred approach first described by Carl Rogers (congruence, empathy and unconditional positive regard) and to the Humanistic and Motivational Interview and through practicing this principles develop the abilities to ease empowerment in their patients.

<table>
<thead>
<tr>
<th>3:00pm – 4:30pm</th>
<th>PARALLEL SESSIONS 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.1 Equity in health, determinants of health and Integrated Care T1 T2 T4</strong></td>
<td></td>
</tr>
<tr>
<td>Chair</td>
<td>Dr Lourdes Ferrer, Director of Programmes, International Foundation for Integrated Care (IFIC)</td>
</tr>
<tr>
<td></td>
<td>Portability and transferability of social Protection schemes: opportunities and challenges in Latin America. Leonel Antonio Flores Sosa, General Director, Inter-American Center for Social Security Studies (tbc)</td>
</tr>
<tr>
<td></td>
<td>Addressing the social determinants of health through Integrated Care. Nelly Salgado, National Institute of Public Health (confirmed)</td>
</tr>
<tr>
<td></td>
<td>Policies to reduce inequities in the national system of Social Work of Argentina (190) Nilis Picca, Superintendencia de Servicios de Salud, Argentina</td>
</tr>
<tr>
<td></td>
<td>Mediating pathways between HIV+ status and excellent overall health among Kenyan women: family functioning, meaningfulness of life, social support and the need for integrated care (184) [Paper selected to compete for the Integrated Care Award ☺] Hani Serag, University of Texas Medical Branch (UTMB), United States</td>
</tr>
<tr>
<td></td>
<td>Delivering sustainable spine care in underserved communities: The World Spine Care (WSC) Charity (<a href="http://www.worldspinecare.org">www.worldspinecare.org</a>) (158) Dr Deborah Kopansky-Giles, Professor, Graduate Education and Research, Canadian Memorial Chiropractic College and Department of Family and Community Medicine, St. Michael's Hospital, University of Toronto, Canada</td>
</tr>
<tr>
<td>[This session will be allowed to finish 15 min late]</td>
<td></td>
</tr>
</tbody>
</table>

**4.2 Advancing strategies to support care coordination and continuity of care T1 T2 T4**

Chair

Nuria Toro, Consultant on People-Centred and Integrated Health Services, World Health Organization (WHO) in Geneva, Switzerland

The development of a successful integrated care model: The Strategy for the care of patients with Chronic diseases in Madrid (139) Ana Isabel González, servicio Madrileño de la salud, Spain

Noncommunicable Disease Prevention and Control in Mongolia: A Policy Analysis (156) Oyun Chimeddamba, School of Public Health and Preventive Medicine, Monash University, Australia

Strengthening the referral system of the first level of care in Yucatan (confirmed) Gloria Margarita Quinones, Secretaria de La Salud Yucatan, Mexico

Advancement of the national strategy for integrated care in Tuberculosis and Diabetes Mellitus in Mexico, 2015 (109) Yazmin Dávila, Cenaprece/Salud, Mexico
### 4.3 Joint Improvement, Evaluation and Change: implementation in practice T2 T3

**Chair**
Dr Galileo Hernandez Perez, President, CONAEMI and IFIC Board Member

The European Partnership for Active and Healthy Ageing
Dr Albert Alonso, Director, Innovation Directorate, Hospital Clinic de Barcelona and Vice-chair, International Foundation for Integrated Care (IFIC) (confirmed)

**Evidence-based practice in Integrated Care: Lessons from Catalunya and Mexico**
led by Institut Català de la Salut and CONAEMI (tbc)

Integrating care in Flanders (Belgium): Interim report on the CORTEXS project (175)
**Prof Ezra Dessers**, Assistant Professor, Centre for Sociological Research, KU Leuven, Belgium

"Integrated Chronic Care model in Mexico: lessons from Implementation
Virginia Molina Cuevas, Mexico"

### 4.4 Innovations and Policy making that supports integrated care T2 T4

**Chair**
Helmut Hildebrandt, CEO, OptiMedis AG, Germany and Treasurer, International Foundation for Integrated Care (IFIC)

Mobile Palliative Care units in the state of Aguascalientes, a model of care for terminally ill patients (172)
**Sandra Elizabeth Jimenez Cetina**, Instituto de servicios de salud del estado de Aguascalientes, México

Service models in Palliative Care and health determinants
**Andrea Reyes Gutierrez**, Mexico

Delivering integrated care on a national scale: Future Health and Wellbeing (124)
**Valerie Twomey**, Health Service Executive, Ireland

Fire as a Health Asset in Integrated Care (163)
**Katie Walkin**, NHS England, United Kingdom

Medication Adherence Programme at PMU Lausanne - A case study on people-centred and integrated health services (PCHCS) approach (136)
**Susan Kamal**, PMU Lausanne, Switzerland

### 4.5 Working with Systems, Networks and Institutions to enable Integrated Care part 2 T2 T3 T4

**Chair**
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:30pm</td>
<td>Refreshment break, exhibition, posters and networking</td>
</tr>
</tbody>
</table>
| 5:00 – 7:00pm| **PLENARY 4**  
Joint Improvement, Evaluation and Change

Chair  
Sebastian Garcia Saizo, General Director of Quality and Education in Health, Ministry of Health of Mexico (confirmed)

Improving quality in Integrated Care: lessons from Scotland.  
Dr Anne Hendry, National Clinical Lead, Integrated Care, Joint Improvement Team, Scottish Government (Confirmed)

Integrated care and quality in Mexico and Latin America.  
Enrique Ruelas, Former President of National Academy of Medicine (invited, pending confirmation)

Examples from Colombia, (invited via PAHO/WHO, pending confirmation)  
Dr. Eduardo Guerrero, Universidad de Antioquia, Colombia

Examples from Ecuador (invited via PAHO/WHO, pending confirmation)  
Carolina Chan, Directora de Obras, Ecuador

7:00 – 7:15pm | **CLOSING CEREMONY**  
Closing remarks and awards  
Dr Galileo Hernandez Perez, President, CONAEMI and IFIC Board Member  
Presentation of WCIC4, Wellington, New Zealand  
Presentation of ICIC16 Barcelona, Spain

19:15          | End of Conference

---

Dr Miguel Angel Gonzalez Block, Chair of Health Systems Research, Faculty of Health Sciences, Anahuac University, Mexico City

Care continuity in Quebec local health networks (110)  
Jeannie Haggerty, PhD, Professor at McGill University, Department of Family Medicine, Montreal, Quebec, Canada (confirmed)

Integrated Care Networks in Cuba: the role of the first level of care  
Luis Gandul, Cuba (contected via PAHO)

Multi-Purpose Services: Model for smaller hospital integrated care (145)  
Vahid Saberi, North Coast Primary Health Network, Australia, Australia

"Integrated Health Service Delivery Networks and the leading role of the hospitals in the Americas",  
Reynaldo Holder, Pan-American Health Organization and/or Ricardo Fábrega regional expert in PHC (invited via PAHO)
<table>
<thead>
<tr>
<th>Satellite Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday 22 to Wednesday 25</td>
</tr>
<tr>
<td>Study Tour in Merida Yucatan: Integrated Care in the Mayan world.</td>
</tr>
</tbody>
</table>
Poster Presentations

Person Centre care
1. Integrating Community into Health and Social Care Delivery (164), by John Baird, Kerikeri Village Trust
2. Integrating social determinants of breastfeeding into guidelines: an approach to enhance health equity in infants (147) by Ruth Waldherr, Technical University Berlin, Germany

People centre care for Older People
3. Proactively Delaying Fraility (104) by Grace Haeson Park, Fraser Health Authority, Canada
4. Effectiveness of an occupational therapy wellness programme for older adults living in long-term care (182) by Monica Devine, Our Lady's Hospice and Care Services, Ireland
5. Integrating music therapy with social work practice in a home-based program of dementia care: a participatory action research in China (189) by Yuanjin Zhou, Xiamen University, China
6. Rhythm Wellness – Prescription for Wellness: Community well-being through interactive drumming in socially diverse community (116) Syed Ibrahim, Programme & Artistic Director of OneHeartBeat Percussions, REMO Endorsee (Drum Circle Facilitator), Village Music Circles Certified Drum Circle Facilitator

Care coordination and care continuity
7. Surveying country alignment to the WHO strategy on Patient Centered and Integrated Health Services and Surgical Care (185) by Ann Pongsakul, University of Richmond, United States
8. Care transitions from the Emergency Department to home for patients with chronic illness (142) by Maria Alice Lima, Full Professor at the School of Nursing/Federal University of Rio Grande do Sul, Brazil [Paper selected to compete for the Integrated Care Award 😊]
9. An integrated care approach to ensure dental care for disabled and in need of care, especially those living in residential care homes (148) by Michael Wessels, Mathias University of Applied Sciences, Germany
10. Integrative Orthopaedics: Redefining Outpatient Total Joint Replacement Services (188) by Rachel Marie Taylor, Marcia Friesen & Associates, LLC, United States
11. Differences in the Second Admission Choices of the Township Inpatients in China: A Population-Based Retrospective Cohort Study (155) by Yan Zhang, Huazhong University of Science and Technology, China
12. Uso de tecnologías de integralidad no cuidado às mulheres no âmbito da rede de atenção básica: análise de cenários en relación à consulta ginecológica (133) by Rafaela Queiroz (Universidade Federal do Rio Grande do Sul, Brasil

Long term care and integrated care
13. Responding to challenges, A model under transformation: Integrated Care pathway for the patient multimorbidity and complex needs(140), Ana Isabel González Servicio Madrileño de salud, Spain
14. *Prevalencia de ansiedad y depression en pacientes con diagnostico de enfermedades cronicas no transmisibles atendidos en le uneme-cc de la ciudad xalapa (210) by Eli García Sánchez, Secretaria de Salud, Mexico
15. Detección de VIH en personas con Tuberculosis de cualquier forma como estrategia de atención oportuna en la integración de servicios (117) by Yazmin Dávila, Cenaprece/Salud, Mexico
16. Concordancia en la notificación de casos con Tuberculosis y VIH, una herramienta para fortalecer la atención integrada de las personas con la co-infección en México (115) by Yazmin Dávila, Cenaprece/Salud, Mexico
17. Enhancing Diabetic Care In The Community (179) by Lim Fong Seng, National Healthcare Group, Singapore
18. Efecto de la atencion Integrada en la prevencion, Deteccion, Control y calidad de vida en el paciente con diabetes tipo 2 del hospital general Pachuca campus arista (107) by Ricardo Daniel Corona Gonzalez, Hospital General de Pachuca, Mexico
19. Developing a patient reported measure of care co-ordination (198) by Dr Nick Goodwin, Chief Executive Officer, International Foundation for Integrated Care (IFIC).

20. Empower Integrated health care delivery: Rapid Review of Change Management Across Healthcare Organizations (196) by Cyrus Yezdi Engineer, Towson University, United States.

21. La sociedad de especialistas Medicina Integrada Hidalgo A.C. como facilitadores de la integración de servicios de salud en el estado de Hidalgo (154) by Rufino Sanchez San Roman, Ministry of health Mexico, Mexico.

22. Comite SIRECO (191) by Javier Diaz MD, ISSTE,Mexico.

Mobile and digital solutions

23. Atención Integrada de las Enfermedades Crónicos Degenerativas a través de Telemedicina Queréretaro (195) by Janelly Arenas Rosas, Secretaria de Salud Querétaro, Mexico [Paper selected to compete for the Integrated Care Award ☑]

24. Programa Estatal de Telemedicina Querétaro (197) by Janelly Arenas Rosas, Secretaria de Salud Querétaro, Mexico.

25. The use of social Network to monitor patients with hypertension and diabetes (126) by Jose Felix Saavedra Ramirez, Secretaría de Salud, Mexico.

26. Implementación de aplicación en dispositivos móviles como herramienta útil de autoaprendizaje en salud para médicos en formación en hospital de segundo nivel (130) by Magda Gabriela Palmero Hinojosa, Tec de Monterrey, Mexico.


Clinical Work and Management in Mexico

28. Reducing cases of Postpartum hemorrhage by 6% within five months at Dokolo HCIV in Northern Uganda by Donggo Pamela, Technical Advisor | HIV/TB/Malaria/Nutrition/Community/Laboratory, USAID/ASSIST Project North | University Research Co.,LLC, Uganda.

29. Prevalence of Metabolic Syndrome in patients with acute coronary syndrome in the general hospital atizapan (105) by Adriana Leticia Cruz, General Hospital Atizapan de Zaragoza, Mexico.

30. Manejo de las transfusiones Sanguíneas por los Profesionales de enfermería área clínica obstetrician (121) by Ender Alexander Beaujon Bonilla, Hospital Universitario J. M Casal Ramos, Venezuela.

31. Alert S.O.S Sex,Obesiy and Health (Sexo,Obesidad y Salud) (125) by Eleazar González Arriaga, Sector Salud-Consulta Privada, Méjico.


33. Efecto de un programa de actividad física institucional sobre el estrés oxidative en al adulto mayor con y sin syndrome (131) by Hector Daniel, Hernandez, ISEM, Méjico.

34. Use of bioelectric impedance analysis as screening test in the detection of disorders of bone mineral density and they correlation with DXA in CKD (135) by Perla Judith Dorantes Reyne, ISSEA, México.

35. Study Case of appendix adenocarcinoma (200) by Kharenny Itzel Benavides Rodriguez, Physician at ER, current professor at Medical School of La Salle University , Physician at Private Clinic Providence.Mexico.

36. Integrated Diabetic Foot Clinic, Utility and teamwork (205) by Judith Maldonado Vidales, Hospital Bernardo Sepulveda, Metropolitano, Mexico.