



Final Conference | Monday 23 May | 9am – 3pm

The final dissemination conference of Project INTEGRATE, funded through the European Union’s Seventh Framework, takes place as part of ICIC16 on Monday, 23 May 2016. This one-day conference is free to attend for anybody working or interested in in the field of integrated care and related areas and is open to all ICIC16 delegates.

Project INTEGRATE is a consortium of 9 partners from across Europe led by IESE Business School who have worked to gain valuable insights into the leadership, management and delivery of integrated care to support European care systems to respond to the challenges of ageing populations and the rise of people living with long-term chronic conditions.

This final conference will describe the key lessons learned across each phase of research and based on this learning provide managerial and policy recommendations for those tasked with designing and delivering integrated care services. The results and recommendations will be set within an international context and delegates will have the opportunity to discuss with project members and expert advisors what the impact of the research will be and how the lessons and recommendations can be applied at a national, regional and local level.

This conference is FREE TO ATTEND, will also take place at the Palau de Congressos and is open to all ICIC16 Conference Delegates – [REGISTER NOW](#)

For more information and to view the full programme visit the conference website www.integratedcarefoundation.org/icic16

For more information on Project INTEGRATE visit www.projectintegrate.eu

Monday 23th May 2016

8.00	Registration, Refreshments and Networking
9.00 to 10.30	PARALLEL SESSIONS 1
	<p>1.1 Care Transitions and Care Pathways T1 T4</p> <p>Effects of integrated care transition program on readmissions after discharge in high risk patients (433) by Dr. Bjorg Thorsteinsdottir, Mayo Clinic, United States of America</p> <p>Enhancing care transfers from hospital to home for older people with complex needs (47) ★ by Prof. Lesley Baillie, London south Bank University, UK</p>

	<p>Developing an innovative, integrated care pathway for PMV patients (191) by Vanda Maria Garcia Gomes, Linde AG, Germany</p> <p>Integration between general practitioners, emergency department and hospital specialists to manage “deferrable urgent” referrals (153) ★ by Dr. Carla Destro Azienda, ULSS 16 di Padova, Italy</p> <p>RUTA ASSISTENCIAL D'ATENCIO A LA CRONICITAT A L'ALT CAMP I CONCA DE BARBERÀ. RESULTATS DEL DESPLEGAMENT DE LES ALTERNATIVES A L'HOSPITALITZACIÓ CONVENCIONAL EN UN HOSPITAL COMARCAL (506) by Dr. ANTON BENET, CATALA Pius Hospital de Valls, Spain [To be presented in Catalan?]</p>
	<p>1.2 Frailty T1 T3 T4</p> <p>Chair Anne Hendry, IFIC</p> <p>Up- scaling of an Integrated Care Model for frail elderly patients (311) ★ by Ane Fullaondo, Kronikgune, ES [CareWell]</p> <p>Integrating Community Health and Social Care Services in Fife (213) ★ by Ron McDowall, NHS Fife, UK</p> <p>Screening and preventing risks of frailty in community-dwelling senior citizens: a global personalised approach to promote healthy ageing (120) by Michel Noguès, Managing Director, CARSAT Languedoc-Roussillon, Montpellier, France Justine Millot-Keurinck, MSc, Innovation & Europe Officer, CARSAT Languedoc-Roussillon, Montpellier, France</p> <p>Connected and coordinated: personalised service delivery for the elderly (470) by Silvia Fracchia (PwC, US)</p> <p>Program: Functional adaptation at home for dependent and elderly / or disabled people (252) by Sandra Millet Pi –Figueras, Associació per la Vida Independent, Spain</p> <p>HOW TO EVALUATE VALUE IN HEALTH INTERVENTIONS? (311) by Dr. Joan Espauella Panicot (Hospital Universitari de la Santa Creu, ES)</p>
	<p>1.3 OMIS ROOM</p>
	<p>1.4 Workshop: Integrating services and education in primary care (545) T1 T2 T4</p> <p>Led by Dr. Ian James Walton, Top of the World Training, UK</p>
	<p>1.5 Workshop: A person-centred model for people with complex conditions (22) T1 T2</p> <p>Led by JUAN CARLOS CONTEL SEGURA, Catalan Department of Health, ES</p>
	<p>1.6 Workshop: Inter-organizational care needs horizontal governance (94) T1 T4</p> <p>Led by Monique Spierenburg (Vilans, NL)</p>
	<p>1.7 Workshop: Practical tools for transformational change (453) T4 T6</p> <p>Led by Nicki McNaney, AQUA, United Kingdom</p>
	<p>1.8 M-Health T3 T4 T5</p>

	<p>Chair Leo Lewis, IFIC</p> <p>The electronic Patient Reported Outcome (ePRO) Tool: Testing usability and feasibility of a mobile app for patients with complex chronic disease and disability in primary care settings (249) by Dr. Carolyn Alice Steele Gray (University of Toronto, CA)</p> <p>TECHNOLOGY ENABLED CARE (TEC) PROVISION FOR THE CARE HOME SECTOR IN THE SCOTTISH HIGHLANDS: VIDEO CONFERENCING IN CARE HOMES (461) by Dr. Jenny Hall, University of the Highlands and Islands, UK</p> <p>Enhancing the Self-Management of Type II Diabetes in Elderly Greeks Using m- and e - Health Facilitated Integrated Care Services and Policy Implications for Greece (469) ★ by Anastasios Ioannis Rentoumis, Vidavo Health Telematics, Greece, Smart Care</p>
	<p>1.9 Building collaborative care T4 T6</p> <p>Crossing the tracks: continuing inter-professional development in social and primary care (214) ★ by Robin Miller, Senior Fellow, Health Services Management Centre, University of Birmingham, UK Catherine Mangan, Senior Fellow, Institute of Local Government Studies, University of Birmingham, UK</p> <p>Developing Integrated Care Teams Across the North West London System (146) ★ by Katherine Anne O'Halloran, NHS North West London Collaboration of 8 CCGs, UK</p> <p>Interprofessional collaboration between general physicians and emergency department services in Belgium: a qualitative study (387) by Marlène Karam, Catholic University of Louvain (UCL), Belgium</p> <p>Perceived benefits of working in a collaborative model of social and health care in Catalonia: what do professionals involved experience? (144) by Dr. Vicky Serra-Sutton, Agency for Health Quality and Assessment in Catalonia (AQuAS) & CIBER Epidemiology and Public Health (CIBERESP), Barcelona, Spain</p> <p>A NEW MODEL OF INTEGRATED HEALTH AND SOCIAL CARE IBASED ON COLLABORATIVE WORK IN VILANOVA I LA GELTRÚ (202) by Dr. Perona Pagán Miguel, Institut Catala Salut, Spain</p>
	<p>1.10 Internal meeting EIP AHA Action Group B3</p>
<p>10.30 to 11.00</p>	<p>Coffee break, Exhibition and Networking</p>
<p>11.00 to 12.30</p>	<p>PARALLEL SESIONS 2</p>
	<p>2.1 Intermediate care</p> <p>Chair Anne Hendry, IFIC</p> <p>Home ward Ealing: commissioners and providers working together to deliver a new integrated model of intermediate care (226) by Dr. Christopher Hilton, West London Mental health NHS Trust, UK</p> <p>Understanding intermediate care development, supporting implementation and scaling up of intermediate care in Europe (492) ★ by Prof. Verdiana Morando, SDA Bocconi, school of management, Italy</p>

	<p>Breaking down the barriers to Intergration and developing Intermediate care (16) by Christopher Rice, NHS Shetland, UK</p> <p>Analysis of Casuistry and Results of the Implementation of a Care Programme in Ten Sub-Acute Care Units in Catalonia (187) by Concepcion Camacho, Consorci de Salut i Social de Catalunya, Spain</p> <p>Rehabilitative Integrated care within a Health and Social care environment - enabling positive outcomes (286) ★ by Anthea Elizabeth Fraser, Midlothian Council, United Kingdom</p>
	<p>2.2 Frailty - SUSTAIN</p> <p>SUSTAIN: the overall design of a European project on integrated care for older people (93) by Dr. Simone Renate de Bruin, National Institute for Public Health and the Environment (RIVM), The Netherlands</p> <p>What works for whom, how, in what context and with what outcomes? Integrated care evaluation using the Evidence Integration Triangle: the case of SUSTAIN (102) by Prof. Jenny Billings, Professor of Applied Health Research Director, Integrated Care Research Unit, Centre for Health Service Studies University of Kent, UK</p> <p>Specific approaches to integrating care in Austria - The cases of psycho-geriatric coordination and palliative care (SUSTAIN project sites) (92) by Kai Leichsenring, Austrian Interdisciplinary Platform on Ageing, Austria</p> <p>Understanding first to improve later: integrated care initiatives for older people living at home in Europe (SUSTAIN Project) – Baseline assessments of two experiences from Catalonia (248) by Gabriela Barbaglia, Agency for Health Quality and Assessment of Catalonia (AQuAS); Pompeu Fabra University</p>
	<p>2.3 OMIS ROOM</p>
	<p>2.4. Integrated mental care in practice [Translation needed]</p> <p>Chair: David Perkins, University of Newcastle, Australia (tbc)</p> <p>Mental health care reforms in Belgium: organisational integration through the development of networks (79) by Prof. Mark Leys (Vrije Universiteit Brussel, BE</p> <p>On line psycho-education: a complementary approach to the treatment of bipolar disorder (390) by Josu Xabier Llano Hernaiz, Osatek/Osakidetza, Spain</p> <p>DECISION SUPPORT SYSTEMS FOR ASSESSING INTEGRATED MENTAL HEALTH CARE IN LOCAL AREAS: THE REFINEMENT TOOLKIT (477) ★ by Dr. Jose Alberto Salinas-Perez, Universidad Loyola Andalucía, Spain</p> <p>APUESTA INTEGRAL DE COORDINACION EN SALUD MENTAL: JUSTICIA, SERVICIOS SOCIALES Y SANITARIOS, CON LA VISION DE LOS USUARIOS: COMISIONES DE ANÁLISIS DE CASOS (394) by Mariflor Morillo, Consejería de Sanidad, ES [To be presented in Spanish/Catalan]</p>
	<p>2.5 Workshop: Coproduction of policy with patients: An interactive workshop (539)</p> <p>Led Prof. Elisabeth Paice, Caroline Bailey, NWL Collaboration of CCGs, UK</p>
	<p>2.6 Workshop: Perspectives on enabling integration of primary and secondary care (246)</p> <p>Led by Prof. Dirk Ruwaard, Chairman of the Department of Health Services Research, Maastricht University, The Netherlands</p>

	<p>2.7 Workshop: Developing systems leadership for transformational change (452)</p> <p>Led by Nicki McNaney, AQUA, UK</p>
	<p>2.8 Discussion: An mHealth assessment model - presented in 4 work streams (334)</p> <p>Led by Jessica Germaine Shull (Mobile World Capital, ES)</p>
	<p>2.9 Workshop: Challenges and achievements in integrated care: different health and social care providers working together (536)</p> <p>Led by Dr. Anna Riera, Unió Catalana d-Hospitals, Spain</p>
	<p>2.10 Internal meeting EIP AHA Action Group B3 (Continuation...)</p>
12.30 to 14.00	Lunch Break, Exhibition, Networking and Special Sessions
1.00 pm – 2.00pm	<p>Special session: North West London Whole Systems Integrated Care: a case study (304) ★</p> <p>Led by Caroline Bailey, NWL Collaboration of CCGs, UK</p>
	<p>Workshop: Kicking off the Special Interest Group (SIG) Population Health Management – how can the scaling up of innovative success stories be supported? (379)</p> <p>Led by Dr. Oliver Groene, OptiMedis AG, Germany</p>
	<p>Workshop: Red Soma&Psy: 3 modelos de integración en la atención a la salud mental. Conceptualization y experiencias prácticas (39)</p> <p>Led by Dr. Francesc Arrufat Nebot, Somapsy network, Spain</p>
	<p>Workshop: Social decision-making in Integrated Care (498) ★</p> <p>Led by Prof. Henk Nies, and Prof. Bianca Beersma, Vilans, The Netherlands</p>
	<p>Workshop: Scalability and transferability of good practices in Europe: What does it take? (221)</p> <p>Led by Stella Ioanis Tsartsara, B3 Promoter EIP on AHA Action Group B3, Belgium</p>
	<p>Workshop: Meaningful clinical communication and Integrated Care in Barcelona. Eight years of experience (271)</p>

	Led by Prof. Xavier Pastor , Hospital Clínic - Universitat de Barcelona, ES
	Workshop: Developing integration capability in the workforce: theory and practice (175) Led by Dr. Sarah Hean , University of Stavanger, Norway
14.00 to 15.30	PARALLEL SESSIONS 3
	3.1 Workshop: Encouraging international adoption of Intermediate Care (80) T1 T4 Led by Prof. Marco Inzitari , Parc Sanitari Pere Virgili, Spain
	3.2 Frailty Chair Anne Hendry, IFIC Innovative integrative devices for the elderly in France: the case of the MAIAs (537) ★ by Dr. Nathalie Angelé-Halgand , Nantes University, France Integrated Care Program for the very old adults (178) by Dr. Elena Villalba-Mora , Universidad Politécnica de Madrid, Spain Wise, old and wonderful; the benefits of day-time activities for independently living frail elderly people (331) ★ by Floris Kraan , HAN University of Applied Sciences, The Netherlands A model for the evaluation of integrated care approaches for frail older people (135) by Lotte Vestjens (Institute of Health Policy and Management, Erasmus University Rotterdam, NL 📌 Evaluation of an integrated primary care approach to improve well-being among frail community-dwelling older people (140) by Lotte Vestjens (Institute of Health Policy and Management, Erasmus University Rotterdam, NL
	3.3 Case management [Short Presentations] World's largest case management RCT (201) ★★ by Astrid Lindh , Health Navigator, Sweden Effectiveness of multidisciplinary team case management: Direct and spill-over effects (37) ★★ by Jonathan Stokes , University of Manchester, UK Case Management for pluripathological chronic patients: Development and validation of a scheduled follow-up intervention in Valencia La Fe Health Department (121) ★ by Villar López Julia (Hospital Universitario y Politécnico La Fe, Spain The North Kirklees Clinical Commissioning Group (CCG) and Curo Health GP Federation Clinical Care Coordination Project (197) by Dr. David Anthony Cochrane , Conrane International, UK The heterogeneity of the Case Manager role in Spain. A methodology for its conceptualization (131) by Lucía Martínez , NewHealth Foundation, Spain Is there room for case managers in Portugal? (361) by Vanessa Isabel Costa Ribeiro , Administration of the Health System, Portugal

	<p>ROLE DELINEATION STUDY OF ADVANCED PRACTICE NURSING, A CROSS-SECTIONAL STUDY OF PRACTICE DOMAINS AND TRENDS IN ROLE FUNCTIONS (9) by Sonia Sevilla Guerra, Hospital Clinic of Barcelona, ES</p>
	<p>3.4 People-centred Integrated Care for specific conditions</p> <p>People-centred health services at HIV clinics across Europe: findings from the EuroSIDA clinic survey (314) by Prof. Jeffrey V. Lazarus (Rigshospitalet, University of Copenhagen, DK)</p> <p>Shared Care Unit: a new model of coordinating HIV care between Primary Settings and Hospital (235) by Dr. Agathe Leon, Hospital Clinic Barcelona, Spain</p> <p>Barcelona's Colorectal Cancer Screening Program: a multidisciplinary, integrated approach (281) by Dr. Antoni Castells, Hospital Clínic of Barcelona, Spain</p> <p>Integrated care at a cancer centre through a programme of supportive alliances (23) by Ana Rodríguez Cala (Institut Català d'Oncologia (ICO), ES</p> <p>Chronic renal patient across the continuum of the healthcare from family practitioner to nephrologists (278) by Dr. Pilar Arrizabalaga, Hospital Clinic, ES</p>
	<p>3.5 Children's integrated mental health support</p> <p>Development of Integrated Mental Health Services within pediatric ambulatory settings across an academic medical center (10) by Dr. Lidija Petrovic-Dovat, Penn State Milton S Hershey Medical Center, Penn State College Of Medicine, US</p> <p>Child Health Matters: Integrating Behavioral Health Services into Pediatric Primary Care (162) by Dr. Emily Fazio Muther, University of Colorado/Children's Hospital Colorado, US</p> <p>Integrating child welfare and mental health services: 'The Acute Project' - a Norwegian pilot study (370) by Dr. Line Melby, Senior Research Scientist, SINTEF Technology and Society, dep. Of Health, Norway</p> <p>Supporting Families Using a Rural Pediatric Integrated Care Model (345) by Dr. Victoria Venable, Salisbury University, United States of America</p>
	<p>3.6 Empowering and Engaging Carers and Patients</p> <p>Psychological Health of Informal Caregivers of Patients with Long-Term Care Needs: Effect of Caregiving Relationship Types and Formal Long-Term Care Services Use (251) by Kirsten Yuna Eom, Duke-NUS Graduate Medical School Singapore, Singapore</p> <p>The integration of formal and informal care provision: An exploratory study of the experiences of primary support persons of chemotherapy outpatients (307) by Prof. Heather Margaret McKenzie, University of Sydney, Australia</p> <p>Networks for caring for the needs of people with advanced chronic illnesses and at the end-of-life (141) by Lucía Martínez, NewHealth Foundation, Spain</p> <p>The changing nature of chronic care and coproduction of care between primary care professionals and patients with COPD and their informal caregivers (344) by Prof. Anna Petra Nieboer, Erasmus University Rotterdam, The Netherlands</p>

	<p>Patient involvement in home health care: Elderly patients' perspectives on roles and responsibilities in the collaboration with home care nurses (297) by Dr. Gerd Halskov, Metropolitan University College, Denmark</p>
	<p>3.7 Addressing implementation challenges</p> <p>One Client, One Team - Health Care Integration for Populations with Complex Care Needs: Driving Redesign in a Complex System for Those Who Need It Most (72) ★ by Jodeme Goldhar, Toronto Central Community Care Access Center, Canada</p> <p>Pioneering outcomes based innovation in general practice (34) by Robin Miller, Senior Fellow, Health Services Management Centre, University of Birmingham, UK</p> <p>Why Implementing Integrated Care is so much harder than designing it: experience in North West London. England (393) by Prof. Gerald Wistow, LSE, UK</p> <p>Factors facilitating the establishment of integrated and patient-centered community health centers in rural Germany (239) by Dr. Heidrun Sturm, University medical hospital Tübingen, DE</p> <p>Integrated Care, Competition and Choice - Removing barriers to care coordination in the context of market-oriented governance in Germany and Sweden (44) by Kai Leichsenring (European Centre for Social Welfare Policy and Research, AT</p> <p>The Five 'I's of Innovation (542) by Prof. Jason CH Yap (NUS Saw Swee Hock School of Public Health, SG</p>
	<p>3.8 Policy making that supports Integrated Care</p> <p>Integrating Prevention into Clinical Practice - Developing the Irish National Policy for Health Behaviour Change (71) by Dr. Orlaith Josephine O'Reilly (Health Service Executive, IE)</p> <p>Bridging knowledge to develop an action plan for integrated care for chronic diseases in Greece (375) by Dr. Apostolos Tsiachristas, University of Oxford, United Kingdom</p> <p>Comparing integrated elderly care in three European countries: a qualitative approach (285) ★ by Alis Sopadzhyan, French School of Public Health, France</p> <p>Reinventing Policy Piloting toward Integration: New Trends in Elderly Care in France (90) by Marie-Aline Bloch, EHESP, France</p>
	<p>3.9 Workshop: Benchmarking integrated health and social care information systems in Europe (294)</p> <p>Led by Tino Martí, TicSalut, Spain</p>
	<p>3.10 Developing a collaborative workforce</p> <p>Participation of professionals in the Strategic Day, "Game Theory": a case study (397) ★ by Laia Terradellas, Hospital Plató, Spain</p> <p>Inter-organisational learning among health care professionals: A learning arena to address transitional care of the elderly (280) ★ by Randi Nisja Heskestad, University of Stavanger, Norway</p> <p>THE IMPACT OF A QUASI-EXPERIMENTAL INTERVENTION PROGRAMME WITH HEALTH PROFESSIONALS ON QUALITY AND SAFETY IN TRANSITIONAL CARE (89) by Dr. Marianne Storm, University of Stavanger, Norway</p>

	<p>Interprofessional collaboration for integrated care: education and practice in Brazil (510) by Dr. Jaqueline Alcântara Marcelino da Silva, Federal University of São Carlos, Brazil</p> <p>An experience in training international health professionals in people-centred care: the imperative of bridging health and social perspectives (138) by Dr. Marlon Garcia-Lopez (Institute of Tropical Medicine, BE)</p>
<p>15.30 to 16.00</p>	<p style="text-align: center;">Break, Exhibition, and Networking</p>
<p>16.00 to 18.00</p>	<p style="text-align: center;">PLENARY 1</p> <p style="text-align: center;">Enabling Integrated Health and Care: Removing Barriers, Encouraging Adoption</p> <p>Chair Dr Viktoría Stein, Head of the Integrated Care Academy ©, International Foundation for Integrated Care (IFIC)</p> <p>What the study of comparative health systems and evaluation of projects can teach us about reforming healthcare Dr Nicolas Mays, Professor of Health Policy, London School of Hygiene and Tropical Medicine</p> <p>Innovative approaches in community-based care in the Veneto Region of Italy Dr Maria Chiara Corti, Director of Integrated and Intermediate Health Care, Veneto Health Service, Italy</p> <p>Managerial and Policy recommendations from Project INTEGRATE Magda Rosenmoller, IESE</p> <p>Integrated services: (how) does it work? Local public social services rise to the challenge of integration (479) Alfonso Lara Montero, European Social Network, United Kingdom</p> <p>Questions and discussion</p>
<p>18.00</p>	<p style="text-align: center;">Welcome Drinks Reception</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 style="text-align: center;">END OF DAY 1</p>	

Tuesday 24th May 2016	
8.30	Registration, Refreshments, Exhibition, Posters and Networking
9.00 To 9.45	OPENING CEREMONY Chair Dr. Nick Goodwin , CEO, International Foundation for Integrated Care (IFIC) Representants from Minister of Health, PIAISSS, City Council and Hospital Clinic Barcelona
9.45 to 11	PLENARY 2 Integration Across the Care Continuum: Improving Population Health Chair Dr Nick Goodwin , CEO, International Foundation for Integrated Care (IFIC) Changing culture and measuring what matters: how to get to greater well-being and health equity for all (confirmed) The Robert Wood Johnson Foundation (RWJF) has a vision where the US can strive together to build a Culture of Health and, every person has an equal opportunity to live the healthiest life they can — regardless of where they may live, how much they earn, or the color of their skin. Dr Alonzo L. Plough , Vice President, Research-Evaluation-Learning and Chief Science Officer, Robert Wood Johnson Foundation, USA OECD to present the report "integrating services for vulnerable groups (To be confirmed) Questions and answers
11.00	Refreshment Break, Exhibition, Posters and Networking
11.30 to 13.00	PARALLEL SESSIONS 4
	4.1 International experiences in segmenting and managing population risks Chair: Anne Hendry, IFIC PACT: hospital care planning for the top 0.25% population at risk of attending hospital in Edinburgh, Scotland (519) by Dr. Wojtek Wojcik , NHS Lothian, UK & Lessons from the management of Medically Unexplained Symptoms: a model for integrated care? (517) by Dr. Wojtek Wojcik (NHS Lothian, UK) SCOTTISH PATIENTS AT RISK OF READMISSION AND ADMISSION (SPARRA) (257) by Ahmed Mahmoud , NHS Scotland – NHS National Services Scotland, UK

	<p>Integrating Primary Health and Social Care in the Australian setting: an initial approach to risk stratification (535) by Dr. Peter Lewis (Central Coast Local Health District, AU)</p> <p>Health risk assessment and stratification in an integrated care scenario (413) by Prof. Josep Roca (Hospital Clinic-IDIBAPS, ES)</p>
	<p>4.2 Integrated Care in nursing homes and residential facilities</p> <p>Managing Integrate Care in Nursing Homes in Catalonia (319) ★★ by Mercedes Diaz-Gegundez, Corporación de Salut del Maresme i la Selva, Spain</p> <p>RESICS PROJECT (266) ★ by Concepció Barbeta Mir, Generalitat de Catalunya, Spain</p> <p>GeriatrICS Project: Support to Chronicity and Prescription Adequacy in Nursing Homes for the Elderly (302) ★ by Dr. Rosa Morral Parente, Institut Catala de la Salut, Spain</p> <p>Providing integrated care to persons with severe intellectual disabilities living in a residential facility (75) ★ by Dr. Núria Camprodon Tuneu, Catalan Institute of Health (ICS), Spain</p> <p>Place of care and place of death – the frequency of hospital use prior to death and the increased importance of nursing homes in end of life care in Norway (336) by Jorid Kalseth (SINTEF Technology and Society, Norway)</p> <p>Integrated care at the end –of-life: experiences, models, trends (73) by Lucía Martinez, NewHealth Foundation, Spain</p>
	<p>4.3 Integrated Care for children with complex needs in practice</p> <p>PRINCEP program: clinical program for specialized and integrated care of pediatric patients with complex chronic conditions (98) ★ by Andrea Aldemira Liz, Hospital Sant Joan de Deu Barcelona, ES</p> <p>Model of Integrated Care for Children with Special Needs in the Basque Region of Spain (276) ★ by Dr. Michelle Floyd Rebollo, Osakidetza, Basque Health Departamente, Spain</p> <p>🔗 Enhanced family-centered care coordination for children with special needs in the Basque Region (273) by Dr. Michelle Floyd Rebollo, Osakidetza, Basque Health Departamente, ES</p> <p>Montserrat Montero Special Education Centre. Towards the integrated care for students with severe health conditions and complex care needs (224) by Francesc Güell Viaplana (Catalan Health Service, Spain)</p> <p>Integrating children's services - between aspiration and reality (186) by Dr. Axel Kaehne, Edge Hill University, UK</p>
	<p>4.4 Integrated mental care in practice</p> <p>ACTIVA'T PER LA SALUT MENTAL: patients and caregivers as managers for integration of care and services in Mental Health (416) by MARIA J. SAN PÍO TENDERO, FEDERACIÓ SALUT MENTAL CATALUNYA, Spain</p> <p>Integrated and Collaborative Care as challenge in Mental Health (181) by Giulia Pellizzon, Arsenàl.IT, Italy</p>

	<p>Integrated health and Social Care Project – Mental Health (137) by Emad Lilo (Mersey Care NHS Trust, UK)</p> <p>The cost-effectiveness of early care by dedicated teams for chronic mental health conditions: results from the Oxford-CLAHRC on Early Intervention Psychosis services in England (373) by Dr. Apostolos Tsiachristas (University of Oxford, UK)</p> <p>An early evaluation of an integrated, recovery orientated approach to severe and persisting mental health problems (13) by Prof. Jennifer Reath (Western Sydney University, AU)</p>
	<p>4.5 Understanding and advancing people-centred care</p> <p>Chair Lourdes Ferrer, IFIC</p> <p>Integrated and patient-centered care for people with multimorbidity: insights from European practices (250) ★ by Dr. Iris van der Heide, Netherlands Institute for Health Services Research (NIVEL), The Netherlands [ICARE4EU]</p> <p>People-centred integrated care: Advancing an expansive, contested paradigm and setting an agenda for the public university (125) by Dr. Martyn Jones, Associate Professor of Social Work, RMIT University, Australia</p> <p>MOVING TOWARDS A DECENT AND PERSON-CENTRED SOCIAL CARE MODEL (188) by Concepcion Camacho, Consorci de Salut i Social de Catalunya, Spain</p> <p>Making a Difference: Patient Centred, Integrated Care in a General Practice Setting (101) ★ by Kylie Ormrod (General Practice New Zealand, NZ)</p> <p>A Coherent and Holistic Patient perspective is an unreflective taken-for-granted talk in integrated care (422) ★ by Ditte Høgsgaard (Roskilde Universitet, DK)</p> <p>A reflective resource to facilitate and assure person-centered and integrated care (42) by Peter Jones (Lancashire Care NHS Foundation Trust & Lancaster Univ., UK)</p>
	<p>4.6 Supporting self-care and shared decision-making</p> <p>Prerequisites for patient self-management learning at hospital discharge – an observational multiple case study (264) by Dr. Maria Flink (Karolinska Institutet, SE)</p> <p>Development of a national self-management support framework for Ireland, for patients with Cardiovascular Disease, COPD, Asthma and Diabetes (189) by Dr. Carmel Teresa Mullaney, HSE, Ireland</p> <p>Shared Decision making in Catalonia: a new step forward in improving decision making process (272) ★ by Montse Moharra, Agency for Healthcare Quality and Assessment of Catalonia, Spain</p> <p>10-YEAR EXPERIENCE OF EXPERT PATIENT PROGRAMME CATALONIA. IMPACT AND RESULTS (318) by M^{re} Asunción González Mestre (Inter-ministerial Health and Social Care and Interaction Plan, ES)</p> <p>Active Patient Programme: a local approach of integrated care in the Basque Country (173) by Emma del Campo Pena, Osakidetza, Spain</p>
	<p>4.7 The building blocks of Integrated Care</p> <p>Chair: Nick Goodwin CEO IFIC</p>

	<p>Navigating The Challenges Of Building Integrated Care Models: Findings from the iCoach Project (503) ★ by Prof. G Ross Baker, University of Toronto, Canada</p> <p>The critical determinants of improvement in healthcare and lessons for integrated care (437) by Patrick john harnett, Health Service Executive, Ireland</p> <p>A Framework for Assessing Enablers and Risks in Health and Care System Integration (358) by Dr. Niamh Lennox-Chhugani (Optimity Advisors, UK)</p> <p>What are the essential ingredients to successful delivery of integrated care to help keep frail and complex patients well, and out of hospital? (83) ★ by Dr. Philip Robert Burns (South Manchester Clinical Commissioning Group, UK)</p> <p>Transforming Chronic Illness Management through Integrated Care: A Systematic Review of What Works Best and Why (544) by Prof. Eileen Savage, University College Cork, Ireland</p>
	<p>4.8 Evaluation, impact, methods</p> <p>A theory-driven evaluation of Integrated Health and Social Care Programmes in the Apulia Region (78) by Lucia Ferrara, University of Bari, Italy</p> <p>Advantages of person-centered and integrated care service: results of Mixed Method Research on Embrace (275) by Sophie L.W. Spoorenberg, University Medical Center Groningen, NL</p> <p>Evaluation methodology for a home-based integrated care program targeting frequently hospitalized older adults in Singapore (378) by Dr. Michael James Penkunas, Duke-NUS Graduate Medical School, Singapore</p> <p>The Researcher-in-Residence model: adding value by embedding research expertise into large scale integrated care programmes (149) by Prof. Martin Neil Marshall, UCL, UK</p> <p>SELFIE, a novel Horizon2020 project on integrated care for multi-morbidity (388) by Prof. Maureen Rutten-van Molken, Erasmus University Rotterdam, The Netherlands</p>
	<p>4.9 Sharing and using information [Translation needed]</p> <p>Implementing integrated care in a fragmented health care system (332) ★ by Anne Nicolaisen (Center for Quality, Region of Southern Denmark, DK)</p> <p>FROM AN ELECTRONIC HEALTH RECORD TO AN INTEGRATED ELECTRONIC HEALTH & SOCIAL RECORD (525) by Olga monedo, Madrid Health Service, Spain</p> <p>We move forward the integration: Salut+Social (126) ★ by Ester Gavaldà Espelta, Institut Català de la Salut/Ajuntament d'Ampostà, ES</p> <p>Efficacy of a smartphone app (WhatsICS) for communication amongst health care professionals attending patients with chronic diseases (196) by Dr. Xavier Marin (ICS, ES)</p> <p>Integrating patient care across Norwegian healthcare settings – a ten-year perspective (323) by Prof. Ragnhild Hellesø (University of Oslo, NO)</p> <p>OSABIDE EN RESIDENCIAS: Continuidad de la atención, mediante la Integración de Sistemas (396) ★ by M.C.INMACULADA SANCHEZ MARTIN (OSAKIDETZA, ES [To be presented in Spanish/Catalan])</p>

13.00	Buffet Lunch, Exhibition, Posters, Networking and Special sessions
13.30 to 14.30	SPECIAL LUNCHTIME SESSIONS
	Workshop: Risk stratification tools for integrated care: appraisal, deployment and impact in Europe (17) Led by Tino Martí , TicSalut, Spain
	Oral Poster Session: Care Coordination and Continuity of Care Implementing and Evaluating a Model of Care Coordination in Primary Care for Older Adults using a Co-Design Approach (441) by Jacobi Elliott (University of Waterloo, CA) IMPLEMENTING A SUCCESSFUL CONTINUITY OF CARE MODEL (526) by Olga monedo (Madrid Health Service, ES) Would you care for some integrated care in your health system? A case study of coordination between levels of care in an urban setting in Belgium (25) ★ by Dr. JeanLuc Belche (University of Liege, BE) Fragmented health and social care in Sweden - a theoretical framework that describes the disparate needs for coordination for different patient and user groups (458) by Peter Nilsson (The Swedish Agency for Health and Care Services Analysis, SE) Social work in a Chronic Functional Unit of an acute hospital (533) by Isabel Marín Fernández (Hospital Universitari MútuaTerrassa, ES) accessibility Intra-centres Group of the Integrated Health Care Area of Left Barcelona (299) by Nuchi Sanchez Fontcuberta (AISBE, ES) International Health: Exchange of Views between Hospital and Primary Care (291) by Dr. Ethel Sequeira Aymar (CAPSBE, ES) by Jordi Valls (Hospital de la Santa Creu i Sant Pau, Barcelona, ES) & Development of Processes and Procedures in a Hospital Social Work. Department and Evaluation of their Impact across the Healthcare Continuum (118) by Jordi Valls (Hospital de la Santa Creu i Sant Pau, Barcelona, ES) NURSES CONTRIBUTION TO SOLVE ACUTE HEALTH PROBLEMS IN PRIMARY HEALTH CARE. THE EXPERIENCE OF TWO EMERGENCY CENTERS OF PRIMARY CARE (ECPC) IN BARCELONA (145) by Jaume Martín Royo , CATALAN INSTITUTE HEALTH, ES CARE CONTINUITY AND THE NETWORK OF HEALTH AND SOCIAL SERVICES (270) by Celia Tajada (ICS, ES) Nursing teams can help coordinate care for specific patient groups (152) by Dr. Carla Destro Azienda , ULSS 16 di Padova, Italy Hip fracture integrated care: a multidisciplinary person-centred approach (154) by Dr. Carla Destro Azienda , ULSS 16 di Padova, Italy CARE PATHS AS A TOOL FOR INTEGRATION AND CHANGE (473) by Dr. M^a Concepción Fernández-Planelles (Conselleria de Salut Valenciana, ES)
	Workshop: Developing integration capability in the workforce: theory and practice (175) Led by Dr. Sarah Hean (University of Stavanger, NO)
	Oral poster session: People Centre Care

	<p>Competency assessment throughout a rigorous, integrated and client-centred process (442) by Prof. Dominique Giroux, Laval University, Canada</p> <p>'El Carmel' community-orientation experience (200) by ISABEL MONTANER GOMIS (ICS, ES)</p> <p>Which patient characteristics are relevant in guiding tailored diabetes care? A systematic review (348) by Dorijn Francisca Louise Hertroijs, Maastricht University, The Netherlands</p> <p>Person-centered care models in integrated care systems: The role of nurse assistants as “keepers of likes and preferences” in skilled nursing home care facilities (417) by Raúl Vaca Bermejo (SARquavita, ES)</p> <p>How do people with Type 2 diabetes and healthcare professionals understand and manage decision-making involving risks (369) by Phil Holdich (University of Huddersfield, UK)</p> <p>Impact of a self-care education programme on patients with type 2 diabetes in primary care in the Basque Country (63) by Estibaliz Gamboa Moreno (Osakidetza, ES)</p> <p>Which factors enable older adults with multimorbidity to adapt and self-manage to increase health? (240) by Wilma Van der Vlegel-Brouwer (Ijsselland hospital, NL)</p> <p>Health literacy in Catalonia: Situation Analysis (480) by Oriol Garcia-Codina (Health Departament, ES)</p> <p>Validation of the eHealth Literacy Assessment tool (eHLA) (460) by Astrid Karnøe Knudsen (University of Copenhagen, DK)</p> <p>The perspective of frail elderly on their care networks in primary care* (414) by Sietske Grol (Radboud University Medical Center, NL)</p> <p>Quality of diabetes care: comparison of patients’ and healthcare professionals’ assessments, using the PACIC instrument (20) by Elisa Gijs (Lausanne University Hospital, CH)</p> <p>Assessment of patient's and health professional's experience of integrated care: preliminary results from a pilot survey in Veneto Region-Italy (253) by Silvia Netti Tiozzo (Local Health Unit 16, IT)</p> <p>Integrated Person Centred Support Preparation – a handy approach (447) by Dr. LILIANA RISI, EAST LONDON FOUNDATION TRUST, United Kingdom</p>
	<p>Workshop: How to make an integrated care service sustainable? An interactive workshop on business model development (426)</p> <p>Led by Sonja Müller (empirica GmbH, DE)</p>
	<p>Oral Poster Session: Assessing Impact, Improving Quality</p> <p>Association between continuity of care and inpatient admission/emergency visits for patients with asthma under China’s free-referral health care system (14) by Prof. LI KUANG (Sun yat-sen University, CN)</p> <p>Economic Impact of the implementation of chronic patients program(2012-2015) in the northern area of the city of barcelona:Acute care hospital or geriatric ward? (513) by Sonia Pérez López, CIS Cotxeres, Spain</p> <p>Adequacy in diabetes care outcomes before and after the onset of comorbidity: a retrospective cohort study in Korea (522) by Prof. Myung Ki (College of Medicine, Eulji University, KR)</p> <p>EXPLORATORY ANALYSIS OF THE IMPACT OF QUALITY MANAGEMENT PRACTICES IN A PROVIDER NETWORK SERVICES MOTHER CHILD HEALTH CARE IN A MIDDLE-INCOME ECONOMY (521) by Prof. Helena Maria Cancelado (Universidad Icesi, CO)</p>

	<p>Impact of vertical integration on frequency of hospital readmissions (129) by Prof. Sílvia da Silva Lopes, Centro de Investigação em Saúde Pública, Escola Nacional de Saúde Pública, Universidade NOVA de Lisboa, Portugal</p> <p>Reducing unplanned hospital admissions using an electronic system for sharing anticipatory care plans between primary and secondary care (279) by Dr. James Marple, NHS Lothian, UK</p> <p>Establishment of Quality Circles Concerning Safe Drug Treatment for Elderly Patients in the Integrated Care System Gesundes Kinzigtal based on Accompanying Data Analysis (405) by Timo Schulte (OptiMedis AG, DE)</p> <p>THE CASE CONFERENCE AS A TOOL TO IMPROVE SHARED CARE AND TO FOCUS ON PERSONALIZED CARE (312) by Dr. Joan Espauella Panicot, Hospital Universitari de la Santa Creu, Spain</p> <p>The emergence of indicators of integrated vocational rehabilitation in Sweden: How working through coordination agencies made all the difference (478) by Jonas Wells (National Network of Coordination Agencies (Swe), SE)</p> <p>IMPLEMENTATION OF QUALITY IMPROVEMENT STRATEGIES FOR BETTER PATIENT CARE (193) by Dr. Marxengel Asinas-Tan (Jurong Health Service Ltd, SG)</p> <p>Working together: asset based communities of learning in Higher Education (399) by Helen Rainey (University of the West of Scotland, UK)</p> <p>A Self Assessment Process By and For Community Health Centres (179) by Monique Irene Ferguson (Federation des Maisons Medicales, BE)</p>
	<p>Veterans Health Administration Masterclass</p> <p>Led by Joanne Harding, SHROPDOG, UK</p>
<p>14.30 to 16.00</p>	<p style="text-align: center;">PLENARY 3</p> <p style="text-align: center;">Advancing People-Centred and Integrated Care</p> <p>Chair Dr Lourdes Ferrer, Director of Programmes, International Foundation for Integrated Care (IFIC)</p> <p>Supporting all countries to achieve Universal Health Coverage and implement people-centred, integrated health services Dr Margaret Chan, Director-General, World Health Organization (Live Video Link 5 min)</p> <p>People centred Care in theory and practice Angela Coulter, Senior Research Scientist, The Nuffield Department of Population Health (NDPH), University of Oxford, UK</p> <p>Realising the value: putting what matters most to patients and communities at the heart of health and social care design Don Redding, Director of Policy, National Voices, UK</p> <p>Engaging the Community in Health Care: Relationships and Customer-Ownership (215) ★★ Katherine Gottlieb, Southcentral Foundation, United States of America</p> <p>Respondent: Patients representative, Sola Afuape</p> <p>Questions and discussion</p>

16.00	Refreshment Break, Exhibition, Posters and Networking
16.30 to 18.00	PARALLEL SESSION 5
	<p>5.1 Assessing and acting on populations needs, strengths and assets</p> <p>[Short Presentations]</p> <p>Understanding population health needs: How data-driven population segmentation can support the planning of integrated care (180) ★★ by Sabine Ingrid Vuik, Imperial College, UK</p> <p>Comparing theoretical and real complex chronic populations: cross-sectional Study (472) ★ by Carles Constante Beitia, Directorate of Planning and Health Research, Spain</p> <p>📌 COMPARING COMPLEX CHRONIC PATIENTS TO ADVANCED CHRONIC PATIENTS WITH PALLIATIVE CARE NEEDS: CROSS-SECTIONAL STUDY (476) by Carles Constante Beitia, Directorate of Planning and Health Research, Spain</p> <p>The Indicator of Relative Need (ioRN) - information for integrated working (481) by Peter Knight, Scottish Government, UK</p> <p>Screening for Social Care Complex Needs – Review of current experiences (340) by Marta Ballester (Avedis Donabedian Research Institute, ES</p> <p>An Asset Based Approach to Health Care and Wider Public Sector Reform in the Wigan Borough (198) by robert lee wilson (Wigan borough ccg, UK)</p> <p>Measuring Active and Healthy Ageing (AHA): Characteristics of the Bern Cohort Study 2014 (BeCS-14) (172) by Prof. Petra Stute (Inselspital Bern, CH)</p>
	<p>5.2 Integrated Care in the home and the community environment</p> <p>Integrating care in local neighbourhoods (449) ★ by David Rogers, east lancs ccg, UK</p> <p>Community Oncology Nursing Programme making integrated people centred care a reality in Ireland (33) by Terry Orla Hanan, National Cancer Control Programme, Ireland ★</p> <p>Comprehensive and integrated home-care with an shared system of information online between Health and Social Services (219) ★ by Pilar Solanes Sanse, Barcelona City Council, Spain</p> <p>Hospital at Home as an Enhancement to an Existing Rapid Response Team in a Semirural setting in Scotland (66) ★ by Dr. Patricia Marion Cantley (Midlothian Health and Social Care Partnership, UK</p> <p>Integrating housing and care for older people (41) by Ailsa Cameron, University of Bristol, UK</p>
	<p>5.3 Workshop: Polypharmacy and adherence: Key components of Integrated Care - findings from the SIMPATHY Project (220) ★</p> <p>Led by Dr. Jennifer Anne McIntosh, Fundació Clínic per a la Recerca Biomèdica, Spain</p>
	<p>5.4 Integrated and people-centred mental care in practice (3) T2 T5</p>

	<p>Chair: David Perkins, University of Newcastle, Australia (tbc)</p> <p>An Integrated Psychogeriatric Care paradigm in Greece (355) ★★ by Prof. Antonios M Politis, Medical School, National and Kapodistrian University of Athens, Greece</p> <p>Integrated care for mental health social inclusion through job placement: Implementing IPS in Spain (245) ★ by Déborá Koatz, Avedis Donabedian Research Institute, Spain</p> <p>Where patients on a ward can access Liaison Psychiatry, patients in a 'virtual ward' should too: the Ealing model of integrated care (225) ★ by Dr. Christopher Hilton, West London Mental health NHS Trust, UK</p> <p>Deploying eHealth across Europe to face depression (260) by Ane Fullaondo (Kronikgune, ES)</p> <p>Cost Reduction in Mental Health Care by an Innovative Integrated Regional Approach: Results of Psychiatric Consultations and Decision Supportive Screening Using a Digital Health Care System in the General Practice (148) by Dr. Liesbeth van Londen, Psychiatrist, Transparant Next, NL</p> <p>Tricky Transitions (70) by Catharina Bjørkquist, Østfold Univerity College, NO</p>
	<p>5.5 Assessing and acting on patients and providers experiences and preferences</p> <p>[Short Presentations]</p> <p>Capturing the experiences of patients across multiple complex interventions: a qualitative meta-evaluation approach (516) by Prof. Fiona Webster, University of Toronto, CA</p> <p>Evaluating Cross-Cultural Applicability of Patient Reported Outcome Measures of Integrated Care (117) by Maïke Vanessa Tietschert, Maastricht University, The Netherlands</p> <p>Person-centred palliative care in five European countries: the experiences of patients and family carers (166) by Marlieke van der Eerden (Radboudumc, NL)</p> <p>Experiencing integration in Australian primary health care: a pilot study (158) by Dr. Anne Parkinson, The Australian National University, Australia</p> <p>Roles and Responsibilities in community Integrated Care- perceptions of providers and users in rural Romania (445) by Dr. Manfred Zahorka, Swiss TPH, Switzerland</p> <p>Using patient experiences as an outcome of integrated care. How to measure it? (482) by Anne Nicolaisen (Center for Quality, Region of Southern Denmark, DK)</p> <p>WatLX©: Development and validation of a cross-continuum rehabilitative care patient experience instrument (511) by Prof. Josephine McMurray (Wilfrid Laurier, CA)</p> <p>IEXPAC website for measuring advances in People-Centred and Integrated Care in healthcare organizations (406) by Mercedes Guilabert (Miguel Hernández University, ES)</p>
	<p>5.6 Engaging and empowering citizens and patients</p> <p>Citizens as partners in integrated care (376) by Sven Turnhout, Vilans, The Netherlands</p> <p>Impulso a la participación ciudadana en salud en Euskadi (338) by Mario Del Rio Camara (O+berri / Basque Foundation for Health Innovation, ES [To be presented in Spanish/Catalan])</p> <p>PUNTOS POR EL DERECHO A LA SALUD – PDS, ESTRATEGIA DE EXIGIBILIDAD Y MOVILIZACION POR EL DERECHO A LA SALUD. BOGOTA, COLOMBIA (96) by Edgar Fernando Ardila (secretaria distrital de salud de Bogotá, CO) [To be presented in Spanish/Catalan]</p>

	<p>Engaging active citizen participation in the co-creation of an educational and information campaign to support older people to be empowered against abuse: Key learnings for integrative care (432) ★★ by Dr. Deirdre O'Donnell, University College Dublin, Ireland</p> <p>People-Centredness, Chronic conditions and Technology: The 3Es framework for engaging, empowering and emancipating those at the margins (368) by Prof. Paul Turner, University of Tasmania, Australia</p> <p>Patient empowerment as a promising avenue towards health and social care integration: results from an overview of systematic reviews of patient empowerment interventions (456) by Carola Orrego, Avedis Donabedian Research Institute, ES</p>
	<p>5.7 Measures and indicators</p> <p>Care Coordination - How can we measure it? (21) by Dr. Karen Kinder, Johns Hopkins University, US</p> <p>Results of a knowledge synthesis identifying indicators and measures of health system integration (352) ★ by Prof. Nelly D. Oelke, University of British Columbia, Okanagan Campus, Canada</p> <p>Coordination of care in the Chinese health systems: A gap analysis of service delivery from a provider perspective (541) by Xin Wang, Shandong University, China</p> <p>Evaluating Integrated Care in the Basque Country: Using IEMAC-ARCHO and D'Amour Questionnaire (346) by Mario Del Rio Camara, O+berri / Basque Foundation for Health Innovation, Spain</p> <p>Indicators for monitoring and evaluating integrated care: what we measure in practice (386) ★ by Dr. K. Viktoria Stein, International Foundation for Integrated Care, United Kingdom</p> <p>Integrated primary/secondary health care governance: We have the evidence, do we have the practice? (53) by Caroline Nicholson (University of Queensland/ Mater Health Services, AU)</p> <p>Design of a map of chronicity indicators according Triple Aim (384) by ELENA BARTOLOME BENITO (SERVICIO MADRILEÑO DE SALUD, ES)</p>
	<p>5.8 Designing, simulation and innovations</p> <p>Applying Large Scale Intervention methodologies for (re)designing Integrated Care Systems (505) ★★ by Prof. Ezra Dessers, KU Leuven, Belgium</p> <p>What are the regional governance structures at early stages of Integrated Care design and management in a LMIC Region under economic crisis? (227) by Stella Ioanis Tsartsara (B3 Promoter EIP on AHA Action Group B3, BE)</p> <p>Modeling approach to managing the deployment of integrated organizational models for multi-morbid patients in the CareWell study. The Basque Country case (328) ★★ by Myriam Soto-Gordoa, Researcher, Alto Deba Integrated Healthcare Organization, Spain</p> <p>A Bottom-up Simulation Method to Quantitatively Predict Integrated Care System Performance (139) by Zhengchun Liu, Universitat Autònoma de Barcelona, Spain</p>
	<p>5.9 The strategic use of mobile and digital health and care solutions</p> <p>Integrating Care in Complex Cardiac Care: the Tech Touch (529) ★ by Dr. Kira Stellato, Health Authority AAS n°1 - Triestina and University of Trieste, Italy</p> <p>What does it take to make integrated care work? (87) ★ by Dr. Helen Schonenberg, Philips, NL</p>

	<p>Designing and delivering scalable telemonitoring and telecare through partnership ★ (356) by Raul Gomez, Tunstall, Spain</p> <p>Monitoring of Chronic Disease in the community: Australian Telehealth Study on Organisational Challenges and Economic Impact (77) ★ by Dr. Rajiv Jayasena, CSIRO, Australia</p> <p>HEALTH AND SOCIAL CARE PLATFORM (258) ★ by Ahmed Mahmoud, NHS Scotland – NHS National Services Scotland, UK</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>END OF DAY 2</p>	
<p>GALA DINER</p> <p>Presentation of prizes for Best Poster Presentation and The IFIC Integrated Care Award 2015</p> <p>19:30 till 22.00</p>	

<p>Wednesday 25th May 2016</p>	
7.30	<p>Registration, Refreshments, Exhibition, Posters and Networking</p>
7.30-8.30	<p>Breakfast Workshop</p>
	<p>Workshop: JA-CHRODIS: Using good practices to improve Integrated Care for Chronicity</p> <p>Led by Juan Riese, Instituto de Salud Carlos III, Spain</p>
	<p>Workshop: Kick-off Special Interest Group (SIG) Values and Principles of Integrated Care (381)</p> <p>Led by Nick Zonneveld, Vilans, The Netherlands</p>
	<p>Workshop: Kicking off the Special Interest Group (SIG) Health Economics in Integrated Care – key questions and actions to move research forward (333)</p> <p>Led by Dr. K. Viktorja Stein, International Foundation for Integrated Care, UK</p>

<p>9:00 to 10:30</p>	<p style="text-align: center;">PLENARY 4 Tackling the Challenge of Mental Health</p> <p>Chair Prof David Perkins, Director, Centre for Remote and Rural Mental Health, University of Newcastle, Australia and Board Member, International Foundation for Integrated Care (IFIC)</p> <p>Achieving triple integration: The central role of mental health in integrated care Chris Naylor, Senior Fellow, Policy, The King's Fund</p> <p>Innovative Case Study To be confirmed</p> <p>Questions and discussion</p>
<p>10:30</p>	<p style="text-align: center;">Refreshment Break, Exhibition, Posters and Networking</p>
<p>11:00 to 12:30</p>	<p style="text-align: center;">PARALLEL SESSIONS 6</p>
	<p>6.1 Reaching vulnerable populations with integrated care T1 T2 T4</p> <p>An Asset-Based Indicator Framework: using co-production and innovative methods to engage deprived and Black Minority Ethnic (BME) groups in health service improvements (418) ★ by Dr. Marisa de Andrade, University of Edinburgh, UK</p> <p>Consumers with high complex needs co-create a relationship-based approach to care (431) by Dr. Nicolette Fay Sheridan, University of Auckland, New Zealand</p> <p>Innovations in connecting with vulnerable communities around health (55) by Caroline Nicholson, University of Queensland, Mater Health Services, Australia</p> <p>REACHING THE UNREACHED: PEOPLE CENTRED MODEL OF HEALTHCARE SERVICE DELIVERY IN RURAL AND HILLY INDIA (123) ★ by Achla Khanna, Technology Information, Forecasting and Assessment Council, India</p> <p>Connecting practice, research and policy to improve refugee health outcomes (54) by Caroline Nicholson, University of Queensland/ Mater Health Services, AU</p> <p>Population health in New Zealand 2000-2013: Targets disrupt service integration from addressing health determinants (392) by Dr. Nicolette Fay Sheridan (University of Auckland, NZ)</p>
	<p>6.2 Integrated health and social care in practice [part 1]</p> <p>Reshaping Health and Care in Older People in Argyll and But (463) ★ by Alison McGrory, NHS Highland, UK</p> <p>The Zuellig Family Foundation: A Strategic Philanthropic Approach to Integrated Care (223) ★★ by Prof. Audrey Chia, National University of Singapore, Singapore</p> <p>The first Japanese trial of the community-based integrated care system in a rural area (43) ★ by Dr. Yu Hatano, Shobara City Soryo Clinic, Japan</p> <p>Role of the social and community prescription in the integrated community-based health care system in Japan (163) by Dr. Toshiro Kumakawa (National Institute of Public Health, Japan)</p>

	<p>The Health care network for integrated care in Brazil (508) by Dr. Jaqueline Alcântara Marcelino da Silva, Federal University of São Carlos, Brazil</p>
	<p>6.3 Hospital-led approaches to Integrated Care</p> <p>[Short Presentations]</p> <p>In the Eye of The Storm: When a new Horizontal Management Position meets hospital reality (298) by Prof. Janne Seemann, Aalborg University, Denmark</p> <p>COMPREHENSIVE CARE OF COMPLEX CHRONIC PATIENTS IN HOSPITAL PLATÓ (401) ★ by Dr. Raimon Camps, Hospital Plato, Spain</p> <p>From Design to Action in Clinical and Social Complexity: Continuous Assesment of the Alt Penedés Program (269) by José Carlos Molina Hinojosa, Alt Penedés Local Hospital, Spain</p> <p>CHANGES IN EMERGENCY SERVICES TO ADAPT TO THE COMPLEXITY PATHWAY WITHIN THE HEALTH SYSTEM (315) by Dr. Joan Espauella Panicot, Hospital Universitari de la Santa Creu, Spain</p> <p>Enabling Integrated Health and Care (103) by Prof. Harry H Rea, The University of Auckland, New Zealand</p> <p>Implementation of integrated care at a German geriatric hospital: a case study (18) by Loraine Busetto (Tilburg University, NL</p> <p>CHRONIC AND AGED PATIENTS. WHIC IS THEIR MANAGEMENT BY EMS (402) by Dr. Anna Puig, Emergency Medical Sistem, Spain</p>
	<p>6.4 Designing pathways for Dementia Care</p> <p>Learning from the development of Integrated Care Projects in Dementia (204) by Dr. Anne-Marie Brady, Trinity College Dublin, Ireland</p> <p>A comparative analysis of national care pathways for people with dementia living at home in Europe (61) by Dr. Ana Maria Diaz Ponce, Alzheimer Europe, Luxembourg</p> <p>Ethically challenging situations faced by professional carers of people with dementia: training materials and the need for an organizational ethical infrastructure (19) by Dr. Dianne Gove, Alzheimer Europe, Luxembourg</p> <p>Seeing the person behind the disease: introducing the reflection tool (451) by Dr. Jesse Elisabeth Verschuren, UC Leuven-Limburg, Belgium</p> <p>Triggered by dementia - an experiential training module to teach person-centred care for people with dementia (404) by Jessie Schrijvers, UC Leuven Limburg, Belgium</p>
	<p>6.5 Patient satisfaction and expectations</p> <p>[Short Presentations]</p> <p>Associations between patients' perceptions of care integration and organizational features of medical groups in the United States (339) ★ by Michaela June Kerrissey, Harvard Business School, US [Study that explores the relationship between patient-perceived integration and elements of organizational integration among medical groups]</p>

	<p>Coordination and continuity across care levels in the Catalan national health system: differing perceptions of physicians and users? (176) ★ by Dr. Marta Beatriz Aller, Consorci de Salut i Social de Catalunya, Spain &</p> <p>What are factors influencing coordination and continuity across care levels in the Catalan national health care system? (177) by Dr. Marta Beatriz Aller, Consorci de Salut i Social de Catalunya, Spain</p> <p>How much does the communicator matter in the choice for an integrated care program: A labelled discrete choice experiment (349) ★★ by Susanne Bethge, Hochschule Neubrandenburg, Germany</p> <p>What do patients want? Implementing new models of care in hard to serve regions (142) by Ulla Tangermann, Hannover Medical School, Germany</p> <p>Effect of Continuity of Care on Satisfaction in Adult Patients with Hypertension: A Cohort Study in China (367) by Dr. Ting Ye, School of Medicine and Health Management, Tongji Medical College, Huazhong University of Science & Technology, China</p> <p>Can somatic healthcare use predict whether patients with chronic conditions consider the cooperation of their care to be good? A longitudinal cohort study (130) by Prof. Aslak Steinsbekk, Department of Public Health and General Practice, Norwegian University of Science and Technology, Norway</p> <p>People-Centred Quality Indicators for Primary Care Centres (382) by Dr. Eva Krczal, Danube University Krems, Austria</p>
	<p>6.6 The use of personalized and individual care plans in people-centred care</p> <p>A person centred care plan – or a plan for patient care? (364) ★ by Lynda Maree Irvine, Counties Manukau District Health Board, New Zealand</p> <p>Individual care plans in chronic illness care: aims, use and outcomes (247) by Dr. Iris van der Heide, Netherlands Institute for Health Services Research (NIVEL), The Netherlands [ICARE4EU]</p> <p>VALIDATION BY CITIZENS OF THE CATALAN MODEL OF ADVANCE CARE PLANNING (326) by M^a Asunción González Mestre, Inter-ministerial Health and Social Care and Interaction Plan, Spain</p> <p>& The Model of Advanced Care Planning in Catalonia (Spain) (408) by Cristina Lasmarías (University of Vic, ES)</p>
	<p>6.7 Evaluation, Impact, Methods</p> <p>Impact of Integrated Care on patient satisfaction, perceived health behaviour and health maintenance in 'Gesundes Kinzigtal': Interim results of a trend study (255) by Dr. Achim Siegel, Universitätsklinikum Freiburg im Breisgau, Germany</p> <p>Comparison of healthcare costs between an implemented Integrated Diabetes Care unit and the traditional National Health System (308) by Dr. Rogério Tavares Ribeiro, APDP - Diabetes Portugal, Portugal</p> <p>Integrated care network for long term care in Portugal: cost estimation and patient's characteristics (362) by Prof. Rui Santana, Escola Nacional de Saúde Pública, Universidade NOVA Lisboa, Portugal</p> <p>A Mixed Methods Evaluation of the Northwest London Integrated Care Pilot (502) by Dr. Laura H Gunn (Stetson University & Imperial College London, Uk)</p>
	<p>6.8 ICT design</p> <p>ICT-enabled social innovation for integrated health- and social care of older people: mapping and analysis (546) by Csaba Kucsera, JRC-IPTS, Spain</p>

	<p>Perspectives of Technology Users on the Eve of Innovation Deployment: the Case of Integrated Care Pathways (ICPs) (229) ★ by Prof. Nathalie Delli Colli, Research Center on Aging, Canada</p> <p>Pre-Commercial Procurement enabling care innovations for the elderly (530) ★ by Anne-Mari Sandell (Forum Virium Helsinki, FI)</p> <p>Ambient Assisted Living - design recommendations for a case management and a respective business model (494) by Sabine Katzmaier, Student, Johannes Kepler University Linz, Austria</p> <p>User-centered design of integrated eHealth to improve patients' activation in transitional care (444) by Dr. Mirjam Ekstedt, Karolinska Institutet, Sweden</p> <p>Development of a Computerized Integrated-Care-Pathway System to Support People-Centred and Integrated Care: Usefulness of the Participatory Design Method (46) by Prof. Nicole Dubuc, Research Center on Aging, Canada</p>
	<p>6.9 ICT Implementation and assessment</p> <p>eHealth Development in Selected EU Countries: Barriers and Opportunities (62) by Dr. Marcin Kautsch (Jagiellonian University Medical College, Polan)</p> <p>Deploying telemonitoring services in an integrated care model (296) by Ane Fullaondo (Kronikgune, ES)</p> <p>Sustainable implementation of e-health enabled interdisciplinary collaboration (484) by Dr. Wouter Keijser, University of Twente / HIM SL, The Netherlands</p> <p>Evaluation of ICT supported integrated healthcare for frail patients with comorbidities: Baseline assessment of the CareWell Project (421) by Maidor Mateo Abad (Kronikgune-Osakidetza, ES)</p> <p>Creating the conditions for organisational change in Scotland (300) by Dr. Margaret Rose Whoriskey (Scottish Government, UK)</p> <p>Work work work– Understanding the role of staff efforts and costs for hard- and software in the implementation and operation of integrated e-care services (347) by Ingo Meyer (empirica, DE)</p>
	<p>6.10 Symposium Project Manage Care</p> <p>Led by Peter Schwarz, Department of Medicine III, University of Dresden, Germany</p>
12.30	Buffet Lunch, Exhibition, Posters and Networking
13.00	SPECIAL LUNCHTIME SESSIONS
	<p>Symposium: Health and social Integrated Care in practice. Local Partnerships in action (11)</p> <p>Led by Ester Sarquella (Government of Catalonia, ES)</p>
	<p>Workshop: Integrated care in a metropolitan area: blurring the boundaries between high-tech hospital and the community (303)</p> <p>Led by Dr. Joan Escarrabill, Hospital Clínic, Spain</p>

	<p>Oral Posters Session: Integrated Physical and Mental Health</p> <p>Chair: David Perkins, University of Newcastle, Australia</p> <p>Integrated Care to people with mental disorders and his employment (330) by CRISTINA LLOHIS CANALS, FUNDACIO AMPANS, Spain</p> <p>Case management program for complex chronic patients with mental disorders (434) Dr. Francesca Moyá Ferrer (Hospital Universitari MútuaTerrassa, ES)</p> <p>Effectiveness of Rational Emotive Behaviour Therapy in Clinical Social Work: Impact on Frequency of Visits and Use of Psychopharmacological Treatment (51) by Carme Rovira Aler (Institut Catala de la Salut, ES)</p> <p>Multicenter Multidisciplinary Pathway in Chronic Depression in Baix Llobregat (Barcelona, Catalonia, Spain) (243) by Prof. Emilio Rojo (Benito Menni CASM, ES)</p> <p>An innovative and integrative m-Health solution for treatment resistant schizophrenia patients (194) by Anna Alonso (Hospital de la Santa Creu i Sant Pau, ES)</p> <p>Expertise centre challenging behaviour (495) by Ferdy Pluck (GGz Centraal, NL)</p> <p>aProPA, an approach to integrated care in mental health (203) by Jacint Santaaulàlia (MOSAIC (FGTC), ES)</p> <p>MOSAIC: a model of integrated care in mental health in the Central Catalonia (459) by Jacint Santaaulàlia (MOSAIC (FGTC), ES)</p> <p>Rehabilitation programme of Residential Homes: compare the results in two different models (383) by Sandra Ribas (Salut Mental Gràcia (Grup ATRA), ES)</p> <p>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 (306) by Dr. Lars Henrik Myklebust (University Hospital of Northern Norway UNN, NO)</p> <p>Service needs of families of adolescents with mental health difficulties (50) by Ana Rodríguez Meirinhos (University of Seville, ES)</p> <p>Music & Wellbeing (211) by Gemma Garrido (Consorti Sanitari de Terrassa, ES)</p>
	<p>7.7 Workshop: Anticipatory Care Planning in Scotland (320) ★</p> <p>Led by Dr. Stuart Cumming, NHS Forth Valley, UK</p>
	<p>Workshop: Strengthening a competent health workforce for the provision of coordinated/ integrated health services (282)</p> <p>Led by Margrieta Langins, World Health Organization, Denmark</p>
	<p>Oral poster session: Remote Care Management through digital health technologies</p> <p>Local Telecare Service: The public-private collaboration in building a network of stakeholders (410) by Luis Berrios Novoa (Barcelona Provincial Council, ES)</p> <p>From the Pilot to the Project. Adding remote monitoring into an existing integrated clinical pathway (COMPORTE) to manage COPD and/or HCF patients (222) by Dr. M. Inmaculata RAMOS GARCÍA (Linde Healthcare Iberia, ES) [Descriptive study looking at implementation of tele-monitoring in a case study]</p> <p>ESTABLISHMENT OF A TELEMEDICINE PROGRAM BETWEEN A PUBLIC NURSING HOME AND A TERTIARY HOSPITAL (497) by Cristina Bermejo, Puerta de Hierro University Hospital, Spain</p>

	<p>USING TELEDERMATOLOGY IN EARLY DETECTION OF SKIN CANCER IN THREE URBAN PRIMARY CARE CENTERS IN BARCELONA. AN INTEGRATED APPROACH FOR SKIN CANCER MANAGEMENT (423) by Ignacio Menacho Pascual, Area Integral de Salut Barcelona Esquerra, Spain</p> <p>Monitoring Elderly People at Home: Results and Lessons Learned (341) by Dr. Eloisa Vargiu (EURECAT, ES)</p> <p>A randomized clinical trial for remote telemonitoring into an integrated care program for high complexity patients. Atlan-TIC project (156) by Dr. Carlos Hernández-Quiles (SAS. Hospitales Universitarios Virgen del Rocío, Seville. Spain, ES)</p> <p>Mobile care solution used to improve home care (448) by Dr. Joan Espauella Panicot (Hospital Universitari de la Santa Creu, ES)</p> <p>Prospective analysis of the implementation of healthcare telemedicine between prisons in the area of Catalonia (496) by Jordi Sarlé, Consorci Sanitari de Terrassa, Spain</p> <p>European Procurers Platform – eHealth Transforming the market for eHealth Solutions (32) by Laura Sanchez (BravoSolution, ES)</p> <p>Impact of mHealth in Heart Transplant Management (mHeart) (354) by Mar Gomis (Hospital de la Santa Creu i Sant Pau, ES)</p>
	<p>IBM Sponsored Session</p>
	<p>Workshop: Funding Models around Integrated Care (invited)</p> <p>Led by Helmut Hildebrandt, Optimedis, Germany</p>
14.00 to 15.30	<p>PARALLEL SESSIONS 7</p>
	<p>7.1 Workshop: Early childhood integrated health service strategies for immigrants and refugees: Prevention and health promotion for our most vulnerable families (161)</p> <p>Led by Dr. Kathryn Leah, Margolis, University of Colorado School of Medicine, United States of America</p>
	<p>7.2 Integrated health and social care in practice [part 2]</p> <p>[Short Presentations]</p> <p>An overview of all Dutch population management initiatives and their strategies (353) by Hanneke Drewes (National Institute of Public Health and the Environment (RIVM), NL)</p> <p>& Affordable and accountable care: the continuum of prevention-care and welfare within nine Dutch Population management sites (350) by Prof. Caroline Baan, National Institute for Public Health and the Environment (RIVM), the Netherlands</p> <p>TOWARDS A COLLABORATIVE INTEGRATED HEALTHCARE MODEL IN TONA (283) by Marta Palou Aligué, Ajuntament de Tona, Spain</p> <p>Integrating the community health perspective into the health care provision system: the Basque Country case (531) by ITZIAR VERGARA MITXELTORENA (OSAKIDETZA, ES)</p> <p>Delivering an integrated system of care in Western New South Wales, Australia (366) by Scott McLachlan, Western NSW Local Health District, Australia</p>

	<p>A CASE OF INTEGRATION IN BAIX EMPORDÀ (CATALONIA), 20 YEARS ON THE ROAD (440) by Dr. Jose M. Inoriza, Serveis de Salut Integrats Baix Empordà, Spain</p> <p>Implementació de Projectes Collaboratius Socio-Sanitaris a Girona (PIAISS) (241) by Montse Canet Ponsa (Institut Català de la Salut Girona, ES [to be presented in Spanish/Catalan])</p> <p>INTEGRAR LA OSI DONOSTIALDEA. UNA NECESIDAD Y UN RETO (395) by Maria Jose Goñi, Organización Sanitaria Integrada Donostialdea, Spain [To be presented in Spanish/Catalan]</p>
	<p>7.3 Tackling multi-morbidity and chronicity</p> <p>Chair: Anne Hendry, IFIC</p> <p>Barriers and Facilitators towards an Integrated Chronic Care Model as experienced by primary care health providers (31) by Prof. Geert Goderis, KU Leuven, Belgium</p> <p>Multi-morbidity as a driver of high cost, high resource utilisation and future risk (301) by Alan John Thompson, Johns Hopkins Healthcare, US</p> <p>Multimorbidity as a challenge for integration: Insights from European practices (415) by Dr. Anneli Hujala (University of Eastern Finland, Finland [ICARE4EU project explores how integration of care was advanced in European integrated care programmes for people with multimorbidity])</p> <p>Building a bridge down under: lessons from the implementation of a chronic disease management model (365) by James Linden, NSW Health, Australia</p> <p>Exploring the Coordination of Care for People with Multimorbidities and their Support Networks using Social Network Analysis: A Research Protocol (209) by Orla Caffrey, Centre of Health Policy & Managemt, Ireland</p>
	<p>7.4 Integrating physical and mental health</p> <p>[Short Presentations]</p> <p>Chair Chris Naylor, The Kingsfund (tbc)</p> <p>Inpatients' utilization of GP and psychiatric outpatient care. A comparison of a central-institution versus a local-institution based system of psychiatry. A case-register study (368) by Dr. Lars Henrik Myklebust (University Hospital of Northern Norway UNN, Norway)</p> <p>Exploring disparities in hospital use for physical healthcare in those with mental ill health in England 2009/10 to 2013/14 (210) by Dr. Alisha Davies (Nuffield Trust, UK)</p> <p>Physician Burnout and Patient Suffering (520) by Prof. Fiona Webster (University of Toronto, CA)</p> <p>Risk Stratification as a tool to the Integrated Care in Mental Health in Catalunya (321) by Dr. Pere Bonet-Dalmau (Health Department of Catalunya, ES)</p> <p>Using a digital physical health screening template to facilitate integrated care for people with mental health problems (335) by Dr. Katherine Chapman, NHS, UK</p> <p>Integrating Physical and Mental Health staff in a care home in reach team: Evaluation of a redesigned service (439) by Dr. Jane Fossey, Oxford Health NHS Foundation Trust / Dept. Psychiatry University of Oxford, United Kingdom</p> <p>Supporting the mental health needs of adults 50 and over: The importance of integrated community support services (351) by Prof. Nelly D. Oelke (University of British Columbia, Okanagan Campus, CA)</p>
	<p>7.5 Incentives and payments (5)</p>

	<p>Chair Helmut Hildebrandt, IFIC</p> <p>WHO Chronic care strategies, Barcelona office (to be invited)</p> <p>The CreG (Chronic Related Group) model to prompt integrated chronic care management: the experience of Lombardy Region (489) by Prof. Verdiana Morando (SDA Bocconi, school of management, IT)</p> <p>Capitated payments - roadmap to capitation implementation (543) by Jyrki Kolsi, Monitor, United Kingdom</p> <p>An overview of payment mechanisms and contractual models to support patient-centred care integration (443) by Frida Kasteng, SINTEF Technology and Society, Norway</p> <p>From Provider Continuity to Practice Integration. Changing Care in Australian General Practice (56) by Dr. Michael Wright, Centre for Health Economics Research and Evaluation, Australia</p> <p>Developing a whole systems joint outcomes approach to contracting for integrated health and social care for older people (30) by Prof. Jenny Billings, Prof. Jenny Billings, Professor of Applied Health Research Director, Integrated Care Research Unit, Centre for Health Service Studies, University of Kent, UK</p>
	<p>7.6 Workshop: Transitional care and patient experience (24)</p> <p>Led by Tino Martí, TicSalut, Spain</p>
	<p>7.7 Networks and networking</p> <p>IntegraSarea: Building up a Network for Integration in the Basque Country (170) ★ by Mario Del Rio Camara, O+berri / Basque Foundation for Health Innovation, Spain</p> <p>Improving integrated working within and across organisations - An NGO Perspective (430) by Dr. Helen Tucker, University of Birmingham, UK</p> <p>The use of Social Network Analysis to plan and implement integrated care goals through balance score cars system (412) ★ by Prof. Filippo Bartoccioni, Director of management control system, SL (Azienda Sanitaria Locale) Viterbo, Italy</p> <p>Lessons learned about integrating multisectorial collaboration agreements (82) by Prof. Mark Leys (Vrije Universiteit Brussel, BE)</p> <p>Networking for Improvement (500) by Mandy Andrew, Joint Improvement Team / Integrated Improvement Resource, United Kingdom</p>
	<p>7.8 Workshop: Digital enablers for integrated care (436)</p> <p>Led by Dr. Sanna Kaisa Rimpilainen, Digital Health and Care Insitute, UK</p>
	<p>7.9 Workshop: Digital health innovations for personalized integrated care (435)</p> <p>Led by by Denise van der Klauw, TNO, The Netherlands</p>
	<p>7.10 Symposium project Manage Care</p> <p>Led by Peter Schwarz, Department of Medicine III, University of Dresden, Germany</p>

15:30 to 16:30	<p>PLENARY 4</p> <p>The Strategic use of Mobile and Digital Health and Care Solutions</p> <p>Chair Leo Lewis, Senior Fellow, International Foundation for Integrated Care (IFIC)</p> <p>The value of digital health within a fully integrated model of care: the case of the Veterans Health Administration Randy Petzel and Kathleen Frisbee, mHealth, Veterans Health Administration</p> <p>The strategic use of mobile and digital health and care solutions: the case of Catalunya TicSalut</p> <p>Reactions from the industry Hector Upegui, IBM</p> <p>Questions and discussion</p>
16.30 to 17.00	<p>CLOSING CEREMONY</p> <p>Chair's Closing Remarks</p> <p>Presentation of WCIC, Wellington, New Zealand</p> <p>Presentation of ICIC17 Dublin, Ireland</p>
<p>POSTERS DISPLAYED DAY 3</p> <p>Posters presenters will be standing next to their poster for questions and answers at the morning and afternoon coffee breaks.</p>	
<p>END OF THE CONFERENCE</p>	

<p>Satellite Events</p>	
<p>Monday 23rd May</p>	
9 to 16 h	<p>SYMPOSIUM: Benchmarking Integrated Care for better Management of Chronic and Age-related Conditions in Europe: lessons learned and recommendations from Project INTEGRATE (454)</p> <p>Led by Magdalene Rosenmoller, IESE Business School, Spain</p>

Thursday 26th May	
	<p style="text-align: center;">IFIC and IJIC Annual General Meeting</p> <p>led by Prof. Guus Schrivjers, IFIC Chair</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;">IJIC Editorial Board Meeting</p> <p style="text-align: center;">(close meeting – only for IJIC Editors and Associated Editors)</p>
Friday 27th May	

POSTERS TO BE DISPLAYED

DAY 1

Frailty and geriatrics

1. Analysis of utilization of long-term care and elderly care capacities in Hungary (164) by **Fanni Borbás**, National Healthcare Service Center, Hungary
2. “Staged model of care – the key to the “best point of service” in Geriatrics” (167) by **Lisa Weidinger** (Geriatrische Gesundheitszentren der Stadt Graz, Austria)
3. The contribute of General Practice in the definition of frailty: development and validation of SVaFra survey (147) by Dr. **Fabio Robusto** (Ares Puglia, IT)
4. Addressing health care to geriatric patients in nursing homes in Barcelona and its metropolitan area (134) ★ by Ma. **Rosa Planesas Colomer** (MUTUAM, ES)
5. Implementation of an orthogeriatric program. Results of the first two years (85) by Dr. **Eugenia Sopena Bert** (GIPSS, ES),
6. Characteristics of effective discharge management at a geriatric ward (238) by **Ann Claeys** (Erasmus University College, BE)
7. Evaluation of the activity of a Functional and Interdisciplinary (Social and Healthcare) Geriatric Unit (FISHGU) for hospitalized patients at an acute hospital (84) by Dr. **ANNA CORTIELLA-MASDEU** (GIPSS, ES)
8. New comprehensive assessment instrument for dependents and elderly (NIVIDEP) (190) by **Antoni Serra Torres** (Tecmova e-Assistencia, SL, ES) (190)
9. Geriatrics and social gerontology for integrated elderly care. Academic research and education in ageing across the UK (464) by **Christos Pliakos** (University of Central Lancashire, UK)

Falls management and prevention

10. Profiling of fall – Characteristic of the organization inpatient falls (109) by **KAVITHA RAJENDRAN** (REN CI HOSPITAL, SG)
11. A STUDY ON MEDICATION RELATED TO FALLS (108) by **KAVITHA RAJENDRAN** (REN CI HOSPITAL, SG)

Integrated Care for specific conditions

12. Chronic renal patient across the continuum of the healthcare from family practitioner to nephrologists (278) by Dr. **Pilar Arrizabalaga**, Hospital Clinic, Spain
13. Integrated care in the case of rare diseases. Modelling proposal based on a specific case (486) by Dr. **Esther Limón** (institut català de la salut, ES)
14. Effects of Continuity of Treatment for Rural Hypertension Population: Evidence from a Case Control Intervention Study (45) by Dr. **Wenxi Tang**, China Pharmaceutical University, People's Republic of China
15. Assessing integration in diabetes care: utility of the instrument IEMAC-ARCHO (127) by **Paloma Fernández-Cano** (MSD Spain, ES)
16. Improving Integration of Asthma Care for Hard to Reach Groups (212) by Dr. **Brian Keogh**, Trinity College Dublin, Ireland
17. DIRECT REFERRAL FROM EMERGENCY DEPARTMENT TO PALLIATIVE CARE UNIT (150) by Dr. **M. Antònia FRANCESCH FREIXES**, Gestio i Prestació de Serveis de Salut, Spain

18. Integrated Care for people who want Alcohol Detoxification in the middle of Denmark (523) by Dr. **Margrethe Smidth** (Institute for Clinical Medicine, Aarhus University, Denmark, DE)
19. Hospitable Hospice - Redesigning care for tomorrow (514) by **Lekshmy Parameswaran** (fuelfor design and consulting, ES)
20. THE WOUND CARE IN A WOUND CLINICAL INTERDISCIPLINARY UNIT ALLOWS INCREASING THE ANNUAL RATE OF HEALED WOUNDS (322) by Dr. **Joan Espauella Panicot** (Hospital Universitari de la Santa Creu, ES)
21. INTEGRATIVE CARE MODEL IN COMPLEX WOUNDS (236) by **DOLORES HINOJOSA-CABALLERO** (CONSORCI SANITARI DE TERRASSA, ES)
22. Interfaces between trans-institutional and trans-sectoral care structures - Pathways in transplantation medicine (265) by **Lena Harries** (Hannover Medical School (MHH), DE)
23. Sub-process of integrated care for children with Down Syndrome (305) by Dr. **Michelle Floyd Rebollo** (Osakidetza, Basque Health Departmente, ES)
24. Integrated care for diabetes patients in Poland (515) by Dr. **Sylwia Irena Szafraniec-Burylo** (National Institute of Public Health - National Institute of Hygiene, Warsaw, Poland, PL)
25. The implementation of integrated care for cardiovascular diseases in Poland (493) Dr. **Sylwia Irena Szafraniec-Burylo** (National Institute of Public Health - National Institute of Hygiene, Warsaw, Poland, PL)
26. A UNIVERSAL WAR WITH MrSA (106) by **KAVITHA RAJENDRAN** (REN CI HOSPITAL, SG)
27. Zero Incidence of Pressure Ulcer in RCH (110) by **KAVITHA RAJENDRAN** (REN CI HOSPITAL, SG)
28. Working Together to Improve Autism Diagnosis : An Australian Rural Perspective (389) by **Catherine Mary Bourke** (NSW Ministry of Health, AU)
29. Program of exercises shoulder chronic pain (PESP): integrated health care for Functional Unit of Locomotive Apparatus at the AISBE patients (337) by **Concepcion Closa**, Hospital Clínic de Barcelona, ES)
30. Implementation of a cross-sector stroke rehabilitation reform: embedded case study of municipalities and hospitals' perspectives in a Danish health region (151) by Dr. **Karla Douw** (University of Southern Denmark, DK)

Health promotion and prevention

31. Design of a school-based intervention to promote healthy lifestyles in adolescents (12-14 years old) (287) by **Sara Ponce Márquez** (Asociación Kronikgune, ES)
32. Effectiveness of an occupational therapy wellness programme for older adults living in long-term care (52) by **Monica Devine** (Our Lady's Hospice and Care Services, IE)
33. Execution of Preventive Healthcare and Health Promotion Activities in the Paediatric Age Group Led by Primary Care Nurses (184) by **Concepcion Camacho** (Consorti de Salut i Social de Catalunya, ES)
34. Preventing the September Epidemic through a Multi-Faceted Approach (316) by Dr. **Maya Leventer-Roberts** (Clalit Research Institute, IL)

Intermediate care, rehabilitation and long-term care

35. IMPROVING PATIENT CARE CHRONIC COMPLEX: SUB-ACUTE CARE UNIT (97) by **SUSANA LAMANA**, FUNDACIÓ VALLPARADÍS, Spain
36. Resultats d'un Equip de Gestió de la Cronicitat en un model integrat d'atenció a la cronicitat en Atenció Primària (468) by Dr. Jesus Vaquero, Institut Català de la Salut, Spain [to present in Catalan?]
37. Acute and Subacute Care Units. From the high-tech to the high-touch technologies (7) by Dr. **Benito J. Fontecha-Gómez** (Consorti Sanitari Integral, ES)

38. Transitional Convalescent Facility (TCF): A Pilot Programme For Patients Who Require A Longer Term Of Rehabilitation and Convalescent Care (534) ★ by **Bi Yin Lee**, Agency for Integrated Care, Singapore
39. AM I SUBACUTE OR REHAB (105) by **KAVITHA RAJENDRAN** (REN CI HOSPITAL, SG)
40. An Econometric Analysis of Rehabilitation Measures: A Research Protocol (168) by **Tore Bersvendsen** (University of Agder, NO),

Strategies supporting the implementation of integrated care

41. INTEGRATED CARE IN CATALONIA: SCENARIO FORECASTING .2015-2020 (256) by Dr. **Joan Josep Artells -Herrero** (Sanidad,Comunicación y Gestión del Conocimiento,S.L, ES)
42. A MODEL TO PREDICT LENGTH OF STAY IN A HOSPITAL EMERGENCY DEPARTMENT AND ENABLE PLANNING FOR NON-CRITICAL PATIENTS ADMISSION (205) by **Eva Bruballa** (Universitat Autònoma de Barcelona (UAB), ES),
43. FUNCTIONAL PLAN FOR THE IMPLEMENTATION OF SOCIAL AND HEALTH CARE MODEL INTEGRATED Alt Urgell (67) by **Meritxell Feixes** (ICS, ES)
44. Resource allocation in integrated care settings: what works? Case of Health and Social Care Partnerships in Scotland (232) by **Marissa Collins** (Glasgow Caledonian University, UK),

Leadership and management

45. Dynamic sustainability of integrated health and social care and the importance of adaptive strategic management (27) by **Charlotte Marian Klinga** (Karolinska Institutet, Sweden)
46. Engineering performant, innovative and sustainable health systems (159) by **Raphael Wouters** (Xeneo, BE)
47. Enabling Integration of Occupational Therapy Services (143) by Dr. **Stephanie Best** (Swansea University, UK)
48. The Observatory of Innovation in Healthcare Management in Catalonia: supporting transferability of good experiences in healthcare management (400) by Montse Moharra (Agency for Healthcare Quality and Assessment of Catalonia, ES)
49. Integrated care driven by shared values enables a small health care organisation to survive 'against the odds' (380) by Dr. **Timothy Kenealy** (University of Auckland, NZ)

The role of social workers

50. HOW SOCIAL WORKERS ADD VALUE TO THE PERINATAL TEAM. HOSPITAL DE LA SANTA CREU I SANT PAU (119) by **Jordi Valls** (Hospital de la Santa Creu i Sant Pau, Barcelona, ES)
51. Social Support Program in Mental Health and Social Primary and Primary Care (548) by **Elena Sánchez Echevarria** (CASM BENITO MENNI- GRANOLLERS, ES)
52. Social Work and Health Care Continuum (100) by **Jaime Muñoz** (Consorti Sanitari Integral, ES)

Training

53. Utilitat de la actualizació de coneixements i habilitats en cures paliatives per a professionals d'Atenció Primària (474) by Dr. Jesus Vaquero (Institut Català de la Salut, ES [to present in Catalan?])
54. Training for caring complex health needs in the community: the impact of the synergy between top and bottom (157) by Dr. **Esther Limón** (institut català de la salut, ES)
55. The need for adequate communication training programs for palliative care in multidisciplinary teams in oncology settings (357) by **Melissa Horlait** (Vrije Universiteit Brussel, BE)

Interprofessional and multidisciplinary collaboration

56. Concepts and theoretical frameworks for interprofessional collaboration in healthcare: a systematic review (86) by **Marlène Karam**, Catholic University of Louvain (UCL), Belgium
57. The Puzzle of Coherence-An ethnographic inspired study about cross-sectorial collaboration in Danish Health Care (115) by **Anne Bendix Andersen**, Medical Department-Regional Hospital Central Jutland, Aarhus University, Department of Public Health-Section for Nursing, Centre of Nursing Science, Regional Hospital Central Region Jutland, DK
58. ONE PROGRAM: AN INTEGRATED MULTI-DISCIPLINARY PROGRAM IN A NURSING HOME (57) by **Lip Chin Ng** (Ren Ci Hospital, SG)
59. What is the role of the nursing profession in field level inter-organizational coordination? (114) by Anne **Doessing** (Aalborg University, DK)
60. Measuring intersectoral collaboration in a health care setting: A knowledge synthesis (95) by **Michelle Lynn Stiphout** (Alberta Health Services, CA)

DAY 2 DISPLAY POSTERS

Integrated care cases

1. Orientation and experience in a system of integrated care in a European Region: Castilla y León (133) by **Juan Miguel Calvo** (Junta de Castilla y León, ES)
2. German municipalities and their role in ensuring local primary health care (244) by **Bertolt Kuhn** (Medical School Hanover, DE)
3. Analyzing the Pace and Direction of Primary Health Care Reform in Ontario, Canada: Transformative Change or Transformation Lite? (455) by Dr. **Frances Margaret Morton-Chang** (University of Toronto, CA)
4. Policy transfer and integrated care development in the Outram Regional Health System (RHS) in Singapore (35) by **Lai Meng Ow Yong** (University of Bristol, UK)
5. Integrated Care Partnerships Northern Ireland - Leading Integration; Delivering Better Outcomes (342) by **Sinead Malone**, Health and Social Care Board, UK
6. An odd couple: A large public hospital working with a small private general practice group to integrate care (113) by Prof. **Yee Wei Lim** (National University of Singapore, SG)
7. Social Support Program in Mental Health and Social Primary and Primary Care (26) by **Elena Sánchez Echevarria** (CASM BENITO MENNI- GRANOLLERS, ES)

Needs assessment, risk stratification and identification methods

8. ADJUSTED MORBIDITY GROUPS (GMA), A NEW TOOL FOR STRATIFYING POPULATION MORBIDITY (329) by **Emilio Vela**, Catalan Health Service, ES
9. Identification and stratification of patients with chronic high degree of complexity (218) by **Meritxell Feixes** (ICS, ES & Descriptive POPULATION IN THE PROPOSED MODEL INTEGRATED HEALTH AND SOCIAL CARE Alt Urgell (217) by Meritxell Feixes (ICS, ES & (216)
10. COMPREHENSIVE ATTENTION MODEL: PROACTIVE RECRUITMENT OF HOSPITALIZED COMPLEX CHRONIC PATIENT (509) by **Lluïsa Garcia Garrido** (Hospital Universitari Girona Dr. Josep Trueta, ES)
11. Stratification and determination of the social needs: an experience in the Province of Barcelona (81) by **Miguel A. Manzano** (Diputació de Barcelona, ES)

12. Sistema para la detección precoz del riesgo social e integración trabajo social (488) by Dr. **María Estrella López-Pardo Pardo** (Servizo Galego de Saúde, ES [[To be presented in Spanish/Catalan](#)])
13. Chronic Complex Patients with multiple readmissions at north Hospitalet area in Barcelona. Clinical Characteristics and prognostic factors in a year (74) by Dr. **LM Ceresuela** (Consorti Sanitari Integral, ES)
14. Social Health Diagnosis as a complementary tool in the clinical diagnosis for the integrated approach of the CCP (Complex Chronic Patient) in a FUCP (Functional Unit of Chronic Patient) addressed to the direct attention of CCP with heart failure (HF) and chronic obstructive pulmonary disease (COPD) (466) by **Angel Mercadal**, Hospital Universitari Mutua Terrassa
15. COMPLEX CARE NEEDS IN PEOPLE WITH CHRONIC DISEASES: POPULATION PREVALENCE AND CHARACTERIZATION IN PRIMARY CARE (491) by **Francisco Hernansanz Iglesias** (Catalan Institute of Health, ES)
16. Multiple admissions for Ambulatory Care Sensitive Conditions: Target for intervention? (290) by Dr. **João Sarmento** (Escola Nacional de Saúde Pública - Universidade Nova de Lisboa, PT)

Medicines management and polypharmacy

17. A person centred approach for reducing drug burden in complex patients with multimorbidity (28) ★ by **Cristina Roure Nuez**, Consorci Sanitari de Terrassa, Spain
18. Polypharmacy and Adherence: Key Components of Integrated Care The case of Greece (450) by Dr. **Christos F Kampolis** (University of Peloponnese, GR)
19. The use of PESTEL as a change management tool to inform change management of polypharmacy and adherence within SIMPATHY program (483) by **Hara Kousoulakou** (University of Peloponnese, GR)
20. Whittington Health Care of Older People and Integrated Care Pharmacy Team (237) by **Shirley Sau Yin Ip** (Whittington Health NHS Trust, UK),
21. Optimizing medication reconciliation at care transitions with an electronic clinical decision support tool (136) by **Cristina Roure Nuez**, Consorci Sanitari de Terrassa, Spain
22. Polypharmacy and Adherence: Key Components of Integrated Care, The case of Catalonia (268) by Dr. **Jennifer Anne McIntosh**, Fundació Clínic per a la Recerca Biomèdica, Spain
23. Polypharmacy and Adherence: Key Components of Integrated Care The case of Poland (359) by Dr. **Pawel Lewek**, Medical University of Lodz, Poland
24. Economic evaluation of the integration of a pharmacist in the primary care home-based care team (540) by **Maria Rubio-Valera**, University of Barcelona; Fundació Sant Joan de Déu
25. A Patient-Centered Prescription Model assessing the appropriateness of chronic drug therapy in older patients (263) by **Núria Molist Brunet** (Hospital Universitari Vic, ES)
26. Effectiveness of Self-Administration of Medication Programme in a Community Hospital (208) by **Hwei Ling Yek** (Ren Ci Hospital, SG)
27. Improvement of drug treatment in elderly patients, through the collaborative work between pharmacists and physicians (64) ★ by **Conxita Mestres Miralles**, Pharmacy Doctor, Pharmacy Director, Grup Mutuam, Barcelona
28. Polypharmacy and Adherence: Key Components of Integrated Care - The case of Sweden (292) by **Thomas Kempen** (Uppsala University Hospital, SE)
29. Polypharmacy and Adherence: Key Components of Integrated Care The case of Portugal (532) by Prof. **João Malva** (University of Coimbra, PT)
30. Polypharmacy and Adherence: Key Components of Integrated Care. The case of Northern Ireland (407) by Dr. **Claire Scullin** (School of Pharmacy, Queen's University Belfast, UK)

31. Polypharmacy and Adherence: Key Components of Integrated Care: The case of Italy (277) by Dr. **Francesco Giallauria** (Federico II University of Naples, IT)

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32. The new Patient Act's impact on assistive technology in Sweden (485) by Dr. **Jonas Bergström** (The National Board of Health and Welfare, SE)
33. Engaging patients in group therapy in the community hospital (112) by **Lay Kim See** (Ren Ci Hospital, SG)
34. Conception of the Patient as Key Actor in the Healthcare System. Interim results of a qualitative study in the field of geriatric care in Austria (457) by **Margit Mayr** (University of Applied Sciences Upper Austria, AT)
35. Personalising birth, with empowerment and transversal vision (254) by **Montserrat Batlle Margarit** (Fundació Hospital Sant Joan de Déu, ES)

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36. Institutionalizing the personal: the paradoxical construction of professional identities in person-centred care (504) by **Luzan Koster** (Vrije Universiteit, NL)
37. UN REPTE, UNA REALITAT. CENTRATS EN LES PERSONES (174) by Encarna Zurita Lorente (Ajuntament de Santa Coloma de Gramenet, ES) [to present in Catalan?]

Multidisciplinary holistic assessment

38. IMPLEMENTATION OF THE HEALTH AND SOCIAL CARE ASSESSMENT TOOL: RESIDENT ASSESSMENT INSTRUMENT - CONTACT ASSESSMENT (InterRAI-CA) (128) by **LUCIA IÑIGO REGALADO** (BIOEF, ES),

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40. Satisfacció dels pacients amb malaltia crònica avançada atesos per un Equip de Gestió de la Cronicitat d'Atenció Primària (475) by Dr. **Jesus Vaquero**, Institut Català de la Salut, Spain [to present in Catalan?]

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41. Enhancing Clinical Judgment: Prescription of motorized mobility aids (58) by **Lip Chin Ng** (Ren Ci Hospital, SG)
42. A Shared Decision Making Model for women with mastectomy and the possibility of a breast reconstruction (48) by Dr. **De la Flor Lopez Miriam** (H. U. Tarragona Joan XXIII, ES)

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43. Statistical approach to assess the integrated organizational models for patients with multimorbidity in the CareWell study: The Basque Country case (324) ★ by Dr. **Javier Mar**, OSI Alto Deba, Spain
44. Development of quality indicator for adult day services in order to promote the community-based integrated care system in Japan (377) by Prof. **Takako Tsutsui**, University of Hyogo, Japan
45. An economic evaluation of a programme for chronic complex patients in a context of integration (155) by **Elvira. Sánchez González** (Serveis de Salut Integrats Baix Empordà, ES)
46. A conceptual framework of performance evaluation system of medical alliance stability for the regional integrated care organizations in China (160) by Prof. **Tao Sun** (Harbin Medical University, China)

Empowerment and engagement of staff, carers and patients

47. Engaging Canada's Older adults in health TECHNOlogy innovation ecosystems: The ECOTECH Project (274) by **Heather McNeil**, University of Waterloo, Canada
48. CARE RESPITE: TAKING CARE OF THE CAREGIVERS (124) by Dr. **Jordi González** (Computer Vision Center, Universitat Autònoma de Barcelona, ES)
49. Encouraging patient empowerment in a general hospital using e-Health (327) by **Floris Kraan** (HAN University of Applied Sciences, NL)
50. Using assistive technology to promote communication and active play in children with severe motor impairments (88) by **Boix Pérez Judit** (Hospital Sabadell, ES)

DAY 3

Community, nursing and home-based care

1. Study on the Management of Regional Resources Information in the Integrated Community-Based Health Care System in Japan (374) by Dr. **Masaaki OTAGA**, National Institute of Public Health, Japan
2. Health on the street: our commitment to the community (169) by **Joan Pujol Balcells** (Hospital Plató, ES)
3. Beyond BADLs: addressing priorities and occupational needs in the community (111) by **Lay Kim See** (Ren Ci Hospital, SG)
4. Emergency Department Physicians and Nursing Home Care Coordination Program (259) ★ by **Cristina Bermejo**, Puerta de Hierro University Hospital, ES
5. Skilled nursing home care facilities as key players in integrated care (420) by **Raúl Vaca Bermejo** (SARquavita, ES)
6. SSID :IHSS. Immediate Homecare Support Service (29) by **ROSOR LLORENS GARANGOU**, CORPORACIO DE SALUT DEL MARESME I LA SELVA, Spain
7. Integrated Care in practice: Improving population health across the care continuum at home (195) by **Sonia Burch Piñol** (ICS, ES)
8. The Return Home Program: integrated health and social care for post-stroke patients (261) by **Aina Plaza**, Regió Sanitària Barcelona Servei Català de la Salut, Spain
9. IMPLEMENTATION OF THE PROTOCOL FOR HOME CARE IN FINAL-DAYS SITUATION IN PATIENTS ATTENDED BY MEMBERS OF THE FUNCTIONAL UNIT OF ATTENTION TO CHRONICITY AND COMPLEXITY (UFACC in Spanish) **[To be presented in Spanish/Catalan]** (371) by Dr. **Emilia Castro** (Institut Català de la Salut, ES)
10. Home Care within an integrated care model framework in Baix Llobregat (231) by **Ana Pérez** (Fundació Atenció a la Dependència Sant Joan de Déu, ES)
11. Adapting return to home pilot project (411) by Dr. **Lluís Espinosa**, Consorci Sanitari de Barcelona, Spain
12. Is care moving closer to home? A snapshot in England in 2014 (91) by Dr. **Lukas Stefan Gorzelnik** (Philips Research, NL)
13. Mobile x-ray services benefits for nursing home residents and cost-effectiveness in the healthcare service - a literature review (293) by **Elin Kjelle** (Buskerud and Vestfold university College, NO)

Tackling chronicity and complexity

14. Eight years of operation of the COMPARTE care programme for complex chronically ill patients (343) by Dr. **Ignacio Vallejo Maroto**, San Juan de Dios del Aljarafe Hospital, Spain

15. Chronic complex patient integrated care in Primary Health Care (524) by Dr. **Glòria Jodar Sola**, Institut català de la Salut, ES
16. RIUDOMS CHRONIC CARE PLAN (360) by Dr. **ALMUDENA GARNICA**, HOSPITAL UNIVERSITARIO SANT JOAN DE REUS, Spain
17. Integrated care program for complex chronic patients (428) by Dr. **Francesca Moyá Ferrer** (Hospital Universitari MútuaTerrassa, ES
18. Social work within healthcare services in Barcelona: case studies of services offered to people suffering from chronic illnesses (230) by **Josefa Rodríguez i Molinet** (INSTITUT CATALÀ DE LA SALUT, ES
19. STRATEGY TO FIGHT AGAINST MALNUTRITION IN CHRONIC PATIENTS WITH COMPLEX HEALTH NEEDS (165) ★ by Dr. **Rosa Burgos Pelaez**, University Hospital Vall d'Hebron, Spain
20. Implementing recommendations for managing people with complex social and health care needs in acute hospital care (262) by **Angela Vilà**, Institut Assistència Sanitària, Spain
21. COMPLEX CARE NEEDS IN PEOPLE WITH CHRONIC DISEASES: MEASUREMENT OF THE AGREEMENT TO DEFINE COMPLEXITY BETWEEN PHYSICIANS AND NURSES IN PRIMARY CARE (501) by **Lidia Palau Morales** (Catalan Institute of Health, ES
22. How multiple chronic conditions increase the risk of ACSC hospitalizations (309) by **Inês Sá Dantas** (Escola Nacional de Saúde Pública, PT)
23. FRAGMENTED CARE IN HIGHLY COMPLEX CASES. HOW TO WORK TOWARDS THE SAME END (192) by **Ana Farre** (Consorti Sanitari Integral, ES

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24. Effectiveness of integrated care units (Functional Unit of Chronic patient; FUCP) in addressing the complex chronic patient (CCP) in primary care (PC) (462) by **Angel Mercadal**, Hospital Universitari Mutua Terrassa, Spain
25. The evidence base for successful alliancing (99) by Dr. **Linda Hutchinson** (LH Alliances Ltd, UK)
26. Care pathways as a method to implement integrated care (385) by Prof. **Massimiliano Panella**, Piedmont University - UPO, IT
27. Developing people-centeredness in the Irish healthcare system - continuous awareness and communication are key enablers to success (538) by **Michelle Cunniffe** (Caredoc, IE)
28. Vall d'Hebron Laboratories a territorial integration example (8) by Prof. **Ernesto Casis** (University Hospital Vall d'Hebron, ES) [\[To be presented in Spanish/Catalan\]](#)

Integrated mental and physical health

29. ACTUA, TOTS PER TOTS (ACT, ALL FOR ALL) (490) by **Sandra Ribas** (Salut Mental Gràcia (Grup ATRA), ES) [\[To be presented in Spanish/Catalan\]](#)
30. Seguiment telefònic CRS des del 061 CatSalut Respon (424) by Dr. **Anna Puig**, Emergency Medical Sistem, Spain [\[To be presented in Spanish/Catalan\]](#)
31. CAPACITY, Espacio de empoderamiento. Programa de capacitación de personas con problemas de salud mental y sus familias (65) by **Roser Busquets** (Arep, ES) [\[To be presented in Spanish/Catalan\]](#)
32. DESARROLLO DE LA RED DE DISPOSITIVOS DE REHABILITACIÓN Y APOYO COMUNITARIO PARA LA ATENCIÓN DE PERSONAS CON TRASTORNO MENTAL GRAVE EN CASTILLA-LA MANCHA (419) by **Susana García-Heras Delgado** (Fundación Sociosanitaria de Castilla La Mancha, ES) [\[To be presented in Spanish/Catalan\]](#)

Integrated Dementia Care

33. Functional Dementia Care Unit: organisational innovation for cognitive impairment prevention (132) by Dr. **Daniel Rodríguez**, Consorci Sanitari de Terrassa, Spain

34. Where are we headed? Route for dementia care (182) by **ARANZAZU GONZALO** (OSAKIDETZA, ES)

ICT PLATFORMS SUPPORTING INTEGRATED CARE

35. An Expert System to Assist the Diagnosis of Ischemic Heart Disease (267) by **Mohammad A. Haque** (Aalborg University, DK)

36. Personal Health Record - Cat@Salut La Meva Salut (LMS) (325) by **Manel Berruezo Gallego** (TicSalut, ES)

37. Recommendations for a better use of the “e-consultation system” in Osakidetza (Basque public health care provider) (512) by **Josu Xabier Llano Hernaiz**, Osatek/Osakidetza, Spain [This study details the introduction of electronic consultations ("e-consult") - professional-to-professional communication; based on a shared electronic health record (EHR)]

38. External Reports integration in “AP- Madrid”: an available tool for felt needs of child cancer patients (40) by **María Vicente-Herrero** (SERMAS, ES)

39. EL XIPRESS, UN SISTEMA GESTOR DE BASE DE DATOS COMO SOPORTE A LA ATENCIÓN INTEGRAL (171) by **Encarna Zurita Lorente** (Ajuntament de Santa Coloma de Gramenet, ES [To be presented in Spanish/Catalan]

40. Aproop: Integral care and teleassistance platform (507) by **Josep Maria Grego i Recasens** (MUTUA TERRASSA, ES)

41. Canal Paciente. Platform for collaboration and communication between patients and healthcare providers (4) by Dr. **Jordi Casanovas Font** (EAP VIC SLP, ES)

42. OUTPATIENT FLOW OPTIMIZATION - The redesign and implementation of non face-to-face flow systems (391) by **Pilar Doretto** (Hospital Sant Joan de Déu de Martorell, ES)

43. Integrated Care Evaluation Engine (76) by Dr. **Helen Schonenberg**, Philips, The Netherlands

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44. Similarities and differences between notions Care model, Business model, Service model, Organizational model and Clinical model within healthcare (438) by Monika Jurkeviciute (Chalmers university of technology, SE)

45. Structural Friction and Integration: Health Care Delivery—Health Insurance (60) by Dr. ZHANG YAN (Huazhong University of Science and Technology, CN)

46. The Multiperspectivity of the Integrated Care Model (242) by Siebren Nachtergaele (University College Ghent, BE)

47. Integrating terminology for integrated care (68) by Marta Sabater Berenguer (TERMCAT, ES)