



How the conference meets the charter clauses:

1. Patients or caregivers with experience relevant to the conference's central theme actively participate in the design and planning of the event, including the selection of themes, topics and speakers.

The conference programme, including key themes, is designed as a collaborative process with the hosting country Partners and the Scientific Committee.

The hosting country for the 17th International Conference on Integrated Care is Ireland and is represented by their national health system lead the Health Service Executive (HSE). The HSE suggest other local partners to include in the design process and they are invited to participate as 'Knowledge Partners'. In Ireland, Patients are represented by IPPOSI and Carers by Family Carers Ireland. IPPOSI – The Irish Platform for Patient Organisations, Science and Industry – is a patient-led organisation that works with patients, government, industry, science and academia to put patients at the heart of health innovation. Family Carers Ireland is a registered charity, emerging from the coming together of two long standing charities of over 25 years – The Carers Association and Caring for Carers in 2016. The merger brings the best of both charities together whilst broadening the range of services and supports to family carers and giving one national voice to represent fairness for carers.

The Scientific Committee is made up of integrated care experts from around the world. The members are invited by suggestion of the hosting partners and the Foundation. Hosting partners suggest patients and carers with knowledge of the field to join the scientific committee from the hosting country and the Foundation suggests international patient and carer representatives, including patient representatives from our Board.

Other international knowledge partners are also involved in the conference such as IAPO and European Patients Forum, albeit not always directly in the design of the programme (unless there are representatives on the Scientific Committee).

Several of the conference themes directly recognises the contribution of patients and all recognise the importance of designing care systems that are patient and family centric.

- Theme 1. Promoting the health and welfare of people, families and communities
- Theme 2. Timely transitions: optimizing patient flow across care settings
- Theme 3. Preventing and managing chronic disease: engaging and empowering people
- Theme 4. Ageing health and wellbeing
- Theme 5. Implementing integrated care



2. Patients or caregivers with experience of the issues addressed by the event participate [2] in its delivery, and appear in its physical audience.

Patients speakers and carers are represented throughout the programme either as speakers or chairpersons. Out of 15 keynote speakers, 4 are either patients or directly representing patients.

The call for papers for the conference encourages patient and patient organisation submissions. And in 2017 we received a record number of papers submissions from patients, carers and organisations directly representing patients and carers or advocacy organisations focusing on specific diseases.

Outside of invited speakers, we have also provided over 50 bursary places to patients, carers and those working for advocacy organisations that would otherwise not be able to afford to attend. These bursary places were advertised through our key partners the HSE Patients Forum, IPPOSI and Family Carers Ireland. We also accepted any international requests for bursary places from patients and advocacy groups. Applicants were asked questions relating to their experience and interest in the field of integrated care and then notified of their acceptance.

3. Travel and accommodation expenses for patients or carers participating in the advertised programme are paid in full, in advance. Scholarships[3] are provided by the conference organisers to allow patients or carers affected by the relevant issues to attend as delegates.

We organised the full travel and accommodation for all invited patient representatives that appear on the main programme and also patient representatives on our board. Flights and accommodation and any other requirements are organised through our PCO who take into account the personal needs of the speakers. (eg a personal driver for one speaker, disability friendly hotel room for another, personal assistance costs for another, rest area at the conference for another).

As above bursary places are provided to a large number of patients and carers so that they can attend as delegates. We work with our partner organisations to ensure that these delegates are able to access the conference without incurring costs.



4. The disability requirements of participants are accommodated[4]. All applicable sessions, breakouts, ancillary meetings, and other programme elements are open to patient delegates.

The conference venue is University College Dublin and is full accessible and has access to hearing loops, elevators, disability friendly bathrooms etc. All theatres have access via flat floors so that wheelchair users can enter the front of the theatres.

In the main theatre, we have also included 'comfort' seating, as the traditional hard back seats may not be suitable for patient delegates with some conditions. There are several wheelchair dedicated places throughout the theatre that can be easily accessed.

All materials for the conference are adapted as required, eg large print programmes are made available to those who request them. And staff are on hand at catering times to assist delegates who may need extra help with serving. There are dedicated places in the catering and exhibition area for people to sit who may not be able to stay standing throughout the breaks. And a breakroom for those who may need private rest time.

Absolutely all sessions at the conference are open to patients with many workshops and sessions dedicated to patient discussion.

5. Access for virtual participants is facilitated,[5] with free streaming video provided online wherever possible.

Main conference sessions are live streamed via <https://live.integratedcarefoundation.org> The live stream is free to access and is widely advertised via patient and carer advocacy groups, and via social media (eg Facebook). All recorded sessions are available for free on our vimeo channel www.vimeo.com/integratedcare after the conference too.