

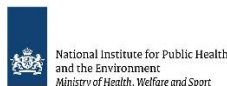


International Conference  
on Integrated Care

23–25th May 2018  
Utrecht, Netherlands



## Value for People and Populations: Investing in Integrated Care



ZonMw



### COLOUR CODE

- **Theme 1. Value-based integrated care**
- **Theme 2. Population health management**
- **Theme 3. Engaging and Empowering People and Communities**
- **Theme 4. Funding Integrated Care**
- **Theme 5. Vulnerable Populations and Populations at Risk**
- **Theme 6. Primary Care in an Integrated System**
- **Cross-cutting Theme: Education & Training *in association with the Integrated Care Academy***
- **Cross-cutting Theme: How to design and implement integrated care *in association with the European Commission***
- **Cross-cutting Theme: How technology is supporting integrated care**
- **Cross-cutting Theme: Policy making, regulation and inspection**
- **International Journal of Integrated Care (IJIC)**

★ Recommended for Best Paper/Best Poster Award

★★ Shortlisted for Best Paper/Best Poster Award

SIG = Special Interest Group as part of the IFIC Members Network

Wednesday, 23 May 2018

7.30 – 9.00	<b>Registration, exhibition, posters and networking</b>				
9.00 – 9.10	<b>Opening ceremony</b>				
	<b>Welcome to conference: An international movement for change</b> Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC) Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)				
9.10 – 10.30	<b>PLENARY 1: Changing the system's perspective on health</b>				
	Chaired by: Henk Smid, Director of ZonMw, The Netherlands Organisation for Health Research and Development ZonMw, The Netherlands  The Dutch integration story Prof Dr Mirella Minkman, Director of Research and Innovation, Vilans, the Netherlands Centre of Expertise for Long-Term Care and Vice Chair and Secretary International Federation of Integrated Care (IFIC) Professor Henk Nies, Mef260 member of the Executive Board, Vilans, Utrecht and Professor of Organisation and Policy in Long-term Care, Vrije University, Amsterdam  The power of positive health Dr Machteld Huber, Institute for Positive Health (iPH)  Henk Smid in dialogue with Kees van der Burg, director-general long-term and social care, Ministry of Health, Welfare and Sport  Henk Smid in dialogue with Cathalijne van Doorne, Board Member, Euro-Ataxia and President of the Dutch Brain Council  Panel discussion with all morning presenters				
10.30 – 11.00	<b>Refreshments, exhibition, posters and networking</b>				
11.00 – 12.30	<b>PARALLEL SESSIONS 1</b>				
<b>1.A Technology supporting integrated care</b>	<b>1.B The Implementation Room: Financing and contractual models</b> <i>Organised by the European Commission</i>	<b>1.C Using Patient perspectives as guiding principles</b>	<b>1.D Preventing Frailty</b> <i>Organised by JA AdvantAge</i>	<b>1.E How data enables integrated care – Part 1</b>	<b>1.F Workshop: Providing integrated health and social care to vulnerable populations in the community (249)</b>

<p>Chaired by Leo Lewis, International Foundation for Integrated Care (IFIC)</p> <p>365 We have a TIP for You! - Serving Complex Patients through Telemedicine IMPACT PLUS (TIP) Case Conferences * Dr Jocelyn Charles, Pauline Pariser and Marsha Barnes, Toronto Central Local Health Integration Network, CA</p> <p>279 - Assessment of usability and viability in clinical practice of the Nabelia mHealthCare Platform to support integrated care management of patients with pulmonary hypertension Dr Albert Alonso, Hospital Clinic Barcelona and International Foundation for Integrated Care (IFIC)</p> <p>443 Management of personalised guideline-driven care plans addressing the needs of multi-morbidity via clinical decision support services Dr. Gokce Banu Laleci Erturkmen, SRDC Software Research Development and Consultancy Corp, TR</p>	<p>Chaired by Loukianos Gatzoulis, European Commission, DG SANTE</p> <p>Contracting models in integrated care (e.g. ACOs, alliance contracting etc.) Ben Collins, The King's Fund, UK</p> <p>Financing and payment models in integrated care (e.g. bundled payments, population budgets etc.), Apostolos Tsiachristas, HERC, Oxford University, UK</p> <p>The Implementation Rooms will draw lessons from early and successful approaches to integrated care in Europe, and share these with the wider community of stakeholders, who wish to embark on the implementation of integrated care. They will focus on discussing the "how-s" of implementation.</p>	<p>Chaired by Koldo Piñera Elorriaga, Bioef</p> <p>217 Healthcare quality for people with Down Syndrome: the patient perspective * Francine van den Driessen Mareeuw, Tilburg University / Jeroen Bosch Hospital, NL</p> <p>204 Patient Experiences of Care from Multi-Specialty Community Providers: Findings from a Realist Synthesis of International Evidence Dr Helen Lloyd, PenCLAHRC, UK</p> <p>470 Listening to the citizens and building health care of the future Emilie Nielsen, Odense University Hospital, DK</p> <p>438 Improving Patient-Provider Partnerships across the Healthcare System Dr Jacobi Elliott, University of Waterloo, CA (oral poster)</p> <p>392 Participatory Approaches to Improve Integrated Care Programs: Methods, Experiences, and</p>	<p>Chaired by Prof Anne Hendry, IFIC Scotland</p> <p>173 Improving access to quality services for vulnerable older people in Kyrgyzstan through engaging volunteers and establishing self-help groups Aidai Erikova, Red Crescent Society of Kyrgyzstan, KG</p> <p>376 Reversibility of nosocomial disability in hospitalized elderly patients through an individualized multicomponent exercise program: a randomized controlled trial * Dr Nicolas Martínez-Velilla, Servicio Navarro de Salud-Osasunbidea, ES</p> <p>329 Early Detection of Malnutrition in Community Dwelling Older People, an Evidence Based Integrated Care Approach (oral poster) Dr Roelof Ettema, University of Applied Sciences Utrecht / University Utrecht, NL</p> <p>486 Impact of a nurse-led health promotion intervention in an aging population: Results from</p>	<p>Chaired by Nicole Denjoy, COCIR</p> <p>542 - Integrated care: only possible with the support of technology? * Dr Henk Herman and Dirk Lukkien, Vilans, NL</p> <p>205 - The Adjusted Morbidity Groups: a new stratification tool for risk assessment David Monterde, Catalan Institute for the Health, ES</p> <p>196 Social Determinants of Health Composite Index (oral poster) Dr Reza Sharifi Sedeh, Philips, US</p> <p>453 Avoidable emergency admissions for ambulatory care sensitive conditions in the Republic of Ireland: analysis of regional determinants (oral poster) Brenda Marie Lynch, University College Cork, IE</p> <p>113 Characteristics and Health Care Use Of High-Cost Patients In Seven Countries (oral poster) Dr Marit Tanke, Radboudumc / Harvard T.H. Chan School of Public Health, NL</p>	<p>Chaired by Chantal Leemrijse, NIVEL, Netherlands institute for health services research, NL</p> <p>534 'An exploration of models of care coordination to meet the needs of families requiring health and social care in Sydney, Australia' Erin Miller, Sydney Local Health District, AU</p>
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<p>495 Synergy of patients and health professional in successful implementation of digital health tools (oral poster) Amanda Hellström, Linnaeus University, SE</p> <p>231 In a 'post-truth' world, healthcare organisations do not still provide readable and comprehensible information on their websites: An analysis of 167 websites in Italy (oral poster) * Dr Sabina De Rosis, Scuola Superiore Sant'Anna, IT</p>		<p>Early Results Applying Methods from Implementation Research Dr Helen Schonenberg, Philips, NL</p>	<p>Community Health Consultation Offices for Seniors Anne Esther Marcus-Varwijk, Hogeschool Windesheim, Rijksuniversiteit Groningen, NL</p> <p>456 Role of the elderly volunteers in integrated care (oral poster) Sviatlana Anatsko, Belarus Red Cross Society</p> <p>382 Community elderly care enhances quality of life for peers (oral poster) Amela Fočić, Swiss Red Cross, BA</p>	<p>289 A risk score of BMI, HbA1c and triglycerides predicts future glycaemic control in type 2 diabetes (oral poster) D.F.L. Hertruijs, Maastricht University, NL</p> <p>370 Patient Value Measurement and Improvement using the Steps of Systematic Improvement (SOSI) in Yishun Health (oral poster) Naiying Liu, Khoo Teck Puat Hospital, SG</p>	
<p><b>1.G Workshop: Population Health Management: Are Existing Tools Fit for Purpose? (504) in collaboration with SIG Population Health Management</b></p>	<p><b>1.H Case management and care coordination</b></p>	<p><b>1.I Integrated health and social care for people with dementia and their informal caregivers, research results (564)</b></p>	<p><b>1.J Keynote Workshop: Creating networks of care in the Netherlands Innovation of the governance of integrated care (557)</b></p>	<p><b>1.K Economic evaluations</b></p>	
<p>Chaired by Dr Oliver Gröne, OptiMedis AG and Dr Nicholas Hicks, Cobic</p> <p>As part of the global move towards value-based care, many health systems are experimenting with new forms of population health management. Various tools have been developed that</p>	<p>Chaired by Nuria Toro, World Health Organization (WHO)</p> <p>275 Social and economic impact of a case management approach for people with rare and complex conditions in Salaj, Romania *</p>	<p>Chaired by Marjolein Scholten, ZonMw</p> <p>MEETINGDEM provides community dwelling people with dementia a social club, and carers information, practical, social and emotional support. The programme was adaptively</p>	<p>Chaired by Prof Dr Mirella Minkman, Vilans &amp; International Foundation for Integrated Care (IFIC)</p> <p>258 Caring in networks: a future direction (oral poster) Mark Tiemessen, Radboudumc / ParkinsonNet, NL</p>	<p>Chaired by Robbert Huijsman, Vilans</p> <p>516 Critical Appraisal of the Quality of Economic Evaluations in Integrated Care: Evidence from a Systematic Review Mudathira Kadu, University of Toronto, CA</p> <p>433 'Evaluating an integrated care programme for frail elderly using Multi-Criteria Decision Analysis. The design of a case study in SELFIE' Maaik Hoedemakers, Erasmus University Rotterdam, NL</p>	

<p>aim to extract data from a range of sources, link them in a data warehouse, apply tools for patient segmentation and construct performance dashboards to guide population health management.</p> <p>In this interactive session we will a) describe reporting requirements for population health management, b) compare the data sources, functionality and indicators included in existing population health management tools and c) map these on established frameworks of population health and health system performance. After an input presentation covering these aims, we will d) engage a panel of three experts to discuss the implication of the work.</p> <p>Our initial findings suggest that existing tools for population health management are underutilized in many health systems. In addition, they map poorly on the conceptual frameworks of population health as proposed by OECD and</p>	<p>Dr Vibeke Sparring, Karolinska Institutet, SE</p> <p>489 Impact on the use of services and quality of life of a continuity of care unit for multi-pathological patients Ana Perez, Osakidetza, Basque Country, ES</p> <p>372 Care coordination for vulnerable families in the Sydney Local Health District: what works for whom, in what circumstances, and why? Erin Miller, Sydney Local Health District, AU</p> <p>531 Admiral Nursing: case management for families affected by dementia Dr Karen Harrison Dening, Dementia UK and Admiral Nursing, UK</p> <p>540 The challenge of multimorbidity: A qualitative study of general practitioners' management of patients with multimorbidity (oral poster) Lisbeth Ørtenblad, DEFACTUM, DK</p> <p>131 - Integrated Case Management – supporting General Practice in the</p>	<p>implemented in other EU countries (Italy, Poland, UK) Prof.dr. Rose Marie Dröes, Professor, VU University medical center Amsterdam</p> <p>Decidem aimed to improve advance care planning (ACP) in general practice. A training for GPs is developed in initiating ACP with persons with dementia. The findings indicate that people with dementia are able to engage in a shared decision-making process M.Perry, Senior researcher, Radboudumc Nijmegen</p> <p>Three network-based projects, covering formal care and informal care services, and integration of the variety of these services available in dementia care will be discussed. Dr. M. van der Marck, Assistant Professor Alzheimer Centre Nijmegen</p> <p>498 Opportunities and challenges to enhance the social network of home dwelling people with dementia and their family carers</p>	<p>273 Longitudinal multiple case study on effectiveness of network-based dementia care towards more integration, quality of care, and collaboration in primary care ** Minke Nieuwboer, Radboudumc, NL</p> <p>537 Improving the Cancer Journey: A Collaborative Model of Integrated Care in a Community Setting ** Fiona Smith, Macmillan Cancer Support, UK</p> <p>368 Evaluation of an Integrated Dementia Care Network in the Northern part of Singapore Milawaty Nurjono, National University of Singapore, SG</p>	<p>517 - Medical Cost Savings After One Year of Integrated Behavioral Health Services in a Rural Pediatric Primary Care Clinic Dr Andrew Cook, University of Michigan, US</p> <p>359 The Financial Alignment Initiative for Low-Income Older People and Younger Adults with Disabilities: A Major Initiative to Integrate Medical Care and Long-Term Care ** Galina Khatutsky, RTI International, US</p>
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WHO. The presentation will outline which steps are required to ensure that future upgrades address the determinants of population health in a more consistent manner.	Eastern Bay of Plenty, New Zealand (oral poster) Greig Dean, Eastern Bay Primary Health Alliance, NZ	Dr J.H. Groenewoud, Rotterdam University of Applied Sciences, NL			
12.30 – 2.00	<b>Buffet Lunch, exhibition, posters and networking</b>				
	<b>Lunchtime Workshops</b>				
<b>WLW1 Poster presentations: Care coordination across sectors</b>	<b>WLW 2 Workshop: Sharing insights: Positive health a different view on health (351)</b>	<b>WLW 3 Workshop: Engaging and empowering citizens with long-term conditions: How to define personal goals and how to support the goal achievement with technology? (212)</b>	<b>WLW 4 SIG Polypharmacy</b>	<b>WLW 5 Poster presentations: Improving child health</b>	<b>WLW 6 Workshop: Flow-Improving System Pathways: a person-centred system discovery programme (333)</b>
12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	1.00 – 2.00	1.00 – 2.00	1.00 – 2.00
<p>Chaired by Dr Mairead Bracken-Scally, Trinity College Dublin</p> <p>389 The Belarus State Social Order funding mechanism for integrated medical and social home care Dr Tatyana Svetlovich, Belarus Red Cross, BY</p> <p>109 Development of a patient-centered organizational model for multimorbidity in general practice</p>	<p>Chaired by Paulien Vermunt, Vilans</p>	<p>Chaired by Eunji Lee, Oslo University Hospital</p> <p>264 Goal Planning in Person-Centred Care Supports Older Adults to Attain Their Health-Related Goals (oral poster) Klaske Wynia, UMCG, NL</p>	<p>Chaired by Alpana Mair, Scottish Government and Dr Albert Alonso, Hospital Clinic Barcelona and International Foundation for Integrated Care (IFIC)</p> <p>451 eHOME for an integrated care approach for drug-related problems in home-living older people (oral poster) Nienke Dijkstra, HU University of Applied Sciences Utrecht, NL</p> <p>127 Impact of a quality improvement initiative on</p>	<p>Chaired by Frank Tracey, Children’s Health Queensland, AU</p> <p>510 Ministries guiding of services for children and young people in eleven countries – a comparative study Dr Katja Joronen, University of Tampere, FI</p> <p>529 How fair is the dental chair? Equity in oral health access and outcomes for children under five, Hawkes Bay, New Zealand</p>	<p>Chaired by Wendy Lewis, AQuA, Salford, UK</p> <p>During this interactive workshop we will share the Advancing Quality Alliance's (AQuA)'4 Arrows Model' for understanding flows across care systems in order to design sustainable improvements.</p> <p>The workshop will be delivered with Wendy Bell, a patient representative who has worked with AQuA to test a person centred and person focussed</p>

<p>Ramune Jacobsen, Bispebjerg and Frederiksberg Hospital, Denmark, DK</p> <p>143 Relational coordination in inter-organizational settings. How does lack of proximity affect coordination between hospital-based and community-based healthcare providers? Stine Bligaard Madsen, Aarhus University, Denmark, DK</p> <p>530 Inter-professional collaboration and communication during acute hospitalization of older patients with dementia Marie-Julie Heeren, Verenso, Utrecht, the Netherlands</p> <p>380 Flexibility and reablement in home care in dementia Dr. Mairead Bracken-Scally, Trinity College Dublin, IE</p>			<p>reducing the overuse of treatment in infants with bronchiolitis Javier Benito Fernández, Basque Country University, ES</p>	<p>Wietske Cloo, Hawke's Bay District Health Board, NZ</p> <p>449 Comparison of key findings relating to care coordination in children with three complex conditions: A MOCHA study Dr Miriam O'Shea, Trinity College, IE</p> <p>320 Integrated school health services in Europe: an overview Dr Danielle Jansen, University Medical Center Groningen, NL</p> <p>394 Developing new pathways to Health and Social Care for vulnerable clients in targeted Primary Schools in Sydney, Australia ** Erin Miller, Sydney Local Health District, AU</p>	<p>improvement programme with 3 health economies in North West England.</p> <p>During the workshop attendees will test the model on their own care system and share questions and experience in discussion. Wendy will ensure a focus on quality improvement by sharing her training and experience as an AQuA team member.</p> <p>The workshop will explore how this ensured the person centred and appreciative approach to tackling the difficult problem of flow in our challenged care systems.</p>
2.00 – 3.30	<b>PLENARY 2: Moving towards value-based integrated care</b>				
	<p>Chaired by Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)</p> <p>Reforms to support value-based care</p>				

	<p>Dr Jeroen Struijs, Senior Researcher, National Institute for Public Health and the Environment (RIVM) and International Foundation for Integrated Care (IFIC)</p> <p>Population Health Management in the US Dr Gregg Meyer, Chief Clinical Officer, Partners Healthcare System, US</p> <p>The case of Parkinsonnet Prof Bastiaan Bloem, Medical Director &amp; Consultant Neurologist, Radboud University Medical Centre and Parkinson Centrum Nijmegen (ParC)</p> <p>Illustrator Feedback</p>			
3.30 – 4.00	<b>Refreshments, exhibition, posters and networking</b>			
4.00 – 6:00	<b>PARALLEL SESSION 2</b>			
<b>2.A Workshop: SIG Intermediate Care</b>	<b>2.B The Implementation Room: Designing strategies and models for integrated care Organised by the European Commission</b>	<b>2.C Barriers to implementation</b>	<b>2.D Identifying Frailty Organised by JA AdvantAge</b>	<b>2.E How data enables integrated care – Part 2</b>
<p>Chaired Prof Anne Hendry, IFIC Scotland</p> <p>297 VEER: Volunteers Engaged to Enhance Reintegration. A Comparative Study on Intermediate Care * Dr Michelle Nelson, Lunenfeld-Tanenbaum Research Institute, Sinai Health System, CA</p> <p>518 The 6 A's Global Transitional Care Model for Addressing Hospital-to-home Care Fragmentation</p>	<p>Chaired by Guy Dargent, European Commission, CHAFAA</p> <p>Securing political support, building national coalitions, and designing care models based on international experience, Anna Koziel, World Bank Office in PL and Katarzyna Wiktorzak, the National Health Fund, PL</p> <p>330 Towards a sustainable health system in the Netherlands: strategies to improve cross-sector</p>	<p>Chaired by Dr Albert Alonso, Hospital Clinic Barcelona and International Foundation for Integrated Care (IFIC)</p> <p>243 Identifying barriers to Implementation of New Care Models, a Multi-Stakeholder Engagement Study Prof Aine Carroll, HSE, IE</p> <p>442 Barriers and facilitators for the implementation of Integrated Care Pathways (ICPs): a systemic perspective *</p>	<p>Chaired by Dr Ana Maria Carriazo, Regional Ministry of Health, Andalucía, Spain</p> <p>457 Development of the GeriatrICS, an ICF-based and person-centred assessment tool for evaluation of health-related problems in community-living older adults * + 458 Results of a cross-sectional study on health-related problems of community-living older adults using the GeriatrICS,</p>	<p>Chaired by Nicole Denjoy, COCIR</p> <p>309 Health and social electronic records integration in Catalonia Dr Oscar Solans, eSalut. Ministry of Health., ES</p> <p>207 Information technology in multispecialty community providers: results from a realist evidence synthesis Amanda Wanner, Community and Primary Care Research Group, Peninsula Schools of Medicine and Dentistry, University of Plymouth, United Kingdom</p> <p>130 Big data combined with clinical insight: identification of patients at-risk for 30-day readmission to be included in prevention interventions * Natalie Flaks-Manov, Clalit Health Services, IL</p>



<p>Prof Janet Bettger, Duke University, US</p> <p>538 Program to improve the discharge process: TRANSICIONA Mónica Mesas Cervilla, Parc Sanitari Pere Virgili, ES</p> <p>561 A joint emergency response for those at risk of acute hospital admission in Cambridgeshire. Joe Lynch, CPFT, UK</p> <p>386 Perceived quality of care transitions between hospital and the home - a cross sectional study (oral poster) Sebastian Lindblom, Karolinska Institutet, SE</p> <p>122 A quasi experimental before and after study of a transitional care programme for older adults in the area of the IJsselland Hospital (oral poster) Wilma van der Vlegel-Brouwer, IJsselland hospital, NL</p> <p>503 Transitional care: the evolution of an ever-green service to make integrated care happen Dr Lucia Ferrara, Cergas, SDA Bocconi - Bocconi University, IT</p>	<p>collaboration and community engagement. Caroline Baan, RIVM and Tranzo, NL</p> <p>The Implementation Rooms will draw lessons from early and successful approaches to integrated care in Europe, and share these with the wider community of stakeholders, who wish to embark on the implementation of integrated care. They will focus on discussing the “how-s” of implementation.</p>	<p>Elena Urizar, Deusto Business School Health, ES</p> <p>235 The communicative constitution of population health systems * Anna-Sophia Bilgeri and Matthias Mitterlechner, University of St. Gallen, CH</p> <p>545 Adaptation and standardization of integrated care practices to facilitate scale-up and spread: Insights from Ontario case studies Prof G. Ross Baker, University of Toronto, CA</p> <p>477 Solitary, merge or collaborate. Determinants of collaboration of elderly care organizations: a case survey approach Steven van den Oord, Antwerp Management School, BE</p> <p>499 Assessing Factors that Influence the implementation of Technologies Enabling Integrated Care Delivery for Older Adults with Complex Needs: A Systematic Review (oral poster) * Mudathira Kadu, University of Toronto, CA</p>	<p>an ICF-based assessment tool Klaske Wynia, University Medical Center Groningen, University of Groningen, NL</p> <p>185 Pre- and within hospitalization risk factors for readmission of older adults * Orly Tonkikh, University of Haifa, IL</p> <p>281 Inter-Relationship Between Frailty &amp; Multimorbidity in East Berkshire, UK. Dr Steve Sutch, Johns Hopkins HealthCare Solutions, US</p> <p>463 Home mobile system to early detect functional decline to prevent and manage frailty Elena Villalba-Mora, Universidad Politécnica de Madrid, ES</p>	<p>213 What happens to patients after their first diagnosis of dementia? (oral poster) Timo Schulte, OptiMedis AG, DE</p> <p>181 Integrated care issues: Transfer of patient care information (oral poster) Dr Bianca Buijck, Rotterdam Stroke Service, NL</p> <p>200 Presenting the status of project SIFT – Research of the patient flows and structures in health and social services in three Finnish cities in 2009–2015 Dr Reija H. Haapanen, Sosiaalitalo – Centre of Expertise on Social Welfare in Western and Central Uusimaa, FI</p> <p>569 First Use of a Population Health Management Strategy in Dutch Primary Health Care Shelley-Ann Girwar, Leids Universitair Medisch Centrum Campus Den Haag, NL</p>
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2.F Integrated Care Academy©: building competencies for integrated care	2.G Policy and planning	2.H Integrated approach for support and care for socially/psychologically vulnerable people with disturbed behaviour (225)	2.I Poster Presentations: Reorganising primary care	2.J Research and Evaluation Design (in collaboration with SIG Research and Evaluation)	2.K Workshop: Sharing wisdom: Integrated care in partnership – A work in progress in Queensland, Australia (374)
<p>Chaired by Maggie Langins, International Foundation for Integrated Care (IFIC)</p> <p>324 Client-centered integrated services and new competencies in health and social care Dr Timo Sinervo, National Institute for Health and Welfare, THL, FI Sanna Laulainen, University of Eastern, FI</p> <p>553 Coordinated Care: Our Forward View (oral poster) Thomas Lawrence, Birmingham City University, UK</p> <p>266 Improving collaborative mental health care across Australia: development and evaluation of the Mental Health Professionals Network (MHPN) initiative Chris Gibbs, Mental Health Professionals Network, Melbourne, Vic, AU</p> <p>412 Developing an interprofessional training</p>	<p>Chaired by Ri de Ridder, Department Medical healthcare, National Institute for Health and Disability Insurance, Belgium</p> <p>410 Value of Treatment: a design journey towards an optimised person-centred care model for Europe Dr Nick Guldmond, Erasmus School of Health Policy &amp; Management, NL</p> <p>111 The critical importance of going beyond administrative data for health systems planning and integration * Dr Richard Lewanczuk, Alberta Health Services, CA</p> <p>137 Integrated care for mentally ill offenders in Belgium: an analysis of a mandated collaboration</p> <p>136 The role of the Belgian government in enhancing the integration of healthcare for Mentally Ill Offenders: an analysis of</p>	<p>Chaired by Cule Cucic, ZonMw, NL</p> <p>How to evaluate an integrated approach in a vulnerable population by combining data from police systems, local health care organizations and mental health organizations over time. Dr Annemieke Spijkerman, National Institute for Public Health and Environment (RIVM), NL Jitske Nijhuis, Significant, NL</p>	<p>Chaired by Dr Robin Miller, University of Birmingham, UK</p> <p>532 Virtual Heart Failure Clinic - An Integrated Care Programme Support for General Practice ** Dr Orlaith O'Reilly, Health Service Executive, IE</p> <p>304 - Piloting an Integrated Care Model for the Elderly Diabetic Patients Ariana Bytyci, Accessible Quality Healthcare (AQH) Project, XK</p> <p>129 Substituting hospital care with primary care: The evaluation of a cardiology Primary Care Plus intervention Tessa.C.C. Quanjel, Maastricht University, NL</p> <p>144 Reorganising dermatology care: predictors to substitute secondary care with primary care Esther van den Bogaart, Maastricht University, NL</p>	<p>Chaired by Roelof Ettema, University Utrecht, NL</p> <p>340 Too complex to test? Using exploratory trials to identify relevant contexts and mechanisms prior to larger scale evaluations Dr Carolyn Steele Gray, Bridgepoint Collaboratory, Lunenfeld-Tanenbaum Research Institute</p> <p>253 Primary care service innovation: The importance of measuring person-centred coordinated care * Ben Fosh, University of Plymouth, UK</p> <p>430 Importance of Triple Aim outcome measures: do patients, partners, professionals, payers and policy makers differ in opinion? Maureen Rutten-van Mólken, Erasmus University Rotterdam, NL</p> <p>336 Measurement of health organisation performance across</p>	<p>Chaired by Leonie Sanderson, Health Consumers Queensland, AU</p> <p>Presenters: Judith Piccone, Department of Health, Queensland Government, AU</p> <p>Katherine Moodie, Department of Health, Queensland Government, AU</p> <p>Michelle Bond, Department of Education, Queensland Government</p> <p>Gunther DeGraeve, Destravis Group, AU</p> <p>352 The establishment of effective collaboration between primary care and welfare in the promotion of mental health in patients with multi-problems (oral poster) Mark van der Wel, Radboud University Medical Center, NL</p>

<p>for primary care: a co-creation with practice, education and research. Linda Smit, University of Applied Sciences Utrecht, NL</p> <p>550 Building Blocks of Knowledge on integrated care for professionals in neighborhood teams Rian van de Schoot, Vilans, NL</p>	<p>the reform plan (oral poster) Maurice François Pans, Vrije Universiteit Brussel, BE</p> <p>556 Collaboration between Local Public Health Units and Regional Health Authorities in Canada for Integrated Health System Planning Using a Population Health Approach: Research Dr Ruta Kristina Valaitis, McMaster University, CA</p> <p>421 Building collaboration from scratch: exploring mandated collaboration between healthcare insurers and municipalities Sarah van Duijn, Vrije Universiteit Amsterdam, NL</p>		<p>223 Luohu Model: A template for integrated urban health care systems in China Xin Wang, SUN Yat-Sen University, CN</p> <p>379 Learning from the development of two Integrated Care Pathways for dementia Dr Mairead Bracken-Scally, Trinity College Dublin, IE</p> <p>496 - Implementing a complex innovation in general practices: from a universal to a practice-centred approach Gijs Brouwer, Maastricht University, NL</p> <p>366 Integrating Health Care – Our Journey Continues Dr Andrew Knight, South Western Sydney Local Health District</p> <p>439 A second step in reforming Primary care in Flanders 2015 - 2019: How to set up multi-disciplinary Primary care zones for approximately 6million people. Solvejg Wallyn, Flanders Agency for Care and Health, BE</p>	<p>multiple sector services: a population health analytic perspective Dr Stephen Sutch, Johns Hopkins, NL</p> <p>295 Setting Up A Monitoring System to evaluate a Whole System Change towards Integrated Care: the Belgium Experience Prof Geert Goderis, KULeuven, BE</p>	<p>208 The role of peer support in mental health care (oral poster) * Ann Claeys, Erasmus University College, BE</p> <p>461 Meeting for innovation in mental healthcare organisation (oral poster) Prof Sophie Thunus, Catholic University of Louvain, BE</p>
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			<p>189 Integration of Primary Health Care of a small Brazilian city in the health care network Prof Ed Wilson Vieira, Universidade Federal de Minas Gerais (UFMG), BR</p> <p>135 Exit versus Voice: Competition and Dissatisfied Patients' Responses to General Practitioners Tigist Sommeno, UiO, NO</p>		
7.00 – 8.30	<p>Welcome Drinks Reception Museum Speelklok, Utrecht City Centre</p>				

## Thursday, 24 May 2018

7.30 – 9.00	<b>Breakfast sessions</b>				
<b>TBW 1 Workshop Integrating Health and Social Care: Special Interest Group (SIG) Kick-Off (247 + 246)</b>	<b>TBW 2 Workshop EMBRACE (474)</b>	<b>TBW 3 IJIC Editors breakfast meeting</b>	<b>TBW 4 SIG Leaders breakfast meeting in association with the Integrated Care Academy©</b>		
<p>Chaired by Prof John Eastwood, Sydney Local Health District, AU</p> <p>247 SIG Integrating Health and Social Care Part 1: Establishing a Special Interest Group</p> <p>246 SIG Integrating Health and Social Care Part 2: The Healthy Homes and Neighbourhoods Integrated Care Initiative</p>	<p>474 Quality Standard for Person-centred and Integrated Care for Older adults Dr. Klaske Wynia, UMCG, NL</p>				
9.00 – 10.00	<b>PLENARY 3: Uncovering the full potential of primary health care</b>				
	<p>Chaired by Prof Caroline Baan, Head of the Department of Quality of Care and Health Economics, National Institute for Public Health and the Environment (RIVM)</p> <p>Expanding the scope of primary health care: developing cross-disciplinary cooperation to improve the health and well-being of older people Prof Tine Rostgaard, VIVE Danish Centre of Applied Social Sciences, Denmark</p> <p>Care transitioning: the interface between transitional care and primary care Dr Eric Coleman, Director of the Care Transitions Program and Head of Division of Health Care Policy &amp; Research University of Colorado Anschutz Medical Campus, US</p>				
10.00 – 10.30	<b>Refreshments, exhibition, posters and networking</b>				

10.30 – 12.00	<b>PARALLEL SESSIONS 3</b>				
<b>3.A Innovative approaches to keeping communities healthy</b>	<b>3.B The Implementation Room: Engaging and educating the care workforce in new roles <i>Organised by the European Commission</i></b>	<b>3.C Bundling payments to support integrated care: evidence from around the world</b>	<b>3.D Managing Frailty <i>Organised by JA AdvantAge</i></b>	<b>3.E Workshop: Regulating and inspecting integrated care – creating an international platform for change</b>	<b>3.F Workshop: Co-designing care with older people</b>
<p>Chaired by Dr Aine Carroll, HSE, IE</p> <p>146 Multipronged management strategy for patients with complex needs using an integrated organizational mode * Dr Beñat Zubeltzu, Basque Health System, ES</p> <p>179 System wide self-care in Greater Manchester Kirsty Marshall, University of Salford, UK</p> <p>519 Bridge: a piloting project of social enterprise to enhance reablement and social inclusion for people with physical disabilities * Prof Verdiana Morando, SDA Bocconi, Bocconi University, IT</p> <p>311 Neighbourhood Care Development in Inverness, Highland, Scotland</p>	<p>Chaired by Eszter Kovacs, Joint Action on European Health Workforce Planning and Forecasting (EU JAHWF)</p> <p>Strategies to engage health professionals in the design of new care models Professor Rick Ledema, Director, Centre for Team Based Practice &amp; Learning in Health Care, Health Faculties, King's College London, UK</p> <p>Practical measures to educate and upskill health professionals in new roles for integrated care, Francesca Avolio, Regional Healthcare Agency of Puglia, IT and EU HP project SCIROCCO</p> <p>The Implementation Rooms will draw lessons from early and successful approaches to integrated care in Europe, and share these with the</p>	<p>Chaired by Dr Jeroen Struijs, National Institute for Public Health and the Environment (RIVM) and International Foundation for Integrated Care (IFIC)</p> <p>511 Bundled payment for mental health care: a realist review Dr Lucia Ferrara, Cergas, SDA Bocconi - Bocconi University, IT</p> <p>349 Impact of Bundled Care in Ontario Walter Wodchis, University of Toronto, CA</p> <p>469 Investigating the association of integrated care on healthcare costs: evidence from a large retrospective cohort study in the Netherlands Dr Milad Karimi, Erasmus university, NL</p>	<p>Chaired by Angel Rodriguez-Laso, Foundation of the University Hospital of Getafe, Madrid, Spain</p> <p>454 Geriatric Rehabilitation Network – Patient in the Lead: Aiming for personalised, efficient, and effective geriatric rehabilitation Romke van Balen, Leiden University Medical Center, NL</p> <p>405 Improving self-management of health through an eHealth application: an action-based study among older adults living in the community Margot Jager, University of Groningen, University Medical Center Groningen, NL</p> <p>251 Preventing perioperative surgical site infections among hip</p>	<p>Host: Ronnie van Diemen, Inspector General, Dutch Health and Youth Care Inspectorate</p> <p>Chaired by Kees Reedijk, Strategic inspector, Dutch Health and Youth Care Inspectorate</p> <p>This workshop will serve to exchange experiences and discuss the challenges faced by regulators and inspectors to accredit, monitor and assess integrated care.</p> <p>Speakers: Dr Nick Goodwin, International Foundation for Integrated Care (IFIC)</p> <p>Prof Dr Mirella Minkman, International Foundation of Integrated Care (IFIC) and Vilans</p>	<p>Chaired by Des Mulligan, HSE, IE</p> <p>555 A strategic partnership approach to enabling co-production of integrated care for older people Des Mulligan, HSE, IE</p> <p>347 Co-designing a framework for integrated home care planning with older adults, family caregivers and health care providers (oral poster) ** Justine Giosa, University of Waterloo/ Saint Elizabeth, CA</p> <p>206 Putting the Patient Voice at the Heart of Service Redesign: an introduction to the use of patient reported measures to improve person centred</p>

<p>Rhiannon Pitt, NHS Highland, UK</p>	<p>wider community of stakeholders, who wish to embark on the implementation of integrated care. They will focus on discussing the “how-s” of implementation.</p>	<p>119 A comprehensive overview of barriers and facilitators in the design and implementation of bundled payment contracts ** Sander Steenhuis, Talma Institute / VU University Amsterdam, NL</p>	<p>fracture patients: An integrative care-bundle approach Wen Qi Mok, Khoo Teck Puat Hospital, SG</p> <p>156 Shared Care Planning: A new model to integrate Advance Care Planning into community. The Basque Country experience * Dr Inaki Saralegui, Osakidetza, ES</p> <p>290 Comprehensive geriatric assessment in integrated care for older people living at home: a systematic review (oral poster) Annerieke Stoop, RIVM, NL</p> <p>259 Cognitive Inclusion through Digitally Supported Independent Living Dr Rachelle Kaye, Assuta Medical Centers, IL</p>	<p>Patricia Sullivan-Taylor - Executive Lead for Policy and Partner Engagement, Accreditation Canada</p> <p>Heleen Buijze, Coordinating inspector Dutch Health and Youth Care Inspectorate</p> <p>Janet Ortega, Head Integrated Care, Care Quality Commission</p> <p>Nick Goodwin will start this session by outlining the scientific evidence and frameworks available for assessing integrated care. Dr Mirella Minkman will go into the governance and performance measurement of care networks. Patricia will be talking about integrated health and social services program being developed in Canada, consisting of an Integrated health and social services standard, maturity scale model and implementation tools.</p> <p>378 Governance and performance measurement in integrated care. An Evidence Based Integrated Care Approach</p>	<p>coordinated (integrated) care Dr Helen Lloyd, Community and Primary Care Research Group, Plymouth UK</p>
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				Dennis Richard van Kerkvoorden, HU University of Applied Sciences, NL	
<b>3.G Workshop: Integrated care: challenges for professions and interprofessional education (124) in association with the Integrated Care Academy@</b>	<b>3.H Supporting homeless people</b>	<b>3.I Empowering patients with chronic conditions</b>	<b>3.J Workshop and poster presentations in collaboration with SIG Palliative Care</b>	<b>3.K Establishing a Special Interest Group (SIG) on Children, Youth and Families (240)</b>	
Chaired by Prof Dirk Ruwaard, Maastricht University, NL	Chaired by PJ Harnett, HSE  322 A cross-sectoral integrated care approach to addiction services, homeless services and prison services – the experience from Southern Ireland ** Joe Kirby, Irish Health Service Executive, IE  160 Improving Hospital Discharge Arrangements for People who are Homeless: The Role of Specialist Integrated Care * Dr Michelle Cornes, King's College London, UK  565 The Development of an Inclusion Health Integrated Care Programme for Homeless Adults in Dublin, Ireland Dr Clíona Ní Cheallaigh, St James's Hospital, IE	Chaired by Roberto Nuño-Solinís, University of Deusto, ES  293 Patients experiences of self-management and strategies for dealing with chronic conditions in rural Malawi Vibian Angwenyi, Vrije Universiteit Amsterdam, NL  296 Improving Chronic diseases management through integration, in Jeddah, Saudi Arabia Dr Zaki Algasemi, Ministry of health, SA  166 Considering patients' empowerment in chronic care management: a multidisciplinary approach Caroline Tilkin, ULiège, BE	Chaired by Anne Mills, Hospice Isle of Man  a) Implementing and evaluating Compassionate Communities – experience from Spain and UK  436 Developing a Compassionate Community (oral poster) Alison Bunce, Compassionate Inverclyde, UK  261 Healthcare professionals' experiences of interprofessional collaboration during palliative patients' transfer of care setting: a focus group study (oral poster) Fien Mertens, Universiteit Gent, BE	Chaired by Frank Tracey, Children's Health Queensland, AU  240 Integrating Care for Children Young People and Their Families Part 1: Establishing a Special Interest Group Prof John Eastwood, Sydney Local Health District, AU  157 Establishing Paediatric Integrated Care for Children with Medical Complexity in a Fragmented Health System Christie Breen, Sydney Children's Hospitals Network, AU  377 A qualitative study into health and social needs and barriers to service access for families residing in a suburb of Sydney with high rates of disadvantage Erin Miller, Sydney Local Health District, AU  426 Barriers and facilitators to integration of care for children with complex care needs across 30 European countries: A MOCHA study Dr Miriam O'Shea, The University of Dublin, Trinity College, IE	



	338 A city's system approach to complex needs provision. (oral poster) Wendy Lewis, Advancing Quality Alliance/ Salford Royal, UK	138 Implementing an Integrated Care System for Chronic Patients in Belgium: a Co-creation Process (oral poster) Mélanie De Winter, University of Liège, BE  268 Occupational Therapy Perspective on Integrated Care Marie-Antoinette Minish, HAN University of Applied Sciences, NL	139 Family experiences with palliative care of people with severe dementia in Norwegian nursing homes (oral poster) May Helen Midtbust, Norwegian University of Science and Technology, Faculty of Medicine and Health Sciences, NO  497 Barriers to engaging in end-of-life communication in heart failure: perceptions of patients and their family caregivers Jennifer Im, University of Toronto, CA  b) Topic poster walk		
<b>HA-REACT Symposium: Different ways to overcome challenges, Part 1 (by invitation)</b>					
12.00 – 13.30	<b>Buffet lunch, exhibition, posters, networking and lunchtime workshops</b>				
	<b>Lunchtime Workshops</b>				
<b>TLW 1 Co-designing green social care services: Farmers and citizens as new social care providers for vulnerable populations (387)</b>	<b>TLW 2 iCoach (284)</b>	<b>TLW 3 Poster presentations: Population health management in collaboration with SIG Population Health Management</b>	<b>TLW 4 Network discussion: Regulating and inspecting integrated care – creating an international platform for change</b>	<b>TLW 5 Multiple Roads Travelled: A Career Panel on Integrated Care for the Next Generation of Researchers and Practitioners (528) in association with Integrated Care Academy©</b>	<b>TLW 6 Workshop SIG Values and Principles</b>
12.00 – 1.00	12.00 – 1.00	12.00- 1.00	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30

<p>Chaired by Dr. Jan Hassink, Wageningen University and Research, NL</p> <p>During this workshop we present an overview of the different types of green care initiatives, and how vulnerable citizens and communities are empowered and engaged respectively within these initiatives. We have invited a farmer who will be interviewed followed by two short presentations in which we share the lessons so far. We conclude with a discussion with all people present about similar experiences in other countries and about the future of green care.</p>	<p>Chaired by Walter Wodchis, University of Toronto</p>	<p>Chaired by Alex Pimperl, Optimedis</p> <p>390 Unravelling the Drivers of Regional Variation in Healthcare Spending by Analysing Prevalent Chronic Diseases Eline Frouke De Vries, Tilburg University, NL</p> <p>282 = 283 A Population Health Approach: Addressing equity and social determinants of health in Canadian healthcare ** Dr Elina Farmanova, University of Toronto, CA</p> <p>482 Long-term advantages of person-centred and integrated care: results of a longitudinal study on Embrace Dr Klaske Wynia, UMCG, NL</p>	<p>Host: Ronnie van Diemen, Inspector General, Dutch Health and Youth Care Inspectorate</p> <p>Chair by Dr Nick Goodwin, International Foundation for Integrated Care (IFIC)</p> <p>This workshop is intended for regulators and inspectorates around the world who want to continue collaborating on integrated care after the conference. The main objective is to set up a Special Interest Group on integrated care for regulators and inspectorates within the health, youth and social care sector. The outcomes will be a clear focus for the Special Interest Group, an agenda with the main issues for exchanging knowledge as well as experiences and some practical agreements.</p>	<p>Chaired by Mudathira (Mudi) Kadu and Henriikka Laurola, International Foundation for Integrated Care (IFIC)</p> <p>The audience will have the opportunity to hear and learn from the experiences of panellists who have navigated the field of integrated care.</p> <p>Nuria Toro, World Health Organization (WHO) Jodeme Goldhar, The Change Foundation Dr Robin Miller, University of Birmingham Dr Jacobi Elliott, University of Waterloo Dr Helmut Hildebrandt, OptiMedis Dr Viktoria Stein, International Foundation for Integrated Care (IFIC)</p> <p>The discussion will offer insights into the different transferable approaches, tools and skills they leveraged to: 1) overcome a major research or policy gap that was challenging at the time and; 2) achieve career milestones that lead to their current role in integrated care.</p>	<p>Chaired Prof Dr Mirella Minkman, Vilans and International Foundation for Integrated Care (IFIC) and Nick Zonneveld, Vilans</p> <p>236 Values underpinning integrated care: a systematic review, Nick Zonneveld, Vilans, NL</p> <p>385 Values and challenges in a care ecosystem design approach * Ezra Dessers, Ku Leuven, BE</p>
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1.30 – 3.00	<b>PLENARY 4 Co-designing a system with the people for the people</b>				
	<p>Chaired by Professor Henk Nies, Member of the Executive Board, Vilans, Utrecht and Professor of Organisation and Policy in Long-term Care, Vrije University, Amsterdam</p> <p>272 Recalibrating the integration agenda: the position of citizens and communities in integrated care Ludo Glimmerveen, Vrije Universiteit Amsterdam, NL and Professor Henk Nies, Member of the Executive Board, Vilans, Utrecht and Professor of Organisation and Policy in Long-term Care, Vrije University, Amsterdam</p> <p>Co-designing policies and strategies Jodeme Goldhar, Executive Lead, Strategy and Innovation, The Change Foundation, Canada Carole Ann Alloway, Family caregiver</p> <p>Illustrator Feedback</p> <p>Theatre performance</p>				
3.00 – 3.30	<b>Refreshments, exhibition, posters and networking</b>				
3.30 – 5.30	<b>PARALLEL SESSIONS 4</b>				
<b>4.A Keynote Workshop: Co-designing a system with the people for the people (341)</b>	<b>4.B The Implementation Room: Transferring knowledge and good practice Organised by the European Commission</b>	<b>4.C Workshop: Integrating care by payment reform – A workshop on the implementing of bundled payments for birth care in the Netherlands (465)</b>	<b>4.D Organising for Frailty Organised by JA AdvantAge</b>	<b>4.E Changing workforce in association with Integrated Care Academy©</b>	<b>4.F Supporting informal caregivers</b>
Chaired by Jodeme Goldhar, The Change Foundation, CA  Presenters: Kerry Kuluski, Lunenfeld-Tanenbaum Research	Chaired by Cristina Bescos, Project Coordinator of EU HP project ACT@Scale  Experiences from the twinning between Scotland and the Basque Country	Chaired by Dr Jeroen Struijs, National Institute for Public Health and the Environment (RIVM) and International Foundation for Integrated Care (IFIC)	Chaired by Prof Anne Hendry, IFIC Scotland  183 How to succeed in population health management by strategic alliances	Chaired by Dr Viktoria Stein, International Foundation for Integrated Care (IFIC)  353 The policy discourse(s) of patient autonomy in	Chaired by Sanna Laulainen, University of Eastern  294 Understanding the outcomes of specialist nursing: the continuing

<p>Institute, Sinai Health System, CA</p> <p>Carole Ann Alloway, Family caregiver</p> <p>448 Empowering communities: drawing on evidence to build successful community engagement initiatives *</p> <p>Esther de Weger and Sanne Raap National Institute for Public Health and The Environment, NL</p> <p>151 Back to basics: Building a health service grounded on what people want</p> <p>Prof Amanda Phelan, University College Dublin, IE</p> <p>242 Your Voice Matters, a pilot qualitative study of integrated care in Ireland</p> <p>Clare Hudson, HSE and Anne Lawlor, 22q, IE</p> <p>342 Integrating patient engagement in care, organizational processes and policy to configure systems around patient capabilities</p> <p>Susan Usher, École nationale d'administration publique, CA</p> <p>301 - An Integrated Approach to Prevent Chronic</p>	<p>(focus on transferring knowledge and tools for risk stratification and patient empowerment) – work from the EIP AHA and the EU HP project SCIROCCO</p> <p>Donna Henderson, NHS24, Scotland, UK and Esteban de Manuel Keenoy, Kronikgune (Basque Centre for Health Services Research and Chronicity), ES</p> <p>The Implementation Rooms will draw lessons from early and successful approaches to integrated care in Europe, and share these with the wider community of stakeholders, who wish to embark on the implementation of integrated care. They will focus on discussing the “how-s” of implementation.</p>	<p>465 Integrating care by payment reform – A workshop on the implementing of bundled payments for birth care in the Netherlands</p> <p>Corine van Geffen, College Perinatale Zorg, NL</p> <p>Ine Pennings, JIJWIJ Helmond</p> <p>239 How (not) to create value based integrated maternity care: Lessons from the Netherlands</p> <p>Prof Raymond De Vries, University of Michigan, US</p> <p>The Patient Perspective in Integrated Maternity Care</p> <p>Anne Mooij, Patiëntenfederatie Nederland</p>	<p>Evelien Heinrich and Sandra de Loos, Robuust, NL</p> <p>476 Evaluating the Implementation of Integrated Care for Older Persons as a path to Universal Health Care</p> <p>Dr Sarah Barry, Trinity College Dublin, IE</p> <p>472 From a national program to local implementations: how to coordinate patient-centred care for elderly taking territorial specificities into account</p> <p>Alina Morgoci, National agency to support the performance of healthcare institutions and medico-social facilities, FR</p> <p>178 Avoidance of unnecessary hospital admissions through the implementation of a digital health programme (oral poster)</p> <p>Kirsty Marshall, University of Salford, UK</p> <p>414 Should I stay or should I go? A retrospective propensity score matched analysis of hospital-at-home services</p> <p>Dr Apostolos Tsiachristas, University of Oxford, UK</p>	<p>home care and the re-shaping of nurses’ professional work and identities *</p> <p>Dr Gaby Jacobs, Fontys University of Applied Sciences, NL</p> <p>227 Hospital Nurse Case Managers Drive Integrated Care</p> <p>Dr Efrat Danino. Assuta Medical Centers, IL</p> <p>285 Preparing the future workforce to address the health needs of small rural Australian towns through non-traditional allied health student placements + combined</p> <p>371 Preparing the future workforce to address the health needs of rural communities – Excellence in Multidisciplinary Education</p> <p>Frances Lee Barraclough, University of Sydney, AU</p> <p>142 Primary Care Networks and Team Effectiveness: The Case of a Large-Scale Quality Improvement Disparity Reduction Program</p> <p>Dr Sivan Spitzer-Shohat, Bar-Ilan University, IL</p>	<p>importance of relationships for carers of people with dementia *</p> <p>Kate Gridley, University of York, UK</p> <p>364 Improving CARE Together – Building Partnerships with Family Caregivers *</p> <p>Dr Jacobi Elliott, University of Waterloo, CA</p> <p>467 Exploring experiences and perspectives of people living with dementia and their informal carers and entrepreneurs on dementia friendly leisure activities.</p> <p>Dr Mathilde Matthijsse and Iris van de Velde, HZ University of Applied Sciences, NL</p> <p>356 Integrated Care for people with dementia: how to improve quality of life of people with dementia and their informal care-givers?</p> <p>Rinske Boomstra, Vilans, NL</p> <p>132 - Measuring Integrated Care’s Reliance on Caregiver</p>
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<p>Lifestyle Diseases in Māori Men 30-55 Prof John Oetzel, Ray Wihapi and Carey Manuel, University of Waikato, NZ</p>			<p>418 A social robot to support integrated person-centered care Dr Henk Herman Nap, Vilans, NL</p>	<p>361 Examining the extent and drivers of integration in primary care teams Anum Irfan Khan, University of Toronto, CA</p> <p>419 Emotional Dynamics in Integrated Care Dr Anneli Hujala, UEF, FI</p>	<p>Support: A Caregiver Experience Survey Sara Shearkhani, University of Toronto, CA</p> <p>302 Measuring Caregivers Experience: design and results of IEXPAC Caregivers Juan Carlos Contel, Spain Universidad Miguel Hernandez</p>
<p><b>4.G Workshop: Academic networks for more integration and more demand-driven care and support for people with complex needs (547) in association with Integrated Care Academy and ZonMw</b></p>	<p><b>4.H Uncovering the full potential of primary health care</b></p>	<p><b>4.I Transformational change</b></p>	<p><b>4.J Child health in collaboration with SIG Children, Young People and Families</b></p>	<p><b>4.K Evaluations in collaboration with SIG Realist Evaluation</b></p>	
<p>Chaired by Carlijn van Aalst, ZonMw</p> <p>How to work in academic networks, together with practice and policy on integrated care for frail elderly, people with dementia and people with (intellectual) disabilities. Prof. dr. Jacobijn Gussekloo, Academic Network Elderly Care and Elderly Board, Leiden University Medical Centre, NL Prof.dr.Sophia de Rooij, Hospital at home University Medical Centre Groningen,</p>	<p>Chaired by Dr Henk Nies, Vilans</p> <p>226 Transformed Primary Care in Wales: Integrated, Multi-professional and Asset-based Dr Robin Miller, University of Birmingham, UK</p> <p>348 Building a Population-based Integrated Health System on a Foundation of Primary Care in Toronto Dr Jocelyn Charles, Pauline Pariser and Marsha Barnes, Toronto Central Local Health Integration Network, CA</p>	<p>Chaired by Prof Dr Mirella Minkman, Vilans and International Foundation for Integrated Care (IFIC)</p> <p>441 East Sussex Better Together Alliance - Governance to enable cross sector delivery Dr Niamh Lennox-Chhugani, Optimity Advisors, UK</p> <p>491 Comparing sustainability and business models of scaling up care programmes within EU regions</p>	<p>Chaired by Frank Tracey, Children’s Health Queensland, AU</p> <p>508 Integrated Behavioral Health Services in Primary Care - Improving Patient Access and Outcomes Dr Andrew Roger Cook, University of Michigan, US</p> <p>128 - Integrated care for diagnostics along the disease trajectory of children with a neurobiological developmental delay or</p>	<p>Chaired by Ezra Dessers, KU leuven</p> <p>375 A realist evaluation of Healthy Homes and Neighbourhoods’ place-based initiative in an inner city public housing estate in Sydney Salwa Barmaky, Sydney Local Health District, AU</p> <p>254 - Health and Social Care influences on Long Hospital Length of Stay (LOS): A Critical Realist Study in a large metropolitan hospital * Bahare Moradi, Sydney Local Health District, AU</p> <p>312 Implementation and effects of risk-dependent obstetric care in the Netherlands: a clinical impact study. Expect Study II * Pim van Montfort, Maastricht University, NL</p>	

<p>Academic Medical Centre Amsterdam, NL Dr. Kitty Jurrius, Acquired brain injury network, Windesheim, Flevoland, NL</p>	<p>121 The Value from Integrating Primary and Community Care in Weymouth and Portland Helen Persey, Dorset HealthCare, UK</p> <p>479 Improving person centered care in district health systems of Sud Kivu in DRC: an innovative tool for primary care organizational analysis Jean Macq, Ndjangulu Molima, Catholic University of Louvain, CD</p> <p>551 Population management in integrated care organization in Poland: resource utilization for performing health risk assessment Artur Prusaczyk, National Institute of Public Health - National Institute of Hygiene, PL</p> <p>161 Social Prescribing: Primary care patient and service user engagement + 164 - Service user outcomes of a social prescribing programme in general practice (oral poster) Julia Pescheny, University of Bedfordshire, UK</p>	<p>Sander Holterman, UMCG, NL</p> <p>117 - Learning from integrated care top performers in Spain Roberto Nuño-Solinís, University of Deusto, ES</p> <p>250 A National Programme for Improving Access and Quality of a multiprofessional Primary Care system Prof Anya Pimentel Gomes Fernandes Vieira-Meyer, Fundação Oswaldo Cruz, BR</p> <p>411 Basque health service - Osakidetza integrates care: Scaling-up process of integrated care program for multimorbid patients within ACT@Scale project Danika Schepis, Kronikgune, ES</p> <p>270 Health care reform in Belgium: contracting for co- creating integrated care as change management strategy Dr Ri De Ridder, NIHDI- Belgium, BE</p>	<p>disorder. A network approach Eva Cloet, Vrije Universiteit Brussel, BE</p> <p>+ to be combined with</p> <p>112 How regulations of multidisciplinary diagnostic settings for children with a neurobiological developmental delay or disorder impact on integration of care: the case of Flanders, Belgium Eva Cloet, Vrije Universiteit Brussel, BE</p> <p>533 - Coordination of health and social care for children with complex health needs: a case scenario approach exploring care coordination for an adolescent with an acquired brain injury Rebecca McHugh, Trinity College Dublin, IE</p> <p>350 - Nationwide structure for Integrated Children Palliative care Stephanie Vallianatos, PAL Foundation, NL</p>	<p>358 Navigating the healthcare neighbourhood: Evaluation of a bottom-up, inter-agency integration program Rhiannon Beck, Agency for Clinical Innovation, AU</p> <p>176 Integrated Care for High-need High-cost Patients: The Comprehensive Care for Multimorbid Adults Program (CC-MAP) Prof Efrat Shadmi, University of Haifa, IL</p> <p>452 Evaluating an integrated health and social care programme for vulnerable people: The case of 'Better Together in Amsterdam North' * Dr Milad Karimi, Erasmus university, NL</p>
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<b>HA-REACT Symposium: Different ways to overcome challenges, Part 2 (by invitation only)</b>				
<b>7.30 – 11.30</b>	<b>Gala Dinner (Conference Venue)</b>			

Friday, 25 May 2018

9.00 – 10.30	<p><b>The Future of Integrated Care Innovation Session</b></p>
	<p>Welcome and Session Introduction            Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)            Prof Dr Mirella Minkman, Director of Research and Innovation, Vilans, the Netherlands Centre of Expertise for Long-Term Care and Vice Chair and Secretary International Federation of Integrated Care (IFIC)</p> <p>The purpose of this session is to create an environment in which delegates feel safe to share ideas, transfer knowledge and work together to visualise the future of integrated care.</p> <p>By attending this session we would like delegates to feel that they can go back to their organisations and be ‘Boat Rockers’ – “one that challenges the status quo when they see that there could be a better way; energise their organisation by working from their true self; capable of working with others to create success and NOT be destructive and trouble making; walk the fine line between difference and fit, inside and outside, rock the boat but stay in it” – Helen Bevan.</p> <p>Each zone will have an appointed leader(s) who will take control of the zone. Each zone may include pitch type presentations and employ different methods of engaging the audience in discussion.</p> <p>The hosts will introduce the session from the main stage, but delegates will also receive detailed instructions and an explanation of the session in advance. The delegate app will also provide more information. The session might start with an energizer to get people moving and energetic for the session. A short buzzer will sound every 15 minutes to alert delegates that they can move to another session or stay where they are if they prefer. Zone Leaders should not consider the buzzers but move on with session as normal.</p>
<p><b>Zone 1</b></p>	<p><b>Learn more about IFIC and contribute to future developments!</b>            Zone Leaders: Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)            Prof Dr Mirella Minkman, Director of Research and Innovation, Vilans, the Netherlands Centre of Expertise for Long-Term Care and Vice Chair and Secretary International Federation of Integrated Care (IFIC)</p> <p><b>Includes the following presentation:</b>            334 International Integrated Solutions in Sport 2018 - From Dublin to Norway            Catherine McClennan, Cheshire and Merseyside Women's and Children's Services Partnership, Dave Sweeney, Cheshire &amp; Merseyside Health and Care Partnership and Kjersti Holte, Østfold University</p> <p><b>Meet the IFIC Board, SIG Leads and IFIC Hub Directors</b></p>
<p><b>Zone 2</b></p>	<p><b>Education and Training (in association with the Integrated Care Academy (©))</b>            Zone Leaders: Dr Viktoria Stein, Director of Education and Training, International Foundation for Integrated Care (IFIC) and Dr Robin Miller, University of Birmingham</p>



	<p>409 - Education for Integration. Helen Rainey and Elaine Gifford, University of the West of Scotland, UK</p> <p>558 Research Master in Population Health Management: work in progress * Dr Marc Bruijnzeels, LUMC, NL, Marlou de Kuiper, UMC Utrecht and Cara English, Cummings Institute</p> <p>229 Involving Volunteer Patients (VPs) in Medical Education not Only Trains the Medical Students but Also Promotes the VPs' Health (oral poster) Yun-Chen KO, Taipei City Hospital, TW</p>
<b>Zone 3</b>	<p><b>Research, Evaluation and Tools</b> Zone Leader: Mudathira (Mudi) Kadu and Maggie Langins, International Foundation for Integrated Care (IFIC)</p> <p><b>Includes the following presentations:</b> 292 - Enhancing the SCIROCCO tool using quantitative and qualitative methods. Dr Tamara Alhambra-Borrás, Polibienestar - University of Valencia, ES</p> <p>395 Transforming integrated care in Europe through collaboration and knowledge transfer Donna Henderson, NHS 24, UK</p> <p>563 Using the Project INTEGRATE Framework for assessing progress towards care integration: results from a formative evaluation of a complex intervention in Central Coast Local Health District, NSW Australia. Hazel Dalton, Newcastle University, AU</p> <p>512 Integrated Care Search: Mapping the Sources of Integrated Care Evidence Suzanne Lewis, Central Coast Local Health District, AU</p> <p>515 Integrated Care Search: Adding Value to the Search Filter Dr Suzanne Lewis, Central Coast Local Health District, AU</p> <p>522 Behavioural economics and integrated care Prof Guus Schrijvers, Guus Schrijvers Public Health, NL</p>
<b>Zone 4</b>	<p><b>Digital Health and Technology</b> Zone Leaders: Leo Lewis, International Foundation for Integrated Care (IFIC) and Nicole Denjoy, COCIR</p> <p><b>Includes the following presentations and demonstrations:</b> 172 Enhancing the value of care to people: how innovations meet end-users' needs in integrated care contexts José Ignacio Aznar-Baranda, Everis, ES</p>

	<p>552 Mobile Health strategies to integrate health and social care: A system perspective Tino Martí, TicSalut, ES</p> <p>415 It takes more than two to tango: A case study of Information and Communication Technology enabling a person-centered approach to diabetic care Sabine Wildevuur, Vu University, NL Lianne Simonse, Delft University of Technology - IDE, NL</p> <p>554 Psychological outcomes of eCare technologies on informal carers of older people (oral poster) Simona Hvalič Touzery, University of Ljubljana, Faculty of Social Sciences, SI</p> <p>199 IBM Watson Health: Leveraging Social Determinants in Integrated Care Solutions Luc Chamberland, IBM Watson Health, CA</p> <p><b>Market place including product demonstration</b></p>
<b>Zone 5</b>	<p><b>Networking Zone</b> Zone Leader: Mandy Andrews, NHS Lanarkshire and IFIC Scotland</p> <p><b>Meet fellow delegates and solve integrated care challenges together!</b></p>
<b>Zone 6</b>	<p><b>Participation Clinic</b> Attendees will arrive and receive a new passport with a new age of birth (in between 1918 – 1935). After a small introduction, they visit a carrousel of five experiences, each of them are housed in a small tent.</p> <p>This are the five themes of the experiences:</p> <ol style="list-style-type: none"> <li>1. How does it feel to be old and care-dependent?</li> <li>2. Design your own last home. What do you really need?</li> <li>3. How does it feel to have dementia?</li> <li>4. Being old and thinking positive</li> <li>5. The idgy-care-language-bingo</li> </ol> <p>After every experience, a small conversation in groups of 10 to discuss the personal side of the theme.</p> <p><b>Please sign up for the participation clinic at the Registration Desk; spaces are limited.</b></p>
10.30 – 11.00	<b>Refreshments, exhibition, posters and networking</b>

11:00 – 12:30	<b>PARALLEL SESSIONS 5</b>				
<b>5.A Impact of integrated care on quality, equity and patient experience</b>	<b>5.B The Implementation Room: Assessing/evaluating integrated care Organised by the European Commission</b>	<b>5.C Establishing an integrated healthcare system in a deprived urban neighbourhood: is there a recipe for success for vulnerable populations? (566)</b>	<b>5.D Developing the workforce for frailty Organised by JA AdvantAge</b>	<b>5.E Workshop Improving integrated care for older people living at home in Europe: findings and experiences from the SUSTAIN project (291)</b>	<b>5.F Workshop: Comparing the implementation of integrated care across countries: Your opinion counts! (308)</b>
Dr Viktoria Stein, International Foundation for Integrated Care (IFIC)	Chaired by Filip Domański, European Commission, DG SANTE	Chaired by Dr Helmut Hildebrandt, OptiMedis, Gesundes Kinzigtal GmbH and Gesundheit für Billstedt/Horn UG and International Foundation for Integrated Care (IFIC)	Chaired by Mandy Andrew, NHS Lanarkshire	Chaired by Simone de Bruin, RIVM, NL	Chaired by Pim Valentijn, Maastricht University
422 Evaluation of the Navarra Strategy for Integrated Care for Chronic and Pluripathologic Patients Cristina Ibarrola Guillén, Servicio Navarro de Salud-Osasunbidea, ES	434 Assessing the performance of integrated care implementation, Mariana Dates and Hugo Sant Ana Pereira, Optimity Advisors, UK	Preparation of an integrated healthcare system in a deprived urban neighbourhood: Learnings of four years of preparation, of talks, negotiations and proposals Dr. h.c. Helmut Hildebrandt, OptiMedis, Gesundes Kinzigtal GmbH and Gesundheit für Billstedt/Horn UG	369 Moving beyond the fragmented and reductionist model of aged care: Evaluation of a process to create an aged care worker of the future * Dr Sharyn Hunter, Univeristy of Newcastle, AU	Manon Lette, VU University Medical Center, Amsterdam, NL  Nick Zonneveld, Vilans, Utrecht, NL  Lina Masana, Agency for Health Quality and Assessment of Catalonia (AQuAS), Barcelona, ES	During this workshop the results of an international cross-sectional study about countries' ability to implement integrated delivery models and/ or programs in practice will be presented. We will focus on the key elements that influence the uptake of integrated care across countries. We hope you can free up some time to participate in this interactive workshop.
177 Opening the windows: Integration as a means to improve the quality of life of people with a learning disability and/ or autism Dr Robin Miller, University of Birmingham, UK	218 Innovative approaches to outcome measurement in EU-funded research projects on integrated care for people with complex needs Helen Schonenberg, Philips Research, NL	Reflecting on the first "health kiosk" in Germany: Sixteen month of work – about 18 staff members with eight language backgrounds, more than 50 initiatives and social agencies being involved,	384 The influence of quality of primary care on productive interactions among community-living frail older persons and their general practitioners and practice nurses Lotte Vestjens, Erasmus School of Health Policy and Management, NL	Annerieke Stoop, RIVM, Tranzo and University of Tilburg, Tilburg, NL	
230 Intervention study on the effect of integrated care on equity in healthcare (oral poster) Dr Janne Agerholm, Karolinska Institutet, SE	The Implementation Rooms will draw lessons from early and successful approaches to integrated care in Europe, and share these with the wider community of stakeholders, who wish to embark on the implementation of integrated care. They will		303 The evaluation of a large-scale program (2010-2017) of case management to improve integrated care for frail		
525 Building an integrated system of urological care: the case of Russian regions					

<p>Dr Igor Sheiman, National Research University - High School of Economics, RU</p>	<p>focus on discussing the “how-s” of implementation.</p>	<p>and more than 1500 consultations  Dr Oana Gröne, Gesundheit für Billstedt-Horn, Project Manager Patient Activation and Health Literacy</p> <p>Challenges and successes of developing a physician network in a deprived urban neighbourhood.  Dr. Gerd Fass, Board Member Physician Network, practising orthopedist and surgeon in Billstedt</p> <p>Learning of sickness funds / payors of health care in improving quality and reducing avoidable costs of care together with partners  Christoph Rupprecht, AOK Rheinland/Hamburg</p> <p>An optimistic outlook into the future of integrated healthcare in deprived urban neighbourhoods  Dr. h.c. Helmut Hildebrandt, OptiMedis, Gesundes Kinzigtal GmbH and Gesundheit für Billstedt/Horn UG</p>	<p>older persons in Belgium (oral poster)  Anne-Sophie Lambert, UCL, BE</p> <p>484 Case and Care Management for the Elderly (oral poster)  Christoph Michael Pammer, Chance B Sozialbetriebs GmbH, AT</p> <p>316 Capabilities of older people in adjusting to frailty (oral poster) *  Dr Emily Verté, Vrije Universiteit Brussel, BE</p> <p>237 National Clinical Programme for Older People: National Frailty Education Programme "Fundamentals of Frailty"  Deirdre Lang, Health Service Executive, IE</p>		
<p><b>5.G Workshop: Understanding integrated care: frameworks and evidence based</b></p>	<p><b>5.H Community engagement</b></p>	<p><b>5.I Funding and Commissioning</b></p>	<p><b>5.J Poster presentations: Vulnerable Populations</b></p>	<p><b>5.K Workshop: Positive Health in the Northern Maas Valley (562)sies</b></p>	

<p>Chaired by Dr Niamh Lennox-Chhugani, Optmity Advisors</p> <p>110 Understanding new models of integrated care: a systematic review examining outcomes, pathways of change, and applicability of evidence Dr Susan Baxter, University of Sheffield, UK</p> <p>327 Towards Evidence Based Integrated Care (oral poster) Dr Roelof Ettema, University of Applied Sciences Utrecht / University Utrecht, NL</p> <p>507 Analysing cross-sectorial cooperation in the Danish health care system (oral poster) Dr Ditte Høgsgaard, Roskilde Universitet, DK</p> <p>420 Challenges Faced by the Leaders in Integration Dr Merja Sinkkonen, Tampere University of Applied Sciences, FI</p>	<p>Chaired by Jodeme Goldhar, The Change Foundation</p> <p>425 Addressing social determinants of NCDs through community mobilisation: comparative research for effectiveness assessment Tatyana Haplichnik, Swiss Red Cross, BY</p> <p>184 Experiment Ruwaard: Thinking, acting and organizing differently! Sandra de Loos, Robuust, NL</p> <p>174 Tackling the social determinants of health: maximising community assets to help people receive the right support, in the right place, at the right time Douglas Maxwell, Health and Social Care Alliance Scotland (the ALLIANCE), UK</p> <p>455 Prototyping Innovation in Place-Based Integrated Care Teams in Eastern Cheshire</p>	<p>Chaired by Apostolos Tsiachristos, University of Oxford</p> <p>548 A new culturally informed and innovative commissioning approach to boost access and primary health care performance for Indigenous communities of rural and remote New South Wales and Queensland Stuart Gordon, Western Queensland Primary Health Network, AU Bob Davis, Maari Ma Health Aboriginal Corporation, AU</p> <p>490 Paying for impact: Venture philanthropy and social investing as funding models for integrated care Dr Alexander Franz Pimperl, OptiMedis AG, DE</p> <p>105 Introducing a fee for hospital overstay and its links to adverse events among patients hospitalized for hip fracture, heart failure, stroke, and chronic obstructive pulmonary disease or asthma</p>	<p>Chaired by Dr Albert Alonso, Hospital Clinic Barcelona and International Foundation for Integrated Care (IFIC)</p> <p>319 Targeted social care for highly vulnerable pregnant women: design of the Mothers of Rotterdam cohort study Marije van der Hulst, Erasmus MC, NL</p> <p>424 HepCare Europe: HepCheck; Reaching Vulnerable Populations Walter Cullen, School of Medicine; University College Dublin, IE</p> <p>468 Integrating Hepatitis C Care for at Risk Groups: Findings from a Multi-Centre Observational Study in Primary and Community Care John Lambert, University College Dublin, IE</p> <p>488 Development of HepFriend; a Dublin Community Hepatitis C Peer Support Model Prof John Shearer Lambert, Mater</p>	<p>Chaired by Hans Peter Jung, GP in Afferden, NL</p> <p>Participants will be inspired by exposure to practical examples of positive health approaches and methods. They will be equipped with a number of tools, techniques, tips and tricks. Sil Lieband, Director of Network Positieve Health in the Northern Maas Valley/Advisor ar Syntein, NL Lee Ann Weeks, Patient, psychologist, editor, NL</p>

	Stephanie Hambleton, Eastern Cheshire Clinical Commissioning Group, UK Diane Cuffe, Cheshire East Council, UK Dr Patrick Kearns, Manchester Road Medical Centre, UK	Eliva Ambugo, University of Oslo, NO	Misericordiae University Hospital/ University College Dublin, IE  464 Integrating Primary and Secondary Care to Optimise Hepatitis C Treatment: Development and Evaluation of a Multidisciplinary Educational 'Masterclass' Series Dr Geoff McCombe, University College Dublin, IE		
12:30 – 2:00	<b>Buffet lunch, exhibition, posters, networking and lunchtime workshops</b>				
	<b>Lunchtime Workshops</b>				
<b>FLW 1 Poster presentations: Empowering and engaging people</b>	<b>FLW 2 How to get published: IJC, JIC, IJCC</b>	<b>FLW 3 Network Discussion: Stroke</b>	<b>FLW 4 Designing culturally sensitive and appropriate services</b>	<b>FLW 5 Workshop: Realist Quantitative Methods for Integrated Care Design and Evaluation (245) in collaboration with SIG Realist Evaluation</b>	<b>FLW 6 Workshop: Role playing game: the challenges of citizen engagement (403)</b>
12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	1.00 – 2.00	1.00 – 2.00	1.00 – 2.00
Chaired by Koldo Piñera Elorriaga, Bioef  310 Patients' preferences for diabetes care: a discrete choice experiment D.F.L. Hertroijs, Maastricht University, NL	With Dr Nick Goodwin, co-editor-in-chief International Journal of Integrated Care  Robin Miller, co-editor-in-chief IJC and former editor Journal of Integrated Care	Chaired by Dr Valerie Twomey, National Rehabilitation Hospital, IE  180 Lean in Healthcare: reduce wastes to increase efficiency for stroke patients	Chaired by Fiona Lyne, International Foundation for Integrated Care (IFIC)  187 Transitional Care among Minority Patients: the role of Health Literacy, Caregiver Presence and	Chaired by John Eastwood, Sydney Local Health District, Australia  Realist research methodology is increasingly being used for the design and evaluation of integrated care	Chaired by Ludo Glimmerveen, Vrije Universiteit Amsterdam, NL  To what extent can citizens be in charge of local services? What do we see as the boundaries of

<p>255 Patient empowerment in connecare Dr Eloisa Vargiu, Eurecat, ES</p> <p>506 Determinants of ambulatory care sensitive conditions hospitalizations – the patients’ perspective Rodrigo Santos, ENSP, PT</p> <p>224 How to strengthen institutional collaboration in a medical consortium based on patients’ preference? A study in China’s rural county. Xin Wang, SUN Yat-Sen University, CN</p> <p>423 Multimorbidity and patient involvement Jannike Dyb Oksavik, Norwegian University of Science and Technology, Norway</p>	<p>Bert Vrijhoef, editor-in-chief, International Journal of Care Coordination</p> <p>Find out more about how to get published and meet the editors of the leading integrated care journals</p>	<p>Dr Bianca Buijck, Rotterdam Stroke Service, NL</p> <p>106 How integrated care can alleviate treatment burden in stroke survivors Dr Valerie Twomey, National Rehabilitation Hospital, IE</p>	<p>Language-concordant Care Nosaiba Rayan-Gharra, University of Haifa, IL</p> <p>560 Cultural Safety in health services Andrew Harvey, Western Health Alliance Limited, AU</p> <p>313 Health literacy: more than the understanding and processing of health information Dr Monique Heijmans, NIVEL, NL (oral poster)</p>	<p>initiatives. Much of current realist research and evaluation is qualitative in nature and yet many realist methodologists, including Pawson, Tilley, Sayer and Olsen, have argued for the use of mixed methods.</p> <p>There remains much debate regarding the role of quantitative methods, including statistics, within a critical realist philosophical framework. Yet quantitative methods can contribute to realist theory building, design and theory testing through their ability to use observable events to infer the existence of underlying mechanisms and to detect changes in both context and outcomes.</p> <p>This workshop will examine debates about the use of quantitative methods in realist research and evaluation, either as part of a mixed-method design or on their own. Examples of their use for both theory development and theory testing will be provided.</p>	<p>‘appropriate’ citizen involvement? And what are the consequences for professional organizations and their employees when citizens emerge as key actors—can they still be in control of their work? Questions like these become increasingly pertinent—and contested—as professional care organizations engage with local citizens in organizing care services.</p> <p>In this role-playing game, based on an actual case from the Netherlands, participants interactively experience the practical implications of a professional organization’s ambition to strengthen a rural community’s participation within a local elderly care home. Facing financial difficulties and the risk of facilities being closed, employees and local citizens started exploring and negotiating the possibilities for a ‘joint venture’ in which part of the local services would be taken over by local volunteers.</p>
<p>2:00 – 4.00</p>	<p><b>PLENARY 5 Promoting and investing in population health</b></p>				

	<p>Chaired by Dr Jeroen Struijs, National Institute for Public Health and the Environment (RIVM) and International Foundation for Integrated Care (IFIC)</p> <p>Public-Private Partnerships Jeroen Tas, Chief Innovation &amp; Strategy Officer, Philips</p> <p>Social Impact Investing in Integrated Care <i>Speaker to be confirmed</i> Social Value International</p> <p>A citizen's perspective Jan Smelik, Secretary, Care Cooperation 'Austerlitz cares'</p>
	<b>Closing Ceremony</b>
	<p>Conference overview Dr Jeroen Struijs, National Institute for Public Health and the Environment (RIVM) and International Foundation for Integrated Care (IFIC)</p> <p>Introduction to ICIC19 San Sebastian – Basque Country 1-3 April 2019 Nekane Murga, Director for Health Planning, Organisation and Assessment in the Ministry for Health, Basque Government</p> <p>Illustrator Feedback</p> <p>Closing Comments Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)</p>



## Poster Display Only (no oral presentation time allowed)

### Theme 1. Value-based integrated care

1. 100 Difficulties in providing Palliative Care in rural India (West Bengal) – Experience of an NGO, Aditya Manna, Narikeldaha Prayas, IN
2. 129 Substituting hospital care with primary care: The evaluation of a cardiology Primary Care Plus intervention, Tessa.C.C. Quanjel, Maastricht University, NL
3. 141 Optimal Nurse Staffing and Scheduling for Emergency Departments, Dr Reza Sharifi Sedeh, Philips Research North America, US
4. 144 Reorganising dermatology care: predictors to substitute secondary care with primary care, Esther van den Bogaart, Maastricht University, NL
5. 164 - Service user outcomes of a social prescribing programme in general practice (oral poster), Julia Pescheny, University of Bedfordshire, UK
6. 175 Dynamics of sustainable integration of health and social care: A 20-year case study, Charlotte Klinga, Karolinska Institutet, SE
7. 181 Integrated care issues: Transfer of patient care information (oral poster), Dr Bianca Buijck, Rotterdam Stroke Service, NL
8. 192 Early detection of metastatic colorectal cancer patients who could benefit from specialist palliative care: a prediction model, Miraja Jovi, Spaarne Gasthuis, NL
9. 193 Translating and Adapting the Patient Perception of Integrated Care Survey to Evaluate Integrated Care in Brazil: Preliminary Results, Prof Ed Wilson Vieira, Universidade Federal de Minas Gerais (UFMG), BR
10. 194 Interprofessional collaboration among care professionals in obstetrical care: are perceptions aligned? Anita Romijn, VUmc, NL
11. 195 An ehealth application for the management of obstetric care, Dr Karlijn van Stralen, Spaarne Gasthuis, NL
12. 120 Modular approach in managing and organising integrated care in the system-wide reform of social and health care in Finland, Dr Juha Koivisto, National Institute for Health and Welfare, FI
13. 210 How can patient empowerment be integrated into change management while scaling-up an integrated care program? Violeta Gaveikaite, Aristotle University of Thessaloniki, GR and Philips research, NL
14. 214 Integrated Care for High Risk Surgical Patients – Before, During and After, Dr Rachelle Kaye, Assuta Medical Centers, IL
15. 228 Reduction in Specialist Outpatient Clinic Visits with an Integrated Care Programme for Frequent Admitters in Singapore, Dr Ian Yi Han Ang, NUHS, SG
16. 231 In a 'post-truth' world, healthcare organisations do not still provide readable and comprehensible information on their websites: An analysis of 167 websites in Italy(oral poster), Dr Sabina De Rosis, Scuola Superiore Sant'Anna, IT
17. 234 Scaling-up strategies of integrated care initiatives: a systematic literature review, Liset Grooten, Vrije Universiteit Brussel, BE
18. 244 Realist Research Design and Evaluation for Integrated Care (RIC) SIG - Part 1: Establishing a Special Interest Group, Prof John Eastwood, Sydney Local Health District, AU
19. 258 Caring in networks: a future direction (oral poster), Mark Tiemessen, Radboudumc / ParkinsonNet, NL
20. 274 Is there a place for the Mayo Model of Integrated Clinical Care in the English NHS? Jonathan Erskine, JECR, UK
21. 277 Embedding the patient during a service improvement programme in a healthcare system. Making beds in the NHS. Thomas Edward Thompson, University of Chichester, UK
22. 287 Social decision making in integrated care: Applying the Motivated Information Processing in Groups (MIP-G) model to integrative decision making in the context of care, Prof Bianca Beersma, Vrije Universiteit, NL
23. 300 How to evaluate a Nationwide Whole System Change in Health Care towards Integrated Care for people with Chronic Conditions? Part I: the co-construction of an evaluation framework, Prof Jean Macq, Universite Catholique de Louvain, BE
24. 303 The evaluation of a large-scale program (2010-2017) of case management to improve integrated care for frail older persons in Belgium (oral poster), Anne-Sophie Lambert, UCL, BE
25. 318 An environmental approach to frailty management: needs of older people to age in place, Dr Emily Verté, Vrije Universiteit Brussel, BE
26. 327 Towards Evidence Based Integrated Care (oral poster), Dr Roelof Ettema, University of Applied Sciences Utrecht / University Utrecht, NL
27. 328 Prevent Skin Cancer in the Society, an Evidence Based Integrated Care Approach, Dr Roelof Ettema, University of Applied Sciences Utrecht / University Utrecht, NL

28. 329 Early Detection of Malnutrition in Community Dwelling Older People, an Evidence Based Integrated Care Approach (oral poster), Dr Roelof Ettema, University of Applied Sciences Utrecht / University Utrecht, NL
29. 332 Social network analysis for modelling integrated social care services for older people with complex needs: a feasibility study, Dr Alison Orrell, Bangor University, UK
30. 335 Computer simulation as a methodology for theoretical learning of clinical skills in nursing, Emilio Luque, Computer Architecture and Operating Systems Department, School of Engineering, University Autònoma of Barcelona (UAB), SPAIN
31. 370 Patient Value Measurement and Improvement using the Steps of Systematic Improvement (SOSI) in Yishun Health (oral poster), Naiying Liu, Khoo Teck Puat Hospital, SG
32. 381 Strengthening the evidence-base of integrated care for people with multi-morbidity in Europe using Multi-Criteria Decision Analyses (MCDA), Prof Maureen Rutten- van Molken, Erasmus University Rotterdam, NL
33. 427 From the perspectives of senior managers, an exploration of the context and extent of enablers and barriers to interagency collaboration, Prof John Eastwood, Sydney Local Health District, AU
34. 406 Social Prescribing and Integrated Care: An Evaluability Assessment, Sabrena Kaur Jaswal, University of Kent, UK
35. 428 Diabolution Project Madrid: Diabetic patient management focused on the person, Ana Miquel Gomez, Universidad Rey Juan Carlos, ES
36. 432 Technology for older adults: insights from tertiary users, Dirk Lukkien, Vilans, NL
37. 435 Integrated care in practise - across regions (Scotland and Denmark), Joanne Boyle, Digital Health & Care Institute, UK
38. 445 A Gap Analysis Between the Outline Document for the Integrated Care Programme and Draft Models of Care for Four Chronic Diseases in Ireland, Dr Claire Mary Buckley, HSE, IE
39. 482 Long-term advantages of person-centred and integrated care: results of a longitudinal study on Embrace, Dr Klaske Wynia, UMCG, NL
40. 483 Value-Based Procurement of Added-Value Services for Home Care, Angelo Rossi Mori, Federsanita ANCI, IT
41. 506 Determinants of ambulatory care sensitive conditions hospitalizations – the patients’ perspective, Rodrigo Santos, ENSP, PT
42. 507 Analysing cross-sectorial cooperation in the Danish health care system (oral poster), Dr Ditte Høgsgaard, Roskilde Universitet, DK
43. 527 End-users’ voice in procurement process of an integrated health and social care information system, Antti Aarni Tapani Iivanainen, Oy Apotti Ab, FI
44. 532 Virtual Heart Failure Clinic - An Integrated Care Programme Support for General Practice, Dr Orlaith O’Reilly, Health Service Executive, IE
45. 541 Integrated day- and night care by the integration of technology, Dr Henk Herman Nap, Vilans, NL
46. 554 Psychological outcomes of eCare technologies on informal carers of older people (oral poster)
47. Simona Hvalič Touzery, University of Ljubljana, Faculty of Social Sciences, SI

## Theme 2. Population health management

48. 113 Characteristics and Health Care Use Of High-Cost Patients In Seven Countries (oral poster), Dr Marit Tanke, Radboudumc / Harvard T.H. Chan School of Public Health, NL
49. 136 The role of the Belgian government in enhancing the integration of healthcare for Mentally Ill Offenders: an analysis of the reform plan (oral poster), Maurice François Pans, Vrije Universiteit Brussel, BE
50. 182 From data to meaningful information, Sandra de Loos, Robuust, NL
51. 190 Exploring the health system for sustainable and integrated acute malnutrition services applying a systems lens: the case of Afghanistan, Dr Hedwig Deconinck, Université catholique de Louvain, BE
52. 196 Social Determinants of Health Composite Index (oral poster), Dr Reza Sharifi Sedeh, Philips, US
53. 209 Identifying experiences, enablers and barriers of healthcare providers for delivering culturally competent care, Ann Claeys, Erasmus University College, BE
54. 223 Luohu Model: A template for integrated urban health care systems in China, Xin Wang, SUN Yat-Sen University, CN
55. 230 Intervention study on the effect of integrated care on equity in healthcare (oral poster), Dr Janne Agerholm, Karolinska Institutet, SE
56. 232 Exploring the potential of a risk stratification tool to move forward in integrated, person-centered primary care, Rowan Smeets, Maastricht University, NL

57. 269 Scorecard of Integrated Care: A Relevant and Timely Photo To Help Professionals Clinical Management, Elena Bartolome Benito, Servicio Madrilenio Salud Es
58. 271 Data-driven change towards integrated care, Tom Verhaege and Patricia Mejia Chavez, Federal Public Service Health, BE
59. 282 & 283 A Population Health Approach: Addressing equity and social determinants of health in Canadian healthcare, Dr Elina Farmanova, University of Toronto, CA
60. 288 Measuring Population Health from a Broader Perspective: Assessing the My Quality of Life Questionnaire, Hanneke Drewe, Tilburg University, NL
61. 289 A risk score of BMI, HbA1c and triglycerides predicts future glycaemic control in type 2 diabetes (oral poster), D.F.L. Hertroijs, Maastricht University, NL
62. 337 Problem identification in highly vulnerable pregnant women with multiple social and medical problems, Marije van der Hulst, Erasmus MC, NL
63. 339 Understanding system flows to improve outcomes and services for respiratory patients, Wendy Lewis, Advancing Quality Alliance/ Salford Royal, UK and Jay Mangan, Strategic Lead for the Healthier Wigan Partnership, UK
64. 366 Integrating Health Care – Our Journey Continues, Dr Andrew Knight, Western Sydney Local Health District, AU
65. 390 Unravelling the Drivers of Regional Variation in Healthcare Spending by Analysing Prevalent Chronic Diseases, Eline Frouke De Vries, Tilburg University, NL
66. 397 Housing and Health as partners in a place-based hub, Erin Miller, Sydney Local Health District, AU
67. 401 The feasibilities and practicalities of the integrated working journey: exploring the development and implementation of a whole population approach to delivering patient-centred care within the United Kingdom, Anna Thomson, University of Lincoln, UK
68. 408 “Joining up the dots”: Integrated care as an element of the Andalusian public health strategy, Dr Arturo Alvarez Rosete, NewHealth Foundation, ES
69. 437 The effect of perceived discrimination on the health status of immigrant population in Spain (Valencia), Alejandro Gil-Salmerón, Polibienestar Research Institute, ES
70. 453 Avoidable emergency admissions for ambulatory care sensitive conditions in the Republic of Ireland: analysis of regional determinants (oral poster), Brenda Marie Lynch, University College Cork, IE
71. 478 Risk stratification using register data from specialist, primary and social care, Prof Aslak Steinsbekk, NTNU, NO
72. 523 Lessons learnt from the challenges of matching risk stratification with care models when comorbidities lead the care plan, Prof Verdiana Morando, SDA Bocconi, Bocconi University, IT
73. 524 Can Integrated Practice Units work without the set-up of Accountable Care Organisations? Lessons learnt from the Breast Units’ experiences in Italian NHS, Prof Verdiana Morando, SDA Bocconi, Bocconi University, IT
74. 529 How fair is the dental chair? Equity in oral health access and outcomes for children under five, Hawkes Bay, New Zealand, Wietske Cloo, Hawke's Bay District Health Board, NZ
75. 559 Risk stratification and characterisation of subpopulations of frail elderly in the primary care practice using routine healthcare data, Dr Nina Daha, Leiden University Medical Center, NL

### Theme 3. Engaging and Empowering People and Communities

76. 103 Healthy Living: when engaging people makes a difference. Evidences from an experiment with teenagers in Tuscany, Dr Sabina De Rosi, Scuola Superiore Sant'Anna, IT
77. 135 Exit versus Voice: Competition and Dissatisfied Patients’ Responses to General Practitioners, Tigest Sommeno, UiO, NO
78. 138 Implementing an Integrated Care System for Chronic Patients in Belgium: a Co-creation Process (oral poster), Mélanie De Winter, University of Liège, BE
79. 145 Exploring working relationships between primary care and directly employed home care workers, Joanna Mary Moriarty, King's College London, UK
80. 167 Integrated Community Case Management of Childhood Illness: A Contextual Examination of Community Healthcare Delivery in Benue State Nigeria, Dr Abdulmumuni Samuel Aliyu, Gombe State Ministry of Health, NG
81. 224 How to strengthen institutional collaboration in a medical consortium based on patients’ preference? A study in China’s rural county, Xin Wang, SUN Yat-Sen University, CN
82. 229 Involving Volunteer Patients (VPs) in Medical Education not Only Trains the Medical Students but Also Promotes the VPs’ Health (oral poster), Yun-Chen KO, Taipei City Hospital, TW

83. 310 Patients' preferences for diabetes care: a discrete choice experiment, D.F.L. Hertroijs, Maastricht University, NL
84. 313 Health literacy: more than the understanding and processing of health information, Dr Monique Heijmans, NIVEL, NL (oral poster)
85. 314 Creating Age-Friendly Communities using a participatory approach, Natalia Postolachi, "CASMED" NGO, MD
86. 347 Co-designing a framework for integrated home care planning with older adults, family caregivers and health care providers (oral poster), Justine Giosa, University of Waterloo/ Saint Elizabeth, CA
87. 431 IEXPAC, a tool to assess patient experience, Koldo Pinera Elorriaga, BIOEF, ES
88. 436 Developing a Compassionate Community (oral poster), Alison Bunce, Compassionate Inverclyde, UK
89. 513 Promoting the women's health literacy and their access to maternal-care-pathway in Italy through an integrated mHealth intervention, Dr Manila Bonciani, Sant'Anna School of Advanced Studies, Pisa, IT
90. 459 Co-designing an Integrated Care Pathway for Children and Families with a Neuromuscular Disorder in Ireland, Grace Turner, HSE, IE
91. 133 How do older people achieve well-being? Prof Anna Petra Nieboer, Erasmus University Rotterdam, NL
92. 159 Enhancing Adolescent Wellbeing Through Practice of Yoganidra: A Promising Approach for Positive Health, Dr Smruti Bhalendu Vaishnav, H.M Patel Centre for Medical Care and Education, IN
93. 165 'The integration and training of the concept of Positive Health among health and social care professionals in an integrated community approach' – defining the facilitators and barriers, Sanneke Grootjans, Maastricht University, NL
94. 211 Person-centred approaches: emerging theories of terms of engagement, Debra Westlake, Plymouth University, UK
95. 255 Patient empowerment in connecare, Dr Eloisa Vargiu, Eurecat, ES
96. 307 Strategic collaboration and service user participation in mental health – what to negotiate? Linda Mossberg, University West, SE
97. 315 Facilitators and Barriers to Self-Management of Tuberculosis Patients: A Qualitative Study, Ritzmond Fainsan Loa (University of Santo Tomas, PH
98. 316 Capabilities of older people in adjusting to frailty (oral poster), Dr Emily Verté, Vrije Universiteit Brussel, BE
99. 323 Towards a new care paradigm: the development of the INclusive CARE framework, Dr Emily Verté, Vrije Universiteit Brussel, BE
- 100.326 Can Nursing Students Gain Person-Centred Skills while Supporting Citizen Contacts to use the Internet for Health? Toni Page, University of Plymouth, UK
- 101.382 Community elderly care enhances quality of life for peers (oral poster), Amela Fočić, Swiss Red Cross, BA
- 102.391 Building a narrative for compassionate communities: the case of Getxo Zurekin, Maider Urtaran, University of Deusto, ES
- 103.438 Improving Patient-Provider Partnerships across the Healthcare System, Dr Jacobi Elliott, University of Waterloo, CA (oral poster)
- 104.456 Role of the elderly volunteers in integrated care (oral poster), Sviatlana Anatsko, Belarus Red Cross Society
- 105.460 A new infrastructure for patient empowerment through Family Integrated Obstetric and Neonatal Healthcare in Single Family Rooms. A case stud, Mireille Stelwagen, OLVG, NL
- 106.488 Development of HepFriend; a Dublin Community Hepatitis C Peer Support Model, Prof John Shearer Lambert, Mater Misericordiae University Hospital/ University College Dublin, IE

## Theme 4. Funding Integrated Care

- 107.101 Difficulties to Provide Palliative Care in West Bengal, India, Aditya Manna, Narikeldaha Prayas, IN  
108.389 The Belarus State Social Order funding mechanism for integrated medical and social home care, Dr Tatyana Svetlovich, Belarus Red Cross, BY

## Theme 5. Vulnerable Populations and Populations at Risk

- 109.102 The importance of broader self-management abilities in addition to health behaviours for physical health, depressive symptoms, and overall well-being among older Turkish immigrants, Dr Jane Murray Cramm, Erasmus University Rotterdam, NL  
110.106 How integrated care can alleviate treatment burden in stroke survivors (Oral poster) Dr Valerie Twomey, National Rehabilitation Hospital, IE  
111.139 Family experiences with palliative care of people with severe dementia in Norwegian nursing homes (oral poster), May Helen Midtbust, Norwegian University of Science and Technology, Faculty of Medicine and Health Sciences, NO  
112.158 Code Krishna: An Innovative Practice Respecting Death, Dying and Beyond  
113.197 Value based health care for the frail elderly patient with a hip fracture, Dr Karlijn van Stralen, Spaarne Gasthuis, NL  
114.203 A coordinated and integrated approach to tackling childhood overweight and obesity, Dr Kyra Sim, Sydney Local Health District, AU  
115.202 Child and Adolescent Health Pathways study: a pragmatic implementation study, Dr Kyra Sim, Sydney Local Health District, AU  
116.208 The role of peer support in mental health care (oral poster), Ann Claeys, Erasmus University College, BE  
117.213 What happens to patients after their first diagnosis of dementia? (oral poster), Timo Schulte, OptiMedis AG, DE  
118.233 The relevance of professional-patient interactions in progress notes. A focus group study with mental health staff in inpatient psychiatry, Kjellaug Klock Myklebust, Molde University College, NO  
119.238 A national model of care for children: Integrated implementation- the opportunities and the challenges, Grace Turner, Health Service Executive, IE  
120.241 Integrating Care for Children Young People and Their Families SIG - Part 2: Service Policy and System Approaches, Prof John Eastwood, Sydney Local Health District, AU  
121.263 Preventing wound reoccurrence using compression garments in vulnerable populations: What does the literature say about modified compression and its application? Yvonne Dyan Pennisi, University College Cork, IE  
122.286 Experiences of health services among patients with chronic conditions, Anna-Mari Aalto, National Institution for Health and Welfare, FI  
123.290 Comprehensive geriatric assessment in integrated care for older people living at home: a systematic review (oral poster), Annerieke Stoop, RIVM, NL  
124.320 Integrated school health services in Europe: an overview, Dr Danielle Jansen, University Medical Center Groningen, NL  
125.338 A city's system approach to complex needs provision. (oral poster), Wendy Lewis, Advancing Quality Alliance/ Salford Royal, UK  
126.344 Re-designing the integrated care program for Asylum Seekers in the Netherlands, Ferdy Pluck, GGz Centraal/Hogeschool Utrecht, NL  
127.345 There is no health without integrated oral health, Sonja Kuipers, NHL/Stenden University of applied sciences, NL  
128.360 Living in Rural and Remote Australia: Health care impacts for children with medical complexity and their families, Christie Breen, Sydney Children's Hospital Network, AU  
129.362 Oral Health Education: Community Health Workers in South Texas, Dr Eron Grant Manusov and Linda Nelson, University of Texas Rio Grande Valley, US  
130.363 Reconciling Incommensurate World Health Views and Explanatory Models of Mental Illness: A New Model of Integrated Mental Health Care for Culturally Diverse Populations, Prof Christopher Kewley, University of Newcastle, Australia, AU  
  
131.379 Learning from the development of two Integrated Care Pathways for dementia, Dr Mairead Bracken-Scally, Trinity College Dublin, IE  
132.380 Flexibility and reablement in home care in dementia, Dr. Mairead Bracken-Scally, Trinity College Dublin, IE  
133.394 Developing new pathways to Health and Social Care for vulnerable clients in targeted Primary Schools in Sydney, Australia, Erin Miller, Sydney Local Health District, AU  
134.396 The Healthy Homes and Neighbourhoods Integrated Care Initiative, Erin Miller, Sydney Local Health District, AU

- 135.400 Designing a population-based approach to integrated end of life care on a small island, Dr Giovanna Cruz, Hospice Isle of Man, UK
- 136.424 HepCare Europe: HepCheck; Reaching Vulnerable Populations, Walter Cullen, School of Medicine; University College Dublin, IE
- 137.450 Are people with mental disorders excluded from work and from active labour market programs? Magne Bråthen, Oslo and Akershus University College of Applied Sciences (HiOA), NO
- 138.451 eHOME for an integrated care approach for drug-related problems in home-living older people (oral poster), Nienke Dijkstra, HU University of Applied Sciences Utrecht, NL
- 139.461 Meeting for innovation in mental healthcare organisation (oral poster), Prof Sophie Thunus, Catholic University of Louvain, BE
- 140.462 Managing the Elephant in the Room: What Home Health Care Nurses Do (and Don't Do) to Support Productive Interaction, Dr Dianne Veronica Liebel, University Of Rochester, US
- 141.468 Integrating Hepatitis C Care for at Risk Groups: Findings from a Multi-Centre Observational Study in Primary and Community Care, Dr Davina Marie Swan, University College Dublin, IE
- 142.484 Case and Care Management for the Elderly (oral poster), Christoph Michael Pammer, Chance B Sozialbetriebs GmbH, AT
- 143.493 Tackling the care crisis in PD in East-Saxony, Germany – #Improve diagnosis and therapy in Parkinson's disease #Telemedicine-based care management
- 144.#Intersectoral and interdisciplinary collaboration #Cost containment and quality improvement, Dunia Krüger, MARs Market Access & Pricing Strategy GmbH, DE
- 145.497 Barriers to engaging in end-of-life communication in heart failure: perceptions of patients and their family caregivers, Jennifer Im, University of Toronto, CA
- 146.501 Stratification and characterisation of complex medico-psychosocial conditions at primary health care level in Eastern DR Congo: methodological approaches, Dr. Espoir Bwenge Malembaka, Université Catholique de Bukavu, CD
- 147.510 Ministries guiding of services for children and young people in eleven countries – a comparative study, Dr Katja Joronen, University of Tampere, FI
- 148.514 The importance of the working alliance between parent and professional, Dr Paula Sterkenburg, Bartimeus, NL
- 149.544 An Integrated Approach to Chronic Pain & Opiate Use Disorder, Dr Jared DuPree, Southwest Healing & Wellness/Dixie State University, US

## Theme 6. Primary Care in an Integrated System

- 150.109 Development of a patient-centered organizational model for multimorbidity in general practice, Ramune Jacobsen, Bispebjerg and Frederiksberg Hospital, Denmark, DK
- 151.122 A quasi experimental before and after study of a transitional care programme for older adults in the area of the IJsselland Hospital(oral poster), Wilma van der Vlegel-Brouwer, IJsselland hospital, NL
- 152.131 - Integrated Case Management – supporting General Practice in the Eastern Bay of Plenty, New Zealand (oral poster), Greig Dean, Eastern Bay Primary Health Allince, NZ
- 153.134 Exit versus Voice: Competition and Dissatisfied Patients' Responses to General Practitioners, Tigest Woldetsadik Sommeno, Uio, NO
- 154.143 Relational coordination in inter-organizational settings. How does lack of proximity affect coordination between hospital-based and community-based healthcare providers? Stine Bligaard Madsen, Aarhus University, Denmark, DK
- 155.148 Integrating Health Care in Cancer. Our experience in OSI Donostialdea, Sara Arévalo Lobera, OSI Donostialdea, ES
- 156.149 Implementation of innovative integrated models of Community-based Primary Healthcare (CBPHC) in Denmark (iCoachDK) – a study protocol, Stine Bligaard Madsen, Aarhus University, DK
- 157.152 Developing citizen advocacy for adults with intellectual disability, Prof Amanda Phelan, University College Dublin, IE
- 158.153 Challenges in care co-ordination: missed care in community nursing, Prof. Amanda Phelan, University College Dublin, IE
- 159.154 Fit after stroke, Ernst Evenhuis, VUmc, NL
- 160.155 Collaboration in CVA aftercare: CVA-network RRC/ primary care, Marinka de Ronde-Kempenaar, University of Applied Sciences Leiden, NL
- 161.163 Social Prescribing: Implementation and delivery, Julia Pescheny, University of Bedfordshire, UK

- 162.178 Avoidance of unnecessary hospital admissions through the implementation of a digital health programme (oral poster), Kirsty Marshall, University of Salford, UK
- 163.186 Meaningful post-discharge primary care visits and readmissions: Are primary care post discharge explanations associated with reduced risk for readmission? Nosaiba Rayan-Gharra, University of Haifa, IL
- 164.189 Integration of Primary Health Care of a small Brazilian city in the health care Network, Prof Ed Wilson Vieira, Universidade Federal de Minas Gerais (UFMG), BR
- 165.201 Professional Experience in an Integrated Care Model, Dr Ana Miquel Gómez, Servicio Madrileño de Salud, ES
- 166.216 Multi-professional collaboration in primary care: A scoping review of Norwegian experiences, Monica Sørensen, OsloMet University, Faculty of Health Sciences, NO
- 167.219 Various views of the same elephant: crossing perceptions of key actors on an integrated local health network for older adults, Prof. Mylaine Breton Université de Sherbrooke, CA
- 168.248 Population-based approach and integration of services: their relationship to the territory in the context of Québec's integrative reforms, Dr Yves Couturier, University of Sherbrooke, CA
- 169.261 Healthcare professionals' experiences of interprofessional collaboration during palliative patients' transfer of care setting: a focus group study (oral poster), Fien Mertens, Universiteit Gent, BE
- 170.264 Goal Planning in Person-Centred Care Supports Older Adults to Attain Their Health-Related Goals (oral poster)
- 171.171 Klaske Wynia, UMCG, NL
- 172.276 Redesign of the Services of attention to the Chronic Patients According to their Stratification, Elena Bartolome Benito, Servicio Madrileño De Salud, ES
- 173.299 Partnership to Health Pathways, Dr Veronica E Gonzalez-Arce, South Western Sydney Local Health District, AU
- 174.304 - Piloting an Integrated Care Model for the Elderly Diabetic Patients, Ariana Bytyci, Accessible Quality Healthcare (AQH) Project, XK
- 175.305 Clinic for Multimorbidity, Dr Charlotte Weiling Appel, Silkeborg Regional Hospital, DK
- 176.306 Patients' perceptions of Continuity of care between Primary Care Physicians and Emergency departments in Belgium: a cross-sectional survey, Marlène Karam, Catholic University of Louvain, BE
- 177.319 Targeted social care for highly vulnerable pregnant women: design of the Mothers of Rotterdam cohort study, Marije van der Hulst, Erasmus MC, NL
- 178.325 Norwegian municipal rehabilitation services in transition, Grete Dagsvik, Kristiansand Municipality, NO
- 179.346 Bridging the gap from theoretical framework to practical implementation: the integrated primary care house, Dr. Jean-Pierre Hoengenaert, VZW HET EERSTELIJNSHUIS, BE
- 180.352 The establishment of effective collaboration between primary care and welfare in the promotion of mental health in patients with multi-problems (oral poster), Mark van der Wel, Radboud university medical center, NL
- 181.357 Navigating the healthcare neighbourhood: Reframing care around the patient and their primary care 'home', Rhiannon Beck, Agency for Clinical Innovation, AU
- 182.367 Transforming telehealth through enhanced General Practices partnerships, Dr Veronica E Gonzalez-Arce, South Western Sydney Local Health District, AU
- 183.388 Experiences of community-based Clinical Nurse Specialists in supporting the delivery of integrated diabetes care: A qualitative study, Brenda Lynch, University College Cork, IE
- 184.393 Development and Implementation of Core Competencies for Integrated Care Community Health Teams: a UK experience, Dr. Sarah Eales, Bournemouth University, UK
- 185.386 Perceived quality of care transitions between hospital and the home - a cross sectional study (oral poster), Sebastian Lindblom, Karolinska Institutet, SE
- 186.399 Evaluation of the referral system "Ehalati" from physicians' perspective in Primary Health Care centres in Saudi Arabia, Mohammed Senitan, University of Sydney, AU
- 187.402 Investing in integrated care education in health and social care. Development of a framework to facilitate education and reflection on integrated care in primary and community care, Leen Van Landschoot, University College Ghent, BE
- 188.404 The public telecare service in the Basque Country, Koldo Pinera Elorriaga, BIOEF, ES
- 189.407 Crossing borders towards Integrated Care – title is changed and will be: What's integration got to do with it? Observations and lessons from the Franciscus Gasthuis & Vlietland Study Trip to North-West London, Maria Bos and Melissa Lockhorst, Franciscus Gasthuis & Vlietland, NL
- 190.413 Using a new matrix to describe real-life integrated care innovation for older persons in primary care, Antonius Poot, Leiden University Medical Center, NL
- 191.417 Organizational and Care Model Analysis for C3-Cloud Deployment Preparation, Dr. Dolores Verdoy, Kronikgun, DE

- 192.423 Multimorbidity and patient involvement, Jannike Dyb Oksavik, Norwegian University of Science and Technology, Norway
- 193.429 Advanced Nurse Practitioners impact across Primary Care, Joanne Jenkins, NHS Lanarkshire, UK
- 194.439 A second step in reforming Primary care in Flanders 2015 - 2019: How to set up multi-disciplinary Primary care zones for approximately 6million people, Solvejg Wallyn, Flanders Agency for Care and Health, BE
- 195.446 Development of a checklist for ensuring the successful implementation of integrated care pathways, Elena Urizar, Deusto Business School Health, University of Deusto, ES
- 196.449 Comparison of key findings relating to care coordination in children with three complex conditions: A MOCHA study , Dr Miriam O'Shea, Trinity College, IE
- 197.464 Integrating Primary and Secondary Care to Optimise Hepatitis C Treatment: Development and Evaluation of a Multidisciplinary Educational 'Masterclass' Series, Dr Geoff McCombe, University College Dublin, IE
- 198.480 The development of Patient Centred Medical Homes in the Italian NHS: an empirical study, Prof Verdiana Morando, SDA Bocconi, Bocconi University, IT
- 199.485 Planning integrated care at primary care centres: lessons learnt through research in stratification tools in the Valencian Healthcare System, Ascensión Doñate-Martínez, Polibienestar Research Institute - University of Valencia, ES
- 200.487 Integrated care for elderly receiving hospital-at-home care: Designing an innovative home-based programme, Alejandro Gil-Salmerón (Polibienestar Research Institute, ES
- 201.492 Reducing the risk of readmission and death after hospital discharge using a predictive model, Maria Alkiza, OSAKIDETZA, ES
- 202.496 - Implementing a complex innovation in general practices: from a universal to a practice-centred approach, Gijs Brouwer, Maastricht University, NL
- 203.509 Acceptance of and intent to adopt video consultations for addressing mental health disorders in primary care: A cross-sectional mixed methods study in general practitioners, Dr Markus W. Haun, Heidelberg University, DE
- 204.526 Developing shared values for strategies and policies on Primary Care Centres in Tuscany Region, Italy, Dr. Manila Bonciani, Sant'Anna School of Advanced Studies, Pisa, IT
- 205.530 Inter-professional collaboration and communication during acute hospitalization of older patients with dementia, Marie-Julie Heeren, Verenso, Utrecht, the Netherlands
- 206.540 The challenge of multimorbidity: A qualitative study of general practitioners' management of patients with multimorbidity (oral poster), Lisbeth Ørtenblad, DEFACTUM, DK
- 207.553 Coordinated Care: Our Forward View (oral poster), Thomas Lawrence, Birmingham City University, UK
- 208.567 Population-based management of diabetes care - approach and solutions used in the North East Locality (Oxfordshire, UK) Pilot, Dr Olga Kozłowska, Brookes, UK