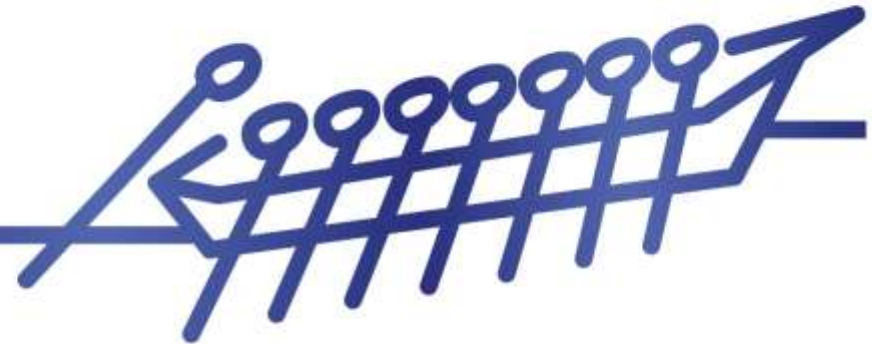




International Conference on Integrated Care

1-3 April 2019
San Sebastian, Basque Country



A shared culture for change:

Evaluating and implementing models of integrated people-centred services



Conference Themes – colour coded

Stream 1. Integrated health and social care for people at home

- Importance of home (in its broader sense) as social and health ecosystem
- Palliative Care/End of Life Care
- Role of carers (family, volunteers, professionals)
- Role of the pharmacy offices in the community
- Polypharmacy

Stream 2. Engaging and empowering people and communities to become equal partners in care

- Patient empowerment: from theory to practice (implementation and evaluation)
- The patient as an active agent in health, patients' engagement
- Support networks with patients and carers for self-management of health conditions
- Community health networks
- Learning from people's experience (patients, families and professionals)
- Codesign and coproduction in care
- Social design

- Innovative strategies to activate the community
- Community assets mapping
- Strategies and resources to build community and to reinforce care
- People's and community's participation in integrated care systems.

Stream 3: Creating shared cultures, norms and values across organisations, professionals and people *in association with the Integrated Care Academy*©

- The challenge of interdisciplinary work and the cultural shift
- Changing working culture towards a more collaborative approach among professionals
- Tools for team building with professionals
- New roles, skills and training
- Strengthening leadership and change management
- Creating multidisciplinary, organisational and area-based networks to support integration
- Managing beliefs, expectations and priorities

Stream 4. Building a stronger integrated primary care

- Importance of primary care leadership in care integration and its alliances with the social sector
- Primary care in care integration: organizational options
- Reassessing health promotion, disease prevention and community health

Stream 5. Models of care for people

- Integrated care and its dimensions: clinical, professional, functional, organizational, systemic, regulatory, etc.
- Organizational models in Integrated Care
- Transition from pilot experiences to level-system implementation
- Role of the macro level (institutional/political) on the agreements fostering, role of the meso level (social and health commissions, etc.) and role of the micro level (social and health care teams)

- Integrated care real experiences (i.e. Nurse Family Partnerships, home, etc.)
- Patients flow and improvement of care pathways between care levels and organizations
- Focus on vulnerable populations and populations at risk.

Stream 6. Defining measures and outcomes that matter to people

- Assessing integrated care performance, from people's and community's view – Quantitative and Qualitative approaches.
- Tools for health results assessment: improving social and health monitoring and health results (e.g. Social and health care scorecard)
- Health promotion, social and health care, community health networks and primary care leadership in the care integration process (including results)
- Evaluation of Integrated Care
- Frameworks and Tools to support better outcomes
- Regulating and inspecting Integrated Care

Stream 7. Impact of Digital Health *supported by Tunstall Healthcare*

- Potential and evaluation of digital technology to transform the access and delivery of care
- Technology enabled integrated health and care services
- Social and Health Care information systems
- Risk prediction analytical tools
- Risk stratification tools
- Shared electronic records (clinical record, social and health record)
- Big data
- Role of people and community in the appropriation of digital health: codesign of tools



Stream 8. Funding and Financing of Integrated Care

- New models of funding for social and health care systems

Stream 9. Integrated Care in Europe *in association with the European Commission*



Stream 10. The OMIS Room: Integrated Care Experiences in Spain *in association with the New Health Foundation and OMIS*



Stream 11. Steno DK Diabetes Stream: Integrated Care in Prevention and Treatment of Diabetes Complications *supported by Novo Nordisk Foundation*

**novo
nordisk
fonden**

Monday, 1 April

7.30 – 9.00	Registration, exhibition, posters and networking				
9.00 – 10.30	PARALLEL SESSIONS 1				
1.A Capacity building and technical support for implementing integrated care	1.B The OMIS Room: Integrated Care Experiences in Geriatrics, Dementia and Frailty	1.C A global review of current and emerging education and training to advance integrated systems of care (456) - workshop	1.D Implementing Evaluation Frameworks at a Local Level	1.E Values of Integrated Care Special Interest Group (494)	1.F Seamless Care Optimizing the Patient Experience (SCOPE) - Co-designing the scaffolding for primary care integration (472) - workshop
<i>Supported by the European Commission</i>	<i>In collaboration with Frailty SIG</i>	<i>In association with Integrated Care Academy©</i>		<i>In association with Integrated Care Academy©</i>	
Room					
<p>Opening and Welcome, by the European Commission</p> <p>EU level actions and instruments to support the implementation of integrated care</p> <p>DG Health and Food Safety, European Commission</p> <p>Structural Reform Support Service, European Commission</p> <p>Twinning and capacity building activities in EU projects: SCIROCCO Exchange, VIGOUR and DigitalHealthEurope</p> <p>Strategies for integrated care and areas that require support,</p>	<p>Chaired by Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>681 (ORAL PAPER 15') Integrated Primary and Geriatric Care with a longitudinal approach: +AGIL Barcelona: A real case of an integrated primary care Laura Monica Perez Bazan, Parc Sanitari Pere Virgili</p> <p>182 (ORAL PAPER 15') Frailty prevention in elderly from community: the experience of fall prevention workshops (Basque Country) (in Spanish) Kepa Arrarte Martinez, Ministry for Health, Basque Government</p>	<p>Presenters: Dr Anne Wojtak, University of Toronto, Canada Dr Cara English, Cummings Institute for Graduate Studies for Behavioural Health Studies, United States Frances Barraclough, University Centre for Rural Health, Australia Lynne Sinclair, University of Toronto, Canada Dana Newcombe, Children's Health Queensland Hospital and Health Service, Australia</p> <p>This workshop is intended to raise awareness of the range of existing and emerging education and training programs for integrated care across different jurisdictions, share knowledge about best pedagogical best practices, and encourage the development of global partnerships among institutions and programs that support education and research in integrated care.</p>	<p>Chaired by Paul Wankah, Université de Sherbrooke, Canada</p> <p>158 (ORAL PAPER 15') Maturity model for integrated primary care in Toronto, Canada Jocelyn Charles, Toronto Central Local Health Integration Network, Canada</p> <p>555 (ORAL PAPER 15') The He Pikinga Waiora process evaluation tool guiding implementation of chronic condition interventions in Māori and other Indigenous communities, Moana Rarere, Waikato University, New Zealand</p> <p>338 (ORAL PAPER 15') Defining clinically relevant quality indicators that matter</p>	<p>Chaired by Nick Zonneveld, Vilans, Netherlands</p> <p>260 (ORAL PAPER 15') Multi-method investigation of normative integration in a novel inter-sectoral collaboration between mental health care services and public sick leave insurance organizations in Denmark Rie Mandrup Poulsen, Mental Health Care Center Copenhagen, Denmark</p> <p>771 (ORAL PAPER 15') A shared culture for change: evaluating and implementing models of integrated people-centred services Elaine Inglesby-Burke, Northern Care Alliance NHS Group</p> <p>268 (ORAL POSTER 5') How</p>	<p>Presenters: Dr Pauline Pariser, Dr Tara O'Brien, Dr and John Kavanagh, University of Toronto, Canada Marni Salkovitch, Toronto Central Local Health Integration Network, Canada Magdalena Rybak, University Health Network, Canada</p> <p>This is a workshop for universities, education providers, hospital and community service managers in which we will share lessons learned from the implementation and evaluation of a quality improvement initiative. We will use interactive learning methods, including breakout groups, to learn more about SCOPE, building sustained</p>

<p>Support available to aid implementation, from providers of technical support</p>	<p>155 (ORAL PAPER 15') Evolution of a multipronged and multi-intervention strategy for patients with high comorbidity Uxue Errasti, Osakidetza-Basque Health Service</p> <p>755 (ORAL PAPER 15') Friendly Basque Country: Actions for promote dementia friendly communities Elena del Barrio, Matia Instituto Gerontológico</p> <p>626 (ORAL POSTER 5') Active gaze - Loneliness detection in elderly (in Spanish) Karmele Acedo Gil, Grupo SSI</p> <p>855 (ORAL POSTER 5') Same-cause-readmission reduction in elderly: the programme "Transiciona" (in Spanish) Mónica Mesas Cervilla, Parc Sanitari Pere Virgili</p>		<p>to people with Down syndrome Francine van den Driessen Mareeuw, Tilburg University/ Jeroen Bosch Hospital, Netherlands</p> <p>662 (ORAL PAPER 15') Evaluation and Implementation of integrated care program for multimorbid patients within ACT@Scale project Inmaculada Moro, Osakidetza-Basque Health Service</p> <p>452 (ORAL POSTER 5') Design and analysis of a scoreboard of quantitative indicators to assess the performance on integrated care in the Basque Health System Regina Sauto Arce, Basque Foundation for Health Innovation and Research (BIOEF)</p> <p>165 (ORAL POSTER 5') The rationale for integrated care deployment to chronic patients in Ecuador and proposals to act locally: results from a mixed method study Iván Dueñas-Espín, Pontificia Universidad Católica del Ecuador</p>	<p>to take into account people's values, preferences and views on healthcare services when designing the strategy on chronic and integrated care of Catalonia Roser Bosser Giralt, Generalitat de Catalunya</p>	<p>relationships with PCPs and patients, and customizing initiatives to local contexts</p>
<p>1.G Evidence-based Integrated Care (EbIC)</p>	<p>1.H Impact of Digital Health: Data and</p>	<p>1.I National Strategies and Policies for Making Integrated Care a Reality</p>	<p>1.J Inter and Multi-disciplinary Team-based</p>	<p>1.K Mrs. Smith - Chapter 2: Vertical and Horizontal Integration and Care Model Implementation in the</p>	

	Information Sharing		Working in Primary Care	Integrated Care Organisation (ICO) in Torbay and South Devon, UK Leadership and Co-production (502) - workshop
<i>in collaboration with EbIC SIG*</i>	<i>Stream supported by Tunstall Healthcare</i>		<i>In association with Integrated Care Academy©</i>	<i>In association with Integrated Care Academy©</i>
<p>Chaired by Roelof Ettema Hogeschool, Utrecht</p> <p>604 (ORAL PAPER 15') Systems theory as a shared theory for change Marlou De Kuiper, University of Applied Sciences, Netherlands</p> <p>747 (ORAL PAPER 15') Holding the gains in Reshaping Care Anne Hendry, IFIC Scotland</p> <p>541 (ORAL PAPER 15') Lessons in sustainability: The re-imagination of integrated care in Ontario, Canada Gayathri Embuldeniya, University of Toronto, Canada</p> <p>669 (ORAL PAPER 15') The Challenges of Delivering Universal and Integrated Care – Evidence to Inform Policy Implementation in Ireland and Internationally Dr Sarah Barry, Trinity College Dublin, Ireland PJ Harnett, Health Services Executive, Ireland</p> <p>737 (ORAL PAPER 15') Long-Term Conditions Questionnaire (LTCQ): a new</p>	<p>123 (ORAL PAPER 15') Building infrastructure for digital health using Open innovation 2.0 in co design of a meta data registry framework to support integrated care Kris McGlinn, Trinity College Dublin, Ireland</p> <p>184 (ORAL PAPER 15') Providing access to telehealth for addiction therapy and pschopharmacology in rural America Tonya Bruni, St. Mary's Family Medicine, USA</p> <p>220 (ORAL PAPER 15') Connected care for complex chronic patients in Lleida Eloisa Vargiu, EURECAT, eHealth Unit</p> <p>356 (ORAL PAPER 15') Electronic messaging system and the challenges for professional judgement Gunnar Vold Hansen, Oestfold University College, Norway</p>	<p>Chaired by Ri De Ridder, NIHDl-Belgium</p> <p>757(ORAL PAPER 15'): Social and healthcare strategical priorities. Basque Country 2017-2020 (in Spanish) Emilio Sola Ballojera, Ministry for Employment and Social Policies, Basque Government</p> <p>777 (ORAL PAPER 15') Public Policies in Chile for a model of attention focused on people (in Spanish), Osvaldo Artaza, Instituto de Salud Pública Universidad Austral, Chile</p> <p>129 (ORAL PAPER 15') User reported measure of care coordination across Catalonia, Spain Ester Risco, Hospital Clínic de Barcelona</p> <p>622 (ORAL PAPER 15'); Social and healthcare in the Basque Country: leadership and governance model (in Spanish) Sergio Murillo Corzo, Regional Council of Bizkaia</p> <p>168 (ORAL POSTER 5') Trentino Salute 4.0 - The Creation of a Competence Center on Digital Health Integrating Policy, Healthcare Trust and Research in Trentino Territory Oscar Mayora Ibarra, Fondazione Bruno Kessler, Italy</p>	<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>401 (ORAL PAPER 15') The importance of patient-centered care and co-creation of care for satisfaction with care and physical and social well-being of patients with multi-morbidity in the primary care setting Sanne Kuipers, Erasmus University Rotterdam, Netherlands</p> <p>520 (ORAL PAPER 15') Health and vulnerability: creating a care guideline for general practitioners Liesbet Meyvis, Stad Antwerpen, Belgium</p> <p>571(ORAL PAPER 15'): Interprofessional collaboration between general practitioners and home nurses in Belgium: a participatory action research Dr Marlène Karam, Catholic University of Louvain, Brussels (UCL), Belgium</p> <p>259 (ORAL PAPER 15') Development and testing of</p>	<p>Chaired by Dr Felix Gradinger and Dr Julian Elston, University of Plymouth and Torbay and South Devon NHS Foundation Trust</p> <p>This is an interactive workshop facilitated by system leaders and embedded researchers sharing experiences of co-production and exploring with participants elements of the 'Context and Capabilities for Integrated Care' (CCIC) implementation framework.</p>

<p>tool for evaluation of integrated people-centred services in the context of multi-morbidity and complex care needs Dr Caroline Potter, University of Oxford</p>		<p>585 (ORAL POSTER 5') Personalized Action Plan in Andalusia: supporting the Chrodis-Plus integrated care model for multimorbidity Ana M Carriazo, Regional Ministry of Health of Andalusia</p> <p>743 (ORAL POSTER 5') Moving towards integrated local policies for health: facilitators and challenges for the implementation of Health in All Policies in the Spanish context Maite Morteruel, University of the Basque Country</p>	<p>a primary health and social care integrated team model in the community Dr Bob Brown, Dr Ciaran Mullan and Dr Anne Kilgallen, Western Health and Social Care Trust</p> <p>610 (ORAL PAPER 15') The role of health care professionals in collaboration in primary health care Sanneke Schepman, NIVEL, Hogeschool Utrecht, and RegioPlus, Netherlands</p>		
10.30 – 11.00					
Refreshments, exhibition, posters and networking					
11.00 – 12.30					
PARALLEL SESSIONS 2					
2.A Capacity building and technical support for implementing integrated care	2.B The OMIS Room: Integrated Care Experiences in System-wide Transformations and the Use of Pathways	2.C Children, Youth and Families	2.D Designing Integrated Care at the Ecosystem Level (281) - workshop	2.E Integrated Care and Mental Health	2.F Evaluating Integrated Care
<i>Supported by the European Commission</i>		<i>In association with CYF SIG</i>			
Room					
<p>Strategies for integrated care and areas that require support, from representatives of three health authorities</p> <p>Support available to aid implementation, from providers of technical support</p> <p>Interactive audience</p>	<p>Chaired by Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>600 (ORAL PAPER 15') A case from Uribe: redesigning healthcare (in Spanish) Galder Abos Mendizabal, Basque Foundation for Health Innovation and</p>	<p>101 (ORAL PAPER 15') An integrated group parenting model for mums with mental health issues and their babies: Findings from a participatory action research evaluation of the South Australian ACORN Program Paul Aylward, Flinders University, Australia</p> <p>799 (ORAL PAPER 15') The paradoxes</p>	<p>Chaired by Ezra Dessers, KU Leuven, Belgium</p>	<p>Chaired by David Perkins, IFIC Australia</p> <p>409 (ORAL PAPER 15') Cat herding for beginners: lessons in mental health integration from a small Australian jurisdiction Dr Sebastian Rosenberg, Centre for Mental Health</p>	<p>Chaired by Albert Alonso, International Foundation for Integrated Care (IFIC)</p> <p>430 (ORAL PAPER 15') Multiple perspectives analysis of the implementation of an integrated care model for older adults in Quebec</p>

discussion	<p>Research (BIOEF)</p> <p>648 (ORAL PAPER 15') Social and healthcare coordination in the Integrative Organisation of Goierro-Alto-Urola : Sharing time and tools (in Spanish) Esther Ortiz de Zárate Carrillo, Amaia Oyarbide Munduate, Lourdes Garcia Arrea, Osakidetza-Basque Health Service</p> <p>560 (ORAL PAPER 15') Pilot project design and implementation for the social, health and educational integration of children with chronic complex health problems and other special needs ? "EVAL" : integrative care need evaluation team (in Spanish) Gisela Muñoz García, Osakidetza-Basque Health Service</p> <p>398 (ORAL POSTER 5') Facilitating the adoption of integrated care pathways in Spain Elena Urizar, Deusto Business School Health</p> <p>637 (ORAL POSTER 5') Care route for patients with COPD: the incorporation of patients point of view through ASBIEPOC (COPD Patient Association from Bizkaia) – (in Spanish)</p>	<p>of communication and collaboration in maternity care: a video-reflexivity study with professionals and parents Dr Irene Korstjens, Zuyd University, Netherlands</p> <p>175 (ORAL PAPER 15') Sufficient exercise: mother's perceptions on neighborhood safety and quality of outdoor playgrounds in Rotterdam Marije van der Hulst, Erasmus MC Rotterdam, Netherlands</p> <p>159 (ORAL PAPER 15') Strengthening Care for Children: Pilot of a Novel, Integrated General Practitioner-Paediatrician Model Harriet Hiscock, The Royal Children's Hospital and Murdoch Children's Research Institute, Melbourne, Australia</p> <p>392 (ORAL POSTER 5') Trust me I'm a midwife Marie Lewis, Consultant Midwife, Powys Teaching Health</p> <p>261 (ORAL POSTER 5') Integrating care for children and young people through Project ECHO® Hannah Johnson, Children's Health Queensland Hospital and Health Service, Australia</p> <p>816 (ORAL POSTER 5') Utilising the Project ECHO® model of education to empower health professional in the management of Childhood Overweight and Obesity Frank Tracey, Children's Health Queensland, Australia</p>		<p>Research, Australian National University, Australia</p> <p>690 (ORAL PAPER 15') The development of an intersectoral intervention to patients with severe mental disease and selected somatic chronic diseases Julie Grew, Intersectoral Research Unit for Health Services, Frederiksberg Hospital, Denmark</p> <p>475 (ORAL PAPER 15') The Collaborative Centre for Cardiometabolic Health in Psychosis (ccChiP) – Integrating traditional healthcare to meet the needs of the mental health population Dr Kathleen Smith, Sydney Local Health District, Australia</p> <p>561 (ORAL PAPER 15') Living Well, Living Longer - transforming care to improve health inequalities in people with severe mental illness Lisa Parcsi, Sydney Local Health District, Australia</p> <p>880 (ORAL PAPER 15') Better Pathways to Housing for people with enduring mental illness Li Zeng, New Horizons, Sydney Local Health District, Australia</p> <p>678 (ORAL POSTER 5') The</p>	<p>Mylaine Breton, Université de Sherbrooke, Canada</p> <p>496 (ORAL PAPER 15') Assessing patient's experience in an integrated care context by means of health survey Maider Mateos-del Pino, Ministry for Health, Basque Government</p> <p>204 (ORAL PAPER 15') Can a Delphi study assist in understanding the strengths and weaknesses of an integrated care program for families? Erin Miller, Sydney Local Health District (SLHD), Australia</p> <p>239 (ORAL PAPER 15') The evaluation of the programme Ttipi-Ttapa in the Public Health Area of Tolosa-Goierri (2012-2017) – (in Spanish) Carmen Virto, Ministry for Health, Basque Government</p> <p>851 (ORAL PAPER 15') Managing chronic conditions: lessons learned from a comparative evaluation of chronic care programs in Italy, Angelica Zazzera, SDA Bocconi, Italy</p>
------------	---	--	--	---	--

	<p>Iratxe Regidor, Osakidetza-Basque Health Service</p> <p>248 (ORAL POSTER 5') Complex chronic case management strategy implementation model (in Spanish) Carmen Garcia Cubero, Servicio Madrilenio de Salud</p> <p>139 (ORAL POSTER 5') Implementation and evaluation of social and health care services at home. An experience from the Integrated Health Care of Barrualde-Galdakao (in Spanish) Iratxe Regidor, Osakidetza-Basque Health Service</p> <p>654 (ORAL POSTER 5') Social and healthcare coordination. Two structures with the same objective : the person (in Spanish) Guillermo Quirce Escobar, Osakidetza-Basque Health Service</p> <p>660 (ORAL POSTER 5') The experience in the creation of the local health network in Oñati (in Spanish) Angelica Ugarte Leturia, Osakidetza-Basque Health Service</p>			<p>social nature of health policy implementation – an empirically-grounded reflection on the implementation of integrated care in the fields of mental health and chronic diseases Sophi Thunus, UC Louvain, Belgium</p>	
<p>2.G Multi-disciplinary Service Delivery</p>	<p>2.H Evidence-based Integrated Care</p>	<p>2.I Self-Management and Co-Production Special Interest Group (SIG) Launch</p>	<p>2.J Discover Spain: Whole System transformation</p>	<p>2.K Evaluation of Integrated Care: Ensuring Rigor, Scaling Up, Scaling Out (861) - workshop</p>	

<i>In association with Integrated Care academy©</i>	<i>In association with EbIC SIG*</i>	<i>In association with Self-Management and Co-Production SIG</i>		
Room				
<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>253 (ORAL PAPER 15') Multidisciplinary team meetings in cancer care: is there a psychologist in the house? Dr Melissa Horlait, Vrije Universiteit Brussel Department of Public Health – OPIH, Belgium</p> <p>449 (ORAL PAPER 15') The myelomeningocele follow-up program: the Swedish initiative to ensuring multidisciplinary healthcare for individuals with myelomeningocele Ann Alriksson-Schmidt, University Hospital of Skane, Lund</p> <p>732 (ORAL PAPER 15') Improving Interprofessional Collaboration – a case study from the Netherlands Manon Lette, Amsterdam UMC, Netherlands</p> <p>566 (ORAL PAPER 15') Postoperative delirium and persistent cognitive dysfunction (POCD) in geriatric patients: Differences in awareness between</p>	<p>Chaired by Ivy Lynn Bourgeault, Professor in the Telfer School of Management and the Institute of Population Health, University of Ottawa</p> <p>866 (ORAL PAPER 15') Policy Development; A complex adaptive system framework of barriers and facilitators to integrated care Ivy Bourgeault, Telfer School of Management, Canada</p> <p>720 (ORAL PAPER 15') Whole System Transformation; CHRODIS+: Implementing good practices and tools across EU, Antonio Sarria-Santamera, ENS IMIENS-UNED ISCIII</p> <p>324 (ORAL PAPER 15') Whole System Transformation; Participative methods to mobilise a whole-system change towards integrated care for chronic care in Belgium: preliminary results of the implementation analysis Therese Van Durme, Université Catholique de Louvain, Belgium</p> <p>488 (ORAL PAPER 15') Integrating research: the</p>	<p>Chaired by: Mandy Andrew, International Foundation for Integrated Care (IFIC) Scotland</p> <p>Launch of Special Interest Group on Self-Management and Co-production (20 mins)</p> <p>802 (ORAL POSTER 5') The Self-Management Network Scotland: How to share best practice and learning of self-management across Scotland Rhona Millar, The Health and Social Care Alliance Scotland (the ALLIANCE)</p> <p>628 (ORAL POSTER 5') The effects of a self-management programme (Stanford model) on adults in County Donegal with long term health conditions Rona McLaughlin, Health Service Executive, Ireland</p> <p>135 (ORAL PAPER 15') Practicing what we preach about coproduction - the role of a Lived Experience Panel in quality improvement work Sheelagh Machin, Patient Representative</p>	<p>603 (Oral Poster 5') The case of the OSI Uribe. Overcoming current paradigms – in Spanish M^a Luz Marqués González, Osakidetza-Basque Health Service</p> <p>229 (ORAL PAPER 15') Management Competency Development for Integrative Care (in Spanish) Marisa Merino, Osakidetza-Basque Health Service</p> <p>523 (ORAL PAPER 15') The dreamers take part: Parte Hartu (in Spanish) Gotzone Miranda Larrucea, Osakidetza-Basque Health Service</p> <p>265 (ORAL PAPER 15'): Social and health coordination in the principality of Asturias: towards integrative care (in Spanish) Nerea Eguren Adrián, Consejería de Servicios y Derechos Sociales del Principado de Asturias</p> <p>275 (ORAL PAPER 15') Local health network: community educational programme to empower migrant women taking care</p>	<p>Chaired by Oliver Groene, OptiMedis AG, Germany</p>

<p>physicians and nurses Dr Heidrun Sturm MPH, PhD. University Hospital Tübingen, Germany</p> <p>169 (ORAL POSTER 5') Conflict mitigation and management: Understanding the processes utilised by effective healthcare teams Marie O'Shea and Dr Aoife De Brún, University College Dublin, Ireland</p> <p>396 (ORAL POSTER 5') Understanding what makes team interventions work: Learning from healthcare professionals Una Cunningham, Mater Misericordiae University Hospital, Dublin</p>	<p>case of aging in a health research institute Itziar Vergara, Osakidetza- Basque Health Service</p> <p>715 (ORAL POSTER 5') Developing a strategy for evaluating integrated Mental Health programmes in Catalonia Dr Noemí Robles, Universitat Oberta de Catalunya (UOC)</p> <p>651 (ORAL POSTER 5') The links between co-creation during conception in the restructuring of care organization and appropriate loco-regional network governance? Initial mechanisms identified in Belgian "integreo" projects Jean Macq, Universite Catholique de Louvain, Belgium</p>		<p>of dependant persons. (in Spanish) Maribel Moreno, Osakidetza- Basque Health Service</p> <p>586 (ORAL PAPER 15') Integrative care for elderly in Osakidetza (in Spanish), M^a Luz Peña González, Osakidetza-Basque Health Service</p>		
12.30 – 2.00	Buffet Lunch, exhibition, posters and networking				
	Lunchtime Workshops				
MLW.A Capacity building and technical support for implementing integrated care	MLW.B The OMIS Room: PalliSupport – The Development, Feasibility and Implementation of a Transitional Integrated Care Pathway for Older Patients with Palliative Care Needs (518) - workshop	MLW.C Implementing Integrated Care Models into the Curriculum for New Healthcare Professionals (388) - workshop	MLW.D Early Signalling and Prevention of Malnutrition Through Care Integration for Elderly People Living at Home (404) - workshop	MLW.E Discover Spain: Local Initiatives	MLW.F Designing a survey assessing the scale and spread of integrated care in the iCOACH project (633) - workshop
<i>Supported by the European Commission</i>	<i>In collaboration with Palliative and EoLC SIG</i>	<i>In association with Integrated Care Academy©</i>			
12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30

Room					
Space for continued discussion and networking over lunch	Chaired by Marlon van Rijn, Amsterdam UMC location AMC, Netherlands	<p>A Workshop for universities and education providers to share existing programs and practices</p> <p>Presenter: Frances Barraclough, University of Sydney, Australia</p>	Chaired by Wil van Erp, University of Applied Sciences Utrecht, Netherlands	<p>Chaired by Nieves Ehrenberg, International Foundation for Integrated Care (IFIC)</p> <p>122 (ORAL PAPER 15') Integrative Care as a Response to the Challenges of the Basque Public Health Service (in Spanish) Rosa González Llinares, Osakidetza-Basque Health Service</p> <p>131 (ORAL PAPER 15') Integrative Care Organisation of Tolosaldea: towards excellence (in Spanish) Marisa Merino, Osakidetza-Basque Health Service</p> <p>589 (ORAL PAPER 15') School with Friends in Leioa (in Spanish) Ane Aramendia and Piter Blanco, Solasgune (Basque Country)</p>	<p>Chaired by G Ross Baker, University of Toronto, Canada</p> <p>While scale and spread has become a popular topic, there are still significant gaps in our understanding of <i>what</i> components or activities of integrated care models should and can be spread from one locale or jurisdiction to the next, and to what degree we allow for local <i>adaptation</i> of those activities.</p> <p>We are developing a survey tool to help us to identify the core elements of integrated care and their adaptation to new sites as well as the contextual and capability factors at the spread sites that influence adoption. The workshop includes: (1) An overview of the background and focus of the spread and scale survey; (2) discussion of the current survey elements and their utility both as a diagnostic tool and research instrument; and (3) plans for continuing development and testing.</p>
MLW.G Engaging and Empowering People to Improve Chronic Care and Patients' Outcomes (445) - <i>workshop</i>	MLW.H Face up to Frailty with ADVANTAGE JA (843) - <i>workshop</i>	MLW.I Early Researchers in Integrated Care (ERIC): How to get Published (315) - <i>workshop</i>	MLW.J Special Interest Group on Realist Research Design and Evaluation Methods (616) - <i>workshop</i>	MLW.K Integrating Care for Children Youth People and their Families (624)	Special Interest Group (SIG) Leaders Lunch

		<i>In association with Integrated Care Academy©</i>		<i>In association with CYF SIG*</i>	
1.00 – 2.00	1.00 – 2.00	1.00 – 2.00	1.00 - 2.00	1.00 – 2.00	
Room					
Chaired by Lilibeth Perestelo-Perez, Canary Islands Health Service	Chaired by Mandy Andrew, The Health and Social Care Alliance Scotland (the ALLIANCE) and ADVANTAGE JA	<p>Chaired by Mudi Kadu, University of Toronto, Canada and Emerging Researchers in Integrated Care (ERIC)</p> <p>Contributors: Axel Kaehne, Journal of Integrated Care Bert Vrijhoef, International Journal of Care Coordination, Netherlands Viktoria Stein, International Journal of Integrated Care (IJIC)</p> <p>The Emerging Researchers in Integrated Care (ERIC) network is a unique international platform founded to connect emerging researchers and professionals and to provide interdisciplinary learning about the science and practice of integrated care, and opportunities to participate in networking and mentorships (https://integratedcarefoundation.org/ific-integrated-care-academy/emerging-researchers-in-integrated-care). This session provides a unique forum in which the Editors of three of the leading international journals on integrated care will be participating to talk about their journals and to take questions on 'how to get published'. In this way, the session seeks to support emergent researchers in the key skill of writing successful journal papers.</p>	Chaired by John Eastwood, Sydney Local Health District, Australia	*Chaired by Frank Tracey, Children's Health Queensland, Australia	

2.00 until Close of Conference	 <p>The European Marketplace area will be available from 2.00pm on 1 April to 4.30pm on 3 April where stakeholders from the “demand” and “supply” sides can organise meetings there and grab a coffee at any time and at their convenience.</p>			
2.00 – 2.30	Official Opening Ceremony			
	<p>Welcome to Conference: An International Movement for Change Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC) Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)</p> <p>Jon Darpón, Minister for Health, Basque Government Markel Olano, President, Regional Council of Gipuzkoa Eneko Goia, Major, Donostia-San Sebastian City Council</p>			
2.30 – 4.00	PLENARY 1: Designing and delivering a person-centred approach to integrated health and care services			
Room				
	<p>Chaired by Dr Toni Dedeu, Director of Programmes, International Foundation for Integrated Care (IFIC) and Amaia Sáenz de Ormijana, Osakidetza-Basque Health Service</p> <p>A new integrated care organisational model for people with complex needs in the Basque: a transition from specialised and hospital care to primary and community-based care Dr. Iñaki Berraondo, Deputy Minister for Health, Basque Government</p> <p>How do we transform service delivery to be integrated and people-centred? Lessons from around the world Nuria Toro Polanco, Technical Officer, Services Organization and Clinical Interventions Unit, Service Delivery and Safety Department, World Health Organization (WHO)</p> <p>Conexiones Improbables Performance: the redefinition of oncological patient-centred care</p>			
4.00 – 4.30	Refreshments, exhibition, posters and networking			
4.30 – 6.00	PARALLEL SESSION 3			
3.A Integrated Care in Europe: Towards Integrated Care for Older	3.B The OMIS Room: Integrated Care Experiences of End of Life	3.C Self-Management and Co-Production	3.D Engaging in International Case Comparison: How can we	3.E Ageing at Home and in the Community

People: Experiences from two Local Initiatives in Catalonia within SUSTAIN project (304) - workshop	Care		Learn across Borders? (547) - workshop	
Supported by the European Commission	In collaboration with Palliative and EoLC SIG	In collaboration with Self-Management and Co-Production SIG		In association with Frailty SIG
Room				
<p>Chaired by Jillian Reynolds, and Dr Lina Masana, Agency for Health Quality and Assessment of Catalonia (AQuAS)</p> <p>Interactive discussion between professionals, researchers, regional policy makers and the audience on the experience of implementing improvements to the integrated social and health care provided to older persons living at home in Catalonia.</p> <p>Additional speakers: Dr Pilar Fernández Morral, CAP Nord (Sabadell) Primary Health Care Centre - Catalan Health Institute (ICS) Dr Joan Espauella, University Hospital Santa Creu de Vic - Osona program for severe chronic patients, advanced chronic patients and geriatric population Joan Carles Contel, Chronicity Prevention and Care Programme (PPAC) – Interdepartmental Social and Health Care Interaction Plan</p>	<p>Chaired by Christina Castillo Rodríguez, New Health Foundation</p> <p>805 (ORAL PAPER 15') The NEWPALEX method for transforming the provision of palliative care: integrating health and social care and building compassionate community networks Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>351 (ORAL PAPER 15') Compassionate, helpful, neighbourly – a connected community that cares Alison Bunce, Compassionate Inverclyde</p> <p>359 (ORAL PAPER 15') Compassionate and Supportive Care--No one dies alone Esther Pineda, Banner Boswell Medical Center</p> <p>509 Integrative care of ALS and other motoneuron diseases in the Integrative Care Organisation of Araba (in Spanish)</p>	<p>354 (ORAL PAPER 15') What is important to people with multimorbidity and their caregivers? Identifying attributes of person-centred primary health care from the user perspective Kerry Kuluski, Sinai Health System, Canada</p> <p>839 (ORAL PAPER 15') Collaborative self-management support in chronic conditions: representations of healthcare professionals, patients and caregivers in Auvergne-Rhone-Alpes, France Alexandra Dima, Université Claude Bernard Lyon 1, France</p> <p>800 (ORAL PAPER 15'), Self-Management Reflective Practice: Supporting health and social care staff working in Scotland to adopt self-management approaches Marianne Brennan, The Health and Social Care Alliance Scotland (the ALLIANCE)</p> <p>526 (ORAL PAPER 15') "Get active for mental health: a project evaluated for active involvement of families and users" Maria Jesús San Pío, Federació Salut Mental Catalunya (Catalonia Mental Health Federation)</p>	<p>Chaired by Carolyn Steele Gray, Lunenfeld-Tanenbaum Research Institute, Canada</p>	<p>Chaired by: Anne Hendry, IFIC Scotland</p> <p>858 (ORAL PAPER 15') Supporting older adults with health and social care needs in the community—a case study of case management in Ontario's home and community care system Julia Ho, University of Toronto, Canada</p> <p>428 (ORAL POSTER 5') Contribution of community active ageing groups in reducing depression among older people Amela, Fočić, Swiss Red Cross in Bosnia and Herzegovina (SRC BIH)</p> <p>419 (ORAL POSTER 5') Empowering communities through active ageing Tatiana Sorocan, supported by Viorica Danilescu, HelpAge Moldova</p> <p>831 (ORAL PAPER 15') Integrated care for older people in Kosovo Dr.Elvira Rasimi, Accessible Quality Healthcare (AQH) Project, Kosovo</p> <p>692 (ORAL POSTER 5') Ageing of elderly in Biscay: Active Ageing Index as a tool to monitor Yolanda González-Rábago, University of the Basque Country</p>

<p>(PIAISS). Government of Catalonia Mireia Espallargues, Agency for Health Quality and Assessment of Catalonia (AQuAS)</p>	<p>Maria Aranzazu Pinedo Asarta. Osakidetza - Basque Health Service</p> <p>194 (ORAL PAPER 15') Designing the Hospice of the future: Developing a partnership with the next generation Lonan Oldam, Hospice Isle of Man</p> <p>782 (ORAL POSTER 5') Family carers in integrated care: A case study Giovanna Cruz, Hospice Isle of Man</p>	<p>772 (ORAL PAPER 15') Fragmentation or integration: A mixed case study of integrated care services for older people with high support needs Dr Alison Orrell, Bangor University, Wales, UK.</p>			
<p>3.F Integrated Care in Europe: Multi-Criteria Decision Analyses of Integrated Care for Multimorbidity: Results of Four Case Studies from the SELFIE Project (348) - workshop</p>	<p>3.G Realist Design and Evaluation Methods</p>	<p>3.H Integration in Primary Care</p>	<p>3.I Health and Social Care Integration</p>	<p>3.J Engaging users in their care</p>	<p>3.K Integrated Care and Vulnerable Populations</p>
<p><i>Supported by the European Commission</i></p>					
<p>Room</p>					
<p>Chaired by Maureen Rutten van Mólken, Erasmus University Rotterdam, Netherlands Maaike Hoedemakers,</p>	<p>781 (ORAL PAPER 15') Data Analysis; A realist evaluation of local networks designed to achieve more integrated care Harry Rea, South Auckland Clinical School, Middlemore</p>	<p>Chaired by Ri De Ridder, NIHDI-Belgium</p> <p>433 (ORAL PAPER 15') Regional integrated care in Finland: a case study on two counties with comprehensive</p>	<p>Chaired by Dr Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation, University of Toronto, Canada</p>	<p>Chaired by Jodeme Goldhar, The Change Foundation</p> <p>883 (ORAL PAPER 15') People, preferences and holistic care in Timor-Leste</p>	<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>621 (ORAL PAPER 15')</p>

<p>Erasmus University Rotterdam, Netherlands Mirjana Huic, Ministry of Health, Zagreb, Switzerland Josep Roca, University of Barcelona, Spain Milad Karimi, Erasmus University Rotterdam, Netherlands</p>	<p>Hospital, New Zealand 562 (ORAL PAPER 15'); A model of care coordination for patients with complex health and social care needs – what is best? Erin Miller, Sydney Local Health District (SLHD), Australia</p>	<p>integration of primary and specialised health care and social services Ilmo Keskimäki, National Institute for Health and Welfare, Finland 382 (ORAL PAPER 15'): Designing integrated primary care in Toronto Canada Jocelyn Charles, Central Local Health Integration Network, Canada</p>	<p>739 (ORAL PAPER 15') People-centred integrated care: co-designing standards - igniting a movement Leslee J Thompson, Health Standards Organization (HSO) & Accreditation Canada</p>	<p>Teresa Hall, University of Melbourne, Australia 854 (ORAL PAPER 15') Engaging the patient with HCV and Nash disease Lucia Ferrara, Cergas SDA Bocconi, Bocconi University, Italy</p>	<p>Nobody Left Outside (NLO) Checklist: Improving access to healthcare for vulnerable and underserved groups Jeffrey Lazarus, Interel Health, Belgium</p>
<p>422 (ORAL PAPER 15'); Whole System Transformation; The 'waze' of inequity reduction frameworks for organizations Dr Sivan Spitzer-Shohat, University of Chicago, United States</p>	<p>613 (ORAL PAPER 15') If health promotion is so important, why is it not systematically integrated into primary care and community organizations? Scoping Review on Implementation Strategies Susana Pablo, BioCruces Bizkaia Health Research Institute, Osakidetza- Basque Health Service</p>	<p>613 (ORAL PAPER 15') If health promotion is so important, why is it not systematically integrated into primary care and community organizations? Scoping Review on Implementation Strategies Susana Pablo, BioCruces Bizkaia Health Research Institute, Osakidetza- Basque Health Service</p>	<p>487 (ORAL PAPER 15') Transforming stroke care – the Irish national stroke programme Ronan Collins, National Clinical Programmes HSE, Ireland</p>	<p>319 (ORAL PAPER 15') Co-creation and implementation of a self-management program among equals online in the Basque Country (in Spanish) Estibaliz Gamboa Moreno, Osakidetza- Basque Health Service</p>	<p>570 (ORAL PAPER 15') Building a Healthy Resilient Waterloo in inner Sydney: working with social housing tenants to develop solutions to improve health and to build a healthy future environment Dr Pamela Garrett, Sydney Local Health District, Australia</p>
<p>830 (ORAL PAPER 15'); Policy Development; The need of a framework for implementing integrated care tailored to the Latin American context Laura G. Gonzalez-Ortiz, Universita della Svizzera Italiana</p>	<p>498 (ORAL PAPER 15') Improving capacity and patient access in general practice Dr Arfon Williams, Ty Doctor</p>	<p>498 (ORAL PAPER 15') Improving capacity and patient access in general practice Dr Arfon Williams, Ty Doctor</p>	<p>453 (ORAL PAPER 15') Strategy for the development of integrated care pathways (ICP) in the Valencian Community (Spain) 2016-2018 Juan Gallud, Ministry of Health of the Valencian Region (Spain)</p>	<p>647 (ORAL PAPER 15') Supporting community recovery and reducing readmission risk following critical illness in ICU survivors Jo Thompson, Royal Infirmary of Edinburgh/University of Edinburgh</p>	<p>864 (ORAL PAPER 15') Implementing de-escalation in emergency units in psychiatric and general hospitals in Slagelse – a pilot study Margreth Smidth, Naestved, Slagelse and Ringsted Hospital, Denmark</p>
<p>539 (ORAL PAPER 15'); Citizen Science in Blue Care: a partnership between research, practice, policy and the community Sanneke J.M. Grootjans, Maastricht University, Care and Public Health Research Institute (CAPHRI), Netherlands</p>	<p>803 (ORAL PAPER 15') Primary Health Care PLUS project in Poland: health check-ups and patients' engagement Katarzyna Wiktorzak, National Health Fund, Central Office, Warsaw</p>	<p>803 (ORAL PAPER 15') Primary Health Care PLUS project in Poland: health check-ups and patients' engagement Katarzyna Wiktorzak, National Health Fund, Central Office, Warsaw</p>	<p>305 (ORAL PAPER 15') Regionalisation of comprehensive care for Non-Communicable Diseases – involving local authorities Helen Prytherch, Swiss Tropical and Public Health Institute</p>	<p>773 (ORAL POSTER 5') Consumer engagement to maximise the impact of public reporting of hospital performance data in Australia Margaret Kelaher, University of Melbourne, Australia</p>	<p>826 (ORAL POSTER 5') Early development of an integrated oral health (OH) care program with people who inject drugs (PWID) in a primary health care setting Ana Ivanovic, North Richmond Community Health (NRCH), Australia</p>
			<p>684 (ORAL POSTER 5') The Social Quality Model and its impact on quality of life among patients with heart failure in the United States</p>	<p>454 (ORAL POSTER 5') Perceptions of healthcare services and preference of factors related to care</p>	<p>389 (ORAL POSTER 5') Exploring the integration of a nurse practitioner led mental health service in rural</p>

			<p>and the Netherlands: results from a cross-national survey Brita Roy, Assistant Professor of Yale School of Medicine, USA</p> <p>696 (ORAL POSTER 5') The strategy of implementation care pathways: literature review Hanan Daghash, University of Malaya, Malaysia</p> <p>199 (ORAL POSTER 5') Building healthy strong communities: Integrating health and social care through system transformation John Eastwood, Sydney Local Health District</p>	<p>planning among active older persons Åsa Engström, Lulea University of Technology</p>	<p>Australia Frances Barraclough, University of Sydney, Australia</p> <p>725 (ORAL POSTER 5') Evaluation of a community intervention with ProCC Methodology for men in vulnerable situations (in Spanish) Raquel Ribón Liberal, Autonomous University of Madrid</p>
6.30 – 8.00	Welcome Drinks Reception: San Telmo Museum				

Tuesday, 2 April

8.00 – 9.00	Breakfast sessions				
TBW.A Health and Social Care (619) – SIG Meeting	TBW.B Integrated Care in Wales	TBW.C Innovation on Home-based Care Services (128) - workshop	TBW.D Incentivising Integrated Service Provision I: Approaches to Care Coordination that Enable Integrated Social, Medical and Vocational Support to People with Stroke and Dementia – workshop	TBW.E Building Learning Health Systems on Real World Data (115) - workshop	TBW.F Neighbourhoods for Wellbeing (N4W): Modelling and embedding codesign as a mindset and a way of working from the get-go (334) - workshop
<i>In association with Health and Social Care SIG</i>			<i>Supported by the European Commission Structural Reform Support Service</i>	<i>Stream supported by Tunstall Healthcare</i>	
Room					
Chaired by John Eastwood, Sydney Local Health District, Australia	Chaired by Leo Lewis, International Foundation for Integrated Care (IFIC)	Chaired by Tenorio-Laranga Jofre, Osatek, Basque Country	Chaired by Dr Nick Goodwin, International Foundation for Integrated Care (IFIC) Contributors: Ellen Nolte, LSHTM, UK Walter Wodchis, University of Toronto, Canada Mirella Minkman, Vilans, Netherlands Anne Hendry, IFIC Scotland This workshop focuses on emerging approaches to effective care coordination in support of people with stroke and/or dementia. The workshop will focus on four key aspects: emerging models of integrated service provision; how these are managed and organised; how data and information is being integrated to support care	Chaired by Enrique Bernal, Institute for Health Sciences in Aragon, IACS	Chaired by Karen Patterson and Jane Cockburn, South Eastern Sydney Local Health District, Australia

			coordination and how to assess performance; and the role and impact of new funding models and financial incentives. A key focus of the workshop will be on how people with complex needs gain access to effective rehabilitation and reablement services, including return to work. The workshop will include 30 minutes of testimony from international experts, followed by a 30 minute facilitated discussion.		
TBW.G Integrated Care Pathways (ICPs) as an enabler of Transformation towards Integrated Care (784) - workshop	TBW.H Volunteers and Voluntary Sector: Engaging Non-governmental Agencies as Partners in Integrated Care (371) – SIG Meeting	TBW.I Early-career Researchers in Integrated Care (ERIC): Career-panel Discussion (314) - workshop	TBW.J Children Youth and Families (CYF) – SIG Meeting	TBW.K Intermediate Care	
	<i>In association with Volunteers and Voluntary Sector SIG</i>	<i>In association with Integrated Care Academy©</i>	<i>In association with CYF SIG</i>	<i>In association with Frailty SIG</i>	
Room					
<p>Chaired by Massimiliano Panella, President, European Pathway Association (Italy)</p> <p>Latest international evidence on ICPs implementation Carles Blay, Family Physician, Director of Medicine Faculty at Vic University (Spain)</p> <p>Key learnings from ICPs implementation in Spain Ornela Bardhi, Marie Curie PhD Fellow at Cancer: Activating Technology for Connected Health (Albania)</p> <p>Understanding and mapping the</p>	<p>Chaired by Dr Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation, University of Toronto, Canada</p> <p>This workshop will serve as the launch of the Third Sector focused Special Interest Group (SIG), fostering networking and the identification of topical priorities.</p>	<p>Chaired by Hannah Johnson and Mudi Kadu, Emerging Researchers in Integrated Care (ERIC)</p>	<p>Chaired by Frank Tracey, Children's Hospital Queensland, Australia</p>	<p>688 (ORAL PAPER 15') The SUSTAIN project: lessons learned from improving integrated care for older people living at home in Europe Annerieke Stoop, National Institute for Public Health and the Environment (RIVM), Netherlands</p> <p>706 (ORAL PAPER 15') Frailty, a new challenge to be tackled in order to improve integrated care in older people. The Advantage Joint Action recommendations M^a Ángeles Caballero, Hospital Universitario de</p>	

<p>Patient Journey in Cancer: Strategy for the development of integrated care pathways (ICP) in the Valencian Community (Spain) 2016-2018 Dr Juan Gallud, Director of Transformation Strategy, Department of Health, Valencia</p>				<p>Getafe 572 (ORAL PAPER 15') SCIROCCO tool to support knowledge transfer in integrated care Tamara Alhambra-Borrás, University of Valencia, Spain Cristina Alexandru, University of Edinburgh, Scotland</p>	
<p>9.00 – 10.30</p>	<p>PARALLEL SESSIONS 4</p>				
<p>4.A Integrated Care in Europe: From Self-Assessment to Knowledge Transfer and Improvement in integrated care: How to Engage the Voluntary Sector in the Provision of Integrated Care using the SCIROCCO tool? (712) - workshop</p>	<p>4.B The OMIS Room: Integrated Care Experiences of End of Life Care</p>	<p>4.C DK Diabetes Stream: Organization, transformation and data for integrated care in prevention and treatment of diabetes complications</p>	<p>4.D Incentivising Integrated Service Provision II: Learning from International Innovations in Funding and Financing</p>	<p>4.E Development and Implementation of an Acute Geriatric Community Clinic (429) - workshop</p>	<p>4.F Enabling Transformation of Health and Social Care Integration (308) - workshop</p>
<p><i>Supported by the European Commission</i></p>	<p><i>In collaboration with Palliative and EoLC SIG</i></p>	<p><i>Supported by Novo Nordisk Foundation and Steno Diabetes Centers Initiative</i></p>	<p><i>Supported by the European Commission Structural Reform Support Service</i></p>	<p><i>In association with the Intermediate Care SIG</i></p>	<p><i>In association with Health and Social Care SIG</i></p>
<p>Room</p>					
<p>Welcome and introduction Donna Henderson, Scottish Government, Scotland SCIROCCO tool to facilitate twinning and coaching Dr Andrea Pavlickova, Scottish Government, Scotland and Jon Txarramendieta, Kronikgune Perspective of transferring region John MacDonald, Scottish</p>	<p>Chaired by Anne Mills, Hospice Isle of Man 427 (ORAL PAPER 15') Nursing Home Integration Experience in the Integrative Health Organisation of Barrualde-Galdakao (in Spanish) Virginia Plaza Hernández, Osakidetza- Basque Health Service</p>	<p>Chaired by Anelli Sandbæk, Professor, MD, Head of Division SDCA Welcome and Introduction, challenges for integrated care in prevention and treatment of diabetes complications in a West European context with a focus on Denmark Anelli Sandbæk, Professor, MD, Head of Division SDCA, Denmark</p>	<p>Chaired by Oliver Groene, OptiMedis AG, Germany 785 (ORAL PAPER 15') Where does the money come from? A U.S. Perspective on building the financial models towards Mental and Behavioral Health Integration Gabe Orthous, Himformatics 287 (ORAL PAPER 15') Financial barriers decrease the</p>	<p>Presenters: Bianca Buurman, Janet MacNeil Vroomen, Rosanne van Seben and Marthe Ribbink, University of Amsterdam, Department of Internal Medicine, Section of Geriatric Medicine, Amsterdam Public Health Research Institute, Netherlands</p>	<p>Presenters: Marianne Brennan, Rhona Millar and Sarah Forster, Health and Social Care Alliance Scotland Workshop participants will use Unfold the Future Toolkit and a facilitated session will be delivered considering the question 'how do we ensure that empowered people and</p>

<p>Council for Voluntary Organisations, Scotland</p> <p>Perspective of receiving region Esteban de Manuel Keenoy, Kronikgune, Basque Country</p> <p>Perspective of receiving region Dr Francesca Avolio, AReSS Puglia, Puglia region, Italy</p> <p>Moderated discussion on the key findings and benefits of knowledge transfer in integrated care Donna Henderson, Scottish Government, Scotland</p>	<p>640 (ORAL PAPER 15') Basque Government Palliative Care Plan implementation in a Hospital at Home Service (in Spanish) Jose Irurzun, Osakidetza-Basque Health Service</p> <p>130 (ORAL PAPER 15') Patients who went up a mountain but came down a hill: Simplifying chronic pain care circuits (in Spanish) Enrique Báñez, Osakidetza</p> <p>355 (ORAL PAPER 15') The New Health Foundation method for transforming the provision of care to people living with complex chronic conditions: NEWCARE© Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>510 (ORAL POSTER 5') Palliative care in an integrated environment: Beyond barriers (in Spanish) Alberto Meléndez Gracia, Osakidetza- Basque Health Service</p> <p>591 (ORAL POSTER 5') Living at Home: integrative care for ageing at home (in Spanish) Álvaro, García Soler, Matia Instituto Gerontológico</p> <p>176 (ORAL POSTER 5') The emergency department in a subacute hospital: an innovative project in an innovative hospital (in Spanish) Pedro García Peña, Osakidetza-</p>	<p>Introduction to the Steno Diabetes Centers Initiative with a focus on components related to cross-sectoral collaboration Jannik Hilsted, Chief Medical Officer and Head of Patient Care, Novo Nordisk Foundation, Denmark</p> <p>Keynote: Governance, organization and incentives for integrated care in prevention and treatment of diabetes complications Mickael Bech, Professor, Institute of Political Science, University of Aarhus, Denmark</p> <p>829 (ORAL PAPER 15') Improving Type 2 Diabetes prevention and care in England – what can healthcare transformation achieve? A qualitative study Suan Ee Ong, National University of Singapore</p> <p>770 (ORAL PAPER 15') My Diabetes My Way: user experiences, clinical outcomes and health economics impact of an electronic personal health record for diabetes Dr Scott Cunningham, Department of Medicine, University of Dundee</p>	<p>benefits of interprofessional collaboration within integrated care programs: Results of a nationwide survey Prof Isabelle Peytremann-Bridevaux, Institute of social and preventive medicine of Lausanne</p> <p>405 (ORAL PAPER 15') integrating care by payment reform: the case of Dutch birth care Hester van Dorst, RIVM, Netherlands</p> <p>806 (ORAL POSTER 5') Smart Healthy Age-Friendly Environments - funding models and best practices Carina Dantas, Cáritas Diocesana de Coimbra</p>	<p>To include: *339 (ORAL PAPER 15') "She was just lying in bed for three days" The experiences of caregivers of patients who are stuck in hospital Kerry Kuluski, Sinai Health System, Canada</p>	<p>communities are engaged in the design and delivery of integrated care?</p>
--	--	---	---	--	---

	Basque Health Service				
4.G Discover Basque Country: Building Healthy Communities	4.H Data and Information Sharing	4.I Population-based Health Strategies	4.J Engaging Users and their Carers in Designing Integrated Care	4.K Mental Health in Primary Care	
	<i>Stream supported by Tunstall Healthcare</i>				
Room					
<p>Chaired by Albert Alonso, International Foundation for Integrated Care (IFIC)</p> <p>580 (ORAL PAPER 15') "Donostia lagunkoia" (Friendly Donostia): a city planning (in Spanish) Eva Salaberria Artano, San Sebastian City Council</p> <p>344 (ORAL PAPER 15') Healthy walks as an opportunity for integration (in Spanish) Sebas Gartziaarena Lasarte, Osakidetza- Basque Health Service</p> <p>376 (ORAL PAPER 15') Activity prescription Programme in the</p>	<p>Chaired by Carolyn Steele Gray, Lunenfeld-Tanenbaum Research Institute, Canada</p>	<p>251 (ORAL PAPER 15') Clinician perspective as a key for the stratification of levels of care in patients with chronic diseases (in Spanish) José David Cerdeño Arconada, Servicio Madrileño de Salud</p> <p>257 (ORAL POSTER 5') Regional Strategic Planning of Care in Flanders based on population needs Solvejg Wallyn, Flanders Agency for Care and Health, Belgium</p> <p>870: (ORAL POSTER 5') Competences for population health management</p>	<p>Chaired by Jodeme Goldhar, The Change Foundation</p> <p>386 (ORAL PAPER 15') Citizen sensitisation campaign to promote patients' participation in their own safety (in Spanish) Rosa María Añel Rodríguez, Osakidetza- Basque Health Service</p> <p>329 (ORAL PAPER 15') Building enabled communities in Singapore Caroline Lim, Singapore University of Social Sciences</p> <p>588 (ORAL PAPER 15') Health systems and genuine engagement: experiences and</p>	<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>198 (ORAL PAPER 15') "Sacred consultations" in Primary Health Care: how can we improve emotional dimension care? (in Spanish) Mikel Baza Bueno, Osakidetza- Basque Health Service</p> <p>183 (ORAL PAPER 15') Building integrated teams to address mental and behavioral health needs in rural primary care: The Western Colorado COEARTH project *Michael Olson, Angela Ammon, Christine Page and Lilia Larkin, Valley View Hospital, USA</p> <p>403 (ORAL PAPER 15') Integration of health and social care services for persons in opioid substitution therapy – results of a case study in Austria Miriam Reiss, Institute for Advanced Studies (IHS), Austria</p> <p>553 (ORAL PAPER 15') Implementation and cost</p>	

<p>Integrated Health Organisation of Donostialdea (in Spanish) Gemma Estévez Martínez, Osakidetza- Basque Health Service Arkaitz Angiozar Unanue, Lezo.Town Council</p> <p>583 (ORAL PAPER 15') Study EFICANCER: Physical exercise to improve the quality of life of people under treatment by tumor processes: Nere Mendizabal Gallastegui, Osakidetza- Basque Health Service</p> <p>513 (ORAL PAPER 15') Health related social determinant inclusion in the healthcare strategy in the Basque Country (in Spanish) Elena Aldasoro, Ministry for Health, Basque Government</p>		<p>Marc Bruijnzeels, Leiden University Medical School, Netherlands</p> <p>537 (ORAL PAPER 15') Using whole population data to put integrated care into practice: The North West London experience, Dr Parashar Ramanuj, Imperial College Health Partners, Dr Kushal Barai, Harrow Integrated Care, Dr Shirlene Oh, Imperial College Health Partners.</p> <p>465 (ORAL PAPER 15') "It's risky business: Risk stratification to population health Jane Stairmand, Eastern Cheshire Clinical Commissioning Group</p> <p>548 (ORAL PAPER 15') Planning health services for the 21st Century; using population health intelligence to guide integrated strategic planning and investment Frank Tracey, Children's Hospital Queensland, Australia</p>	<p>outcomes of a New Zealand Community Health Council Sarah Derrett, University of Otago, New Zealand</p>	<p>effectiveness evaluation of an integrated mental health stepped care service for adults in primary care Josephine Anderson, Black Dog Institute, Australia</p>
10.30 – 11.00	Refreshments, exhibition, posters and networking			
11.00 – 12.30	PLENARY 2: Engaging and Empowering People and Communities to Become Equal Partners in Care			
Room				

	<p>Chaired by: x</p> <p>Health Equity and Social Determinants of Health Sir Michael Marmot, Chair of the Commission on Social Determinants of Health, World Health Organization (WHO) and Director of the International Institute for Society and Health, MRC Research Professor of Epidemiology and Public Health, University College, London</p> <p>The invisible wealth of care: the importance of measuring and valuing unpaid work in the health and social care system Dr. María Ángeles Durán, Professor of Sociology, Higher Council for Scientific Research (CSIC)</p>				
12.30 – 2.00	Buffet lunch, exhibition, posters, networking and lunchtime workshops				
	Lunchtime Workshops				
TLW.A Pioneers of Integrated Care in Europe: Consolidating and sharing “good practice” for upscaling Care Coordination and Telehealth – ACT@Scale Final Conference - workshop	TLW.B The OMIS Room: 1 Patients with Non-oncological Chronic Conditions: Improving End-of-Life Care through Integrated Care and Early Palliative Care Provision (627) - workshop	TLW.C DK Diabetes Stream: Intersectoral- and interprofessional collaboration in diabetes prevention and care	TLW.D Incentivising Integrated Service Reform III: Learning from International Experiences in Funding and Financing – roundtable	TLW.E Integrated Care in a Small Island Community (191) - workshop	TLW.F Regulating and Inspecting Integrated Care (458) – SIG Meeting
<i>Supported by the European Commission</i>	<i>In collaboration with Palliative and EoLC SIG</i>	<i>Supported by Novo Nordisk Foundation and Steno Diabetes Centers Initiative</i>	<i>Supported by the European Commission Structural Reform Support Service</i>	<i>In association with Small Island Community SIG</i>	<i>In association with Regulating and Inspecting SIG</i>
12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30
Room					
<p>Welcome. ACT@Scale coordination. Introductions. Setting the stage –experience in telehealth and care coordination from one ACT@Scale region. Collaborative methodologies.</p> <p>The workshop showcases do's and don'ts in upscaling integrated care based on three years of practical experience</p>	<p>Presenters: María Soledad Giménez Campos, Hospital Universitari i Politècnic La Fe Ascensión Doñate Martínez, University of Valencia, Polibienestar Research Institute</p> <p>This workshop is focused on</p>	<p>Chair: An expert from ICIC (TBC)</p> <p>825 (ORAL PAPER 15') Diabetes and oral health (DiabOH): a developing model of integrated care Dr Rachel Martin and Ana Ivanovic North Richmond Community Health, Australia</p>	<p>Chaired by Andrew Terris, International Foundation for Integrated Care (IFIC)</p> <p>Panellists (TBC): Häli Tarum, Estonia Ellen Nolte, LSHTM, UK Ri de Ridder, Belgium Stephen Shortell, Berkeley, USA</p>	<p>Chaired by Anne Hendry, IFIC Scotland and Michaela Morris, Isle of Man Government (SIG Leads)</p> <p>Presenters: Angela Murray and Magaret Swindlehurst, Department of Health & Social Care, Isle of Man</p>	<p>Chaired by Heleen Buijze, Health and Youth Care Inspectorate, Netherlands</p>

<p>from 16 programmes in 6 European regions. We will discuss how other services can use our experiences and present our recommendations for using collaborative methods and distributed evaluation as successful tools for implementation.</p> <p>Round table- Panel discussion</p>	<p>early palliative care among patients with chronic conditions through an updating of state-of-the-art approaches, followed by experiences gained at different healthcare systems. Also, the aim is to discuss barriers and facilitators to implement palliative care to patients with life limiting conditions due to advanced chronic conditions</p>	<p>255 (ORAL PAPER 15') Intersectoral coordination of prevention over the life course: professionals and the making of diabetes prevention in Denmark Viola Burau, Aarhus University, Denmark</p> <p>700 (ORAL POSTER 8') Co-creation of a Model for Intersectoral Health Care delivery on type II diabetes – A collaboration between patients, healthcare professionals, and researchers Anne Bendix Anderson, Regional Hospital Central Jutland, Viborg, Denmark</p> <p>482 (ORAL PAPER 10') Obesity and complications in children and adolescents: Implementation of a multifactorial lifestyle intervention involving specialist and municipalities Rasmus Møller Jørgensen, Randers Hospital, Denmark</p> <p>503 (ORAL POSTER 8') Shared care for patients with type 2 diabetes across general practice, hospital and municipality Julie Grew, Intersectoral Research Unit for Health Services, Frederiksberg Hospital, Denmark</p>	<p>Andrew Smith, COBIC/Optimedis Jeroen Struijs, RIVM, Netherlands</p> <p>This round-table brings together a panel of experts on the funding and financing of integrated care. The focus of the roundtable will be to debate the issues in how best incentivise integrated service provision, specifically as it pertains to people with vulnerable needs (e.g. for long-term care for people with dementia and/or to those people of working age recovering from a stroke). Ellen Nolte from the London School of Hygiene and Tropical Medicine will first reflect upon the scope of financial incentives that have been used to support integrated care before a panel is then convened for a roundtable discussion with attending delegates. The format of the roundtable will then be convened in a question and answer format. As the roundtable is in support of Estonian reform efforts to further integration of services, Hali Tarum, Head of the Social Welfare Department at the Ministry of Social Affairs, will pose the key questions to the panel.</p>		
---	---	--	---	--	--

TLW.G Realist Research Design and Evaluation of Integrated Care (615) – SIG Meeting	TLW.H Patient Information Role in Integrated Healthcare (444) - workshop	TLW.I The PlayDecide Patient Safety game: A “Serious Game” to Discuss Medical Professionalism in Relation to Patient Safety (224) - workshop	TLW.J Integrating Care in the Basque Country: How to Achieve Implementation Success	TLW.K Creating the Right Culture for Integrated Care	
<i>In association with Realist Evaluation SIG</i>		<i>In association with Integrated Care Academy©</i>	<i>In partnership with IBM Watson Health</i>	<i>In association with Integrated Care Academy©</i>	
1.00 -2.00	1.00 -2.00	1.00 -2.00	1.00 -2.00	1.00- 2.00	
Room					
Chaired by John Eastwood, Sydney Local Health District, Australia and Roelof Ettema, Hogeschool, Utrecht		Chaired by Eilish McAuliffe, Professor of Health Systems, University College Dublin, Dublin	Chaired by Dr Hector Upegui, IBM Watson Health This round-table will exchange experiences on the progress that has been made to-date in the integration of care in the Basque Country to understand key challenges and solutions to effective implementation.	362 (ORAL PAPER 15') Creating a culture of improvement for better care (Video Link) 474 (ORAL PAPER 15') Culture trumps everything: The (un)expected truth about building a frailty team across the continuum for a vulnerable population Caroline Nicholson, Mater Research Institute - University of Queensland, Australia 856 (ORAL PAPER 15') Why bother about governance - exploring interpretation of professionals involved in the implementation of integrated care programmes in community healthcare organisations Olufunmilola Odewumi, Dublin Institute of Technology, Ireland	

2.00 – 3.30	PARALLEL SESSIONS 5				
5.A Integrated Care in Europe	5.B The OMIS Room: Integrated Care Experiences of End of Life Care	5.C DK Diabetes Stream: Future Perspectives and Networking	5.D Learning from Accountable Health Models in Spain: The Converging Narratives of Integrated Care, Chronic Care Management and Promoting the Culture of Health (149) - workshop	5.E Intermediate Care	5.F Overcoming Integration Failure Through Negotiation – A Workshop for Doers and Planners CONNECARE: A Bridge Over Troubled Waters (238) - workshop
<i>Supported by the European Commission</i>	<i>In collaboration with Palliative and EoLC SIG</i>	<i>Supported by Novo Nordisk Novo Nordisk Foundation and Steno Diabetes Centers Initiative</i>	<i>Supported by the European Commission Structural Reform Support Service</i>	<i>In association with Intermediate Care SIG</i>	<i>In association with Integrated Care Academy©</i>
Room					
<p>Chaired by Toni Dedeu, International Foundation for Integrated Care (IFIC)</p> <p>820 (ORAL PAPER 15') Facilitating coordinated Care for Multi-morbidity patients through integrated preventive Clinical Decision Support (C3-Cloud) Dr George Despotou, University of Warwick, UK.</p> <p>693 (ORAL PAPER 15') Bridging the gaps between health, social and local services, to improve care for people living with rare and complex conditions: key findings of the EU-funded INNOVCare project and its case management pilot Raquel Castro and Dorica Dan, EURORDIS, France</p>	<p>Chaired by Anne Mills, Hospice Isle of Man</p> <p>783 (ORAL PAPER 15') Building a narrative on how people approach death and Dying. The experience of Getxo Zureki Naomi Hasson, Fundacion Doblesonrisa (Basque Country)</p> <p>318 (ORAL PAPER 15') Integration of the end of life at home Dra. Rebeca, Garcia Montes, Servicio Vasco de Salud (Osakidetza)</p> <p>517 (ORAL PAPER 15') Seville, compassionate city Christina Castillo Rodríguez, New Health Foundation</p> <p>296 (ORAL PAPER 15') Testing a holistic system for community palliative care:</p>	<p>Chaired by Morten Charles, MD, Lecturer, Department of Public Health, Denmark (TBC); Co-chair: Anelli Sandbæk</p> <p>818 (ORAL PAPER 15') Evaluating data across care boundaries: integrated care in the context of multi-morbidity Timothy Robbins, University of Warwick</p> <p>Keynote address: Future perspectives for collaboration GPs and hospitals in prevention of diabetes complications in a Danish context Morten Charles, MD, Lecturer, Department of Public Health, Denmark (TBC)</p> <p>Panel discussion: The future for integrated care in prevention and treatment of diabetes and its complications.</p>	<p>Chaired by Roberto Nuño Solinis, Director Health, Deusto Business School</p> <p>Moderator: Stephen Shortell, University of California, Berkeley</p> <p>Keynote Speaker: Roberto Nuño, Deusto University, Basque Country Núria Mas, IESE -Navarra University Catalonia Ana Miquel, Rey Juan Carlos University Madrid</p> <p>Further Insights and US applications Stephen Shortell and Richard Scheffler, University of California, Berkeley</p>	<p>Chaired by Marco Inzitari Universitat Autònoma de Barcelona, Spain</p> <p>719 (ORAL PAPER 15') Impact of “Enhanced” Intermediate Care located in a Health & Wellbeing Hub at the Integrated Care Organisation (ICO) in Torbay and South Devon, UK Dr Julian Elston, University of Plymouth</p> <p>779 (ORAL PAPER 15') Developing a hospital to community model of care: From experience to evidence to implementation Kheng Hock Lee, Singapore General Hospital</p> <p>258 (ORAL PAPER 15') The impact of a Reablement Service Programme on physical ability and care plan</p>	<p>Chaired by Rachele Kaye, International Project Coordinator, CONNECARE, Israel</p> <p>Presenters: Ofer Chen, Samson Assuta Ashdod, Israel Keren Shechter Azulay, Maccabi Healthcare Services, Israel Reut Ron, Assuta Institute for Health Services Research and CONNECARE Project Assistant, Israel</p> <p>How to resolve conflicts of interest that prevent integrated care – an interactive workshop to generate solutions for shared dilemmas, based on real-life experience</p>

	<p>SPARC -Supportive and Palliative Action Register in the Community Susanne Gray and Vicki Cloney, Renfrewshire Health and Social Care Partnership</p> <p>425 (ORAL POSTER 5') Care at the end of life in patients with advanced dementia institutionalized Javier Alaba, Matia Instituto Gerontológico</p>	<p>What research and development initiatives are urgently needed? Panel-members: IFIC expert (TBC) Mickael Bech Jannik Hilsted Anelli Sandbæk</p> <p>Network-session Gather groups interested in networking on key-topics such as integrated care for vulnerable patients, integrated care for type 1 diabetes patients. Integrated care for young diabetes patients etc. (continued through refreshment break)</p>		<p>packages Dr Bob Brown, Western Health and Social Care Trust</p> <p>424 (ORAL POSTER 5') The effect of a pilot Discharge to Assess process on unscheduled care performance, Salman Anwer, Professor Paul Edwards, Aneurin Bevan University Health Board in Wales</p> <p>490 (ORAL POSTER 5') Care transition from hospital to outpatient care among minority patients: multi-dimensional model testing the effect of system and cultural factors on outcomes Nosaiba Rayan-Gharra, University of Haifa, Israel</p> <p>466 (ORAL POSTER 5') Implementation and evaluation of an integrated hospital-to-home transitional care intervention for older adults with stroke and multimorbidity: a feasibility study Dr Maureen Markle-Reid, McMaster University, Canada</p> <p>366 (ORAL POSTER 5') Understanding transitions of care in older adults with hip fractures: A qualitative multiple-case study in Ontario Sara Guilcher, University of Toronto, Canada</p>	
--	--	---	--	--	--

5.G Primary Care and Frail Populations	5.H Incentivising Integrated Service Provision: Learning from International Innovations in Funding and Financing	5.I Healthy Ageing	5.J Self-management and Co-production	5.K Managing Chronicity in Children, Youth and Families
<i>In association with Frailty SIG</i>			<i>In association with Self-management and Co-production SIG</i>	<i>In association with CYF SIG</i>
Room				
<p>Chaired by Ana M Carriazo, Regional Ministry of Health of Andalusia</p> <p>620 (ORAL PAPER 15) New care service for the elderly, with fragility or functional limitation in Primary Care: first results (in Spanish) Marianela Bayón Cabeza, Gerencia Asistencial de Atención Primaria de Madrid</p> <p>659 (ORAL PAPER 15') The pathway for the elderly from 75 years old and above: experimental implementation and evaluation of an integrated model care in France Alina Morgoci, National Agency to support the Performance of Healthcare institutions and medico-social facilities, ANAP, France Damien Bricard, Institute of Research and Information on Health Economics, RDES, France</p> <p>514 (ORAL PAPER 15') Think local, act personal: Lessons</p>	<p>Chaired by Renee Lyons, University of Toronto, Canada</p> <p>711 (ORAL PAPER 15') Integrated comprehensive care-bundled care and funding: transition from hospital to home Dr Carolyn Gosse and Carrie Anne Beltzner, Integrated Care St. Joseph's Health System, Canada</p> <p>578 (ORAL PAPER 15') Claims based risk adjusted budget allocation in integrated care in Belgium Henri De Ridder, NIHDI-Belgium</p> <p>746 (ORAL PAPER 15') Challenges of an attempted cross-national comparison of healthcare and social care utilization and costs in patients with congestive heart failure in the United States and Netherlands Dr Michelle Carlson, University of Minnesota</p> <p>687 (ORAL POSTER 5') East Sussex Better Together (ESBT)</p>	<p>Chaired by Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)</p> <p>299 (ORAL PAPER 15') How am I ageing? Using the Lifecurve to encourage active ageing Susan Kelso, Active and Independent Living Programme Scottish Government</p> <p>111 (ORAL POSTER 5') The associations between neighborhood characteristics and the self-rated health and life satisfaction of community-dwelling older adults in China Shiyn Lu, University of Hong Kong, China</p> <p>377 (ORAL PAPER 15') Healthy ageing in Lezo (in Spanish) María José Goñi Agudo, Osakidetza</p> <p>290 (ORAL PAPER 15') Active Ageing Strategy "ESTRENA", Principado de Asturias, 2018-</p>	<p>699 (ORAL PAPER 15') Reframing healthcare services through the lens of Co-Production: teaching health professionals to explore the link between patient care, coproduction, and the Social Quality Model Bradley Bart Hennepin County Medical Center, Minneapolis and Hub Wollersheim, IQ healthcare</p> <p>279 (ORAL PAPER 15') Integration of Patient Self-care into Integrated Care: From users to shapers -the Sweden Co-Care project and patient integrated pathways Eskil Degsell, Karolinska Institutet</p> <p>507 (ORAL PAPER 15') Effects of the patient education strategy - Learning and Coping - in cardiac rehabilitation on mortality and readmissions: a randomised controlled trial (LC-REHAB), Vibeke Lynggaard, Regional Hospital West Jutland, Denmark</p>	<p>Chaired by Hannah Johnson, Children's Health Queensland Hospital and Health Service, Australia</p> <p>535 (ORAL PAPER 15') Integrated attention to childhood psycho-affective problems: Is it possible to improve your approach by working as a team of paediatric and child psychology? (in Spanish) Elena Larrea Tamoyo, Osakidetza- Basque Health Service</p> <p>394 (ORAL PAPER 15') Integrated care initiative to improve management of paediatric asthma Emma Dickins, Sydney Children's Hospitals Network, Australia</p> <p>311 (ORAL PAPER 15') Improving practices for management of ADHD using an integrated primary care model Andrew Cook and Teryn Bruni, University of Michigan Medicine</p> <p>761 (ORAL PAPER 15') Families as Partners: Co-design of a localised model of care for children with medical complexity living in rural Australia and evaluation using the Paediatric Integrated Care Survey (PICS) Yvonne Zurynski, Macquaire University, Australia</p> <p>364 (ORAL PAPER 15') Modelling the integration of care among professionals for children assisted with Long-Term Ventilation: A MOCHA study, Fabrizio Pecoraro, National Research Council, Italy</p>

<p>from an integrated primary care initiative for frail, older people Dr Julie MacInnes, University of Kent, UK</p> <p>536 (ORAL PAPER 15') Implementing a new model in primary care for older Canadians living with frailty Dr Jacobi Elliott, University of Waterloo, Canada</p> <p>336 (ORAL POSTER 5') Multi-criteria decision analysis of a proactive person-centred integrated primary care program care for frail elderly in the Netherlands: U-PROFIT Dr Willemijn Looman, Erasmus School of Health Policy & Management, Netherlands</p> <p>649 (ORAL POSTER 5') The Self-Management Fund for Scotland: supporting the development and evaluation of person led self-management approaches across Scotland for ten years</p>	<p>Alliance: Delivering a shift to integration in the context of financial challenge Vicky Smith, East Sussex Better Together</p> <p>515 (ORAL POSTER 5') Financing an integrated care "network-physician" by preventing ambulatory care sensitive hospitalizations: Results of a health-economic modelling approach based on data from an integrated care system Timo Schulte, OptiMedis AG, Germany</p>	<p>2021(in Spanish) Nerea Eguren Adrián, Consejería de Servicios y Derechos Sociales del Principado de Asturias</p>	<p>196 (ORAL PAPER 15') Improving patient experience and outcomes following serious injury Dr Angela Beaton, Waikato Institute of Technology, Hamilton, New Zealand</p>	
<p>3.30 – 4.00</p>	<p>Refreshments, exhibition, posters and networking</p>			
<p>4.00 – 5.30</p>	<p>PLENARY 3: Integrated Care and its Dimensions: Models of Care that work for People and Communities</p>			
<p>Room</p>				
	<p>Chaired by Dr Viktoria Stein, Director of Education and Training, International Foundation for Integrated Care (IFIC)</p> <p>Adopting and implementing innovations to create high performing health systems: lessons from ACOs and other models in the US Stephen M. Shortell, Blue Cross of California Distinguished Professor of Health Policy and Management Emeritus and Professor of the Graduate School at the School</p>			

	<p>of Public Health and Haas School of Business, University of California, Berkeley</p> <p>"Etxean Bizi" programme: redesigning the care model for frail and/or dependent people that wish to keep living in their communities and homes Maite Peña, Deputy of Social Policies, Regional Council of Gipuzkoa</p> <p>Reframing the management and organization of health care: from interventionist and episodic cures to dedicated and continuous care A conversation with Henry Mintzberg, Cleghorn Chair of Management Studies at McGill University, Canada</p>
7.30 – 11.30	Gala Dinner: Miramar Palace

Wednesday, 3 April

8.00 – 9.00	Breakfast sessions				
WBW.A Polypharmacy – SIG Meeting	WBW.B Volunteers and Voluntary Sector	WBW.C Intermediate Care – SIG Meeting	WBW.D Self-management and Co-production	WBW.E Discover the Basque Country: Health Records	WBW.F Evaluation and Vulnerable Populations
<i>In association with Polypharmacy SIG</i>	<i>In association with Volunteers and Voluntary Sector SIG</i>	<i>In association with Intermediate Care SIG</i>	<i>In association with Self-management and Co-production SIG</i>	<i>Stream supported by Tunstall Healthcare</i>	
Room					
Chaired by Alpana Mair, Scottish Government	Chaired by Dr Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation, University of Toronto, Canada 500 (ORAL PAPER 15') Implementation and impact of co-locating the voluntary sector with a multidisciplinary, cross-sector community hub at the Integrated Care Organisation (ICO) in Torbay and South Devon, UK Dr Felix Gradinger, Torbay and South Devon NHS Foundation Trust 832 (ORAL PAPER 15') Community integrated care in rural Romania – the role of community centres Manfred Zahorka, Swiss Tropical and Public Health Institute 852 (ORAL PAPER 15') Who cares? Uncovering social	Chaired by Anne Hendry, IFIC Scotland and Marco Inzitari Universitat Autònoma de Barcelona, Spain Join Special Interest Group (SIG) Members to network, discuss hot topics and help us shape our future workplan!	301 (ORAL PAPER 15') Esther: person centred integrated system change Anne Tidmarsh, Kent County Council 330 (ORAL PAPER 15') Integrated Care on the Gold Coast: How design thinking supported the development of people centred integrated models of care Dr Rachael Smithson, Centre for Health Innovation (CHI) – Gold Coast Health, Australia 544 (ORAL POSTER 5') Peer-to-peer interactions for better customer experience Caroline Lim, Singapore University of Social Sciences	125 (ORAL PAPER) Personal health records; helping to the integration (in Spanish) Dabi Santano, Osakidetza-Basque Health Service 435 (ORAL PAPER 15') Basque Electronic Health Record: toward a sustainable, participative and modern health care system (in Spanish) Erika Céspedes Suzuki, Osakidetza- Basque Health Service 157 (ORAL PAPER 15') Demand that cannot be delayed: management plan for Primary Health Care in Donostialdea (in Spanish) Eduarne Lizarazu Casamayor, Osakidetza- Basque Health Service	Chaired by Nieves Ehrenberg, International Foundation for Integrated Care (IFIC) 200 (ORAL PAPER 15') Evaluating the implementation, mechanisms of effect and context of an integrated care intervention for vulnerable families in Central Sydney Australia: A research framework John Eastwood, Sydney Local Health District, Australia 412 (ORAL PAPER 15') An intersectoral intervention to detect and treat selected somatic chronic diseases in patients with severe mental disease Anne Marie Lyngsø, Frederiksberg Hospital, Denmark

	<p>Support Needs and Resources of malignant CNS Tumour Patients and their informal Caregivers Marie Dahlberg Karolinska Institute</p> <p>694 (ORAL POSTER 5') The role of volunteers in improving rehabilitation patients' experiences and outcomes Rachel Thombs, University of Toronto, Canada</p>				<p>835 (ORAL PAPER 15') Casaplus, a German case management programme for elderly with multi-morbidity: Evaluation using claims and survey data Julia Köppen, Technische Universität Berlin, Germany</p> <p>201 (ORAL POSTER 5') Big Data Evaluation of an Integrated Care Initiative for Vulnerable Families John Eastwood, Sydney Local Health District</p>
WBW.G Big Data Tools for Integrated Care and High-risk Patient Protection (120) - workshop	WBW.H Real-time Use of Patient Reported Measures to Improve Health Outcomes, Experiences and Drive System Transformation (549) - workshop	WBW.I Chronic Care Model: Evaluating the Integrated Management of Chronic Diseases (740) - workshop	WBW.J Whole System Transformation	WBW.K Hospital, Primary and Service Integration	
<i>Stream supported by Tunstall Healthcare</i>					
Room					
<p>Ricard Gavaldà, Amalfi Analytics S.L.</p> <p>*748 (ORAL POSTER 5') Anticipatory care and predictive analytics; sensemaking in the emerging world of 'big data' Carmel Martin, Monash Medical Centre, Australia</p>	<p>Chaired by Melissa Tinsley, NSW Agency for Clinical Innovation, Australia</p>	<p>Chaired by Dr Alberto Barceló, Universidade Federal de Juiz de Fora, Minas Gerais, Brazil</p> <p>This workshop is addressed to novel users of the Chronic Care Model and focuses on the evaluation of the different practice components using various tools. Experienced CCM users are welcomed to share their experience in evaluating services linking process to care outcomes</p>	<p>341 (ORAL POSTER 5') Macro-level institutional entrepreneurship in the implementation of integrated care models for older adults in a top-down and bottom-up context Paul Wankah, Université de Sherbrooke, Canada</p> <p>479 (ORAL POSTER 5') Implementation of the Health Care Homes model in Australian primary care Dr. Tina Janamian, Australian General Practice</p>	<p>Chaired by Renee Lyons, University of Toronto, Canada</p> <p>521 (ORAL POSTER 5') Integrating acute and subacute care through dynamic adaption of care intensity: The Integrated General Hospital Pilot in Singapore Jeanette Ting, Alexandra Hospital</p> <p>545 (ORAL POSTER 5') Associations between primary care continuity and acute care utilization among adult inpatients Shelly Vik, Alberta Health Services, Canada</p> <p>573 (ORAL POSTER 5') A qualitative study of a local care system to identify issues and strategies for integrating Emergency Department and General Practice care Andrew Knight, The South Western Sydney Local Health</p>	

			<p>Accreditation Limited, Australia</p> <p>689 (ORAL POSTER 5') Is it worth reorganizing cancer services on the basis of network-based models to produce integration at the point-of-care? Lessons learned from Quebec Dominique Tremblay, U de Sherbrooke</p> <p>878 (ORAL POSTER 5') Supporting Patients through the rehabilitation continuum of care: The NRH Pre-admission Coordinator Valerie Twomey, National Rehabilitation Hospital, Ireland</p>	<p>District, Australia</p> <p>607 (ORAL POSTER 5') Public reporting to facilitate integration of physical and mental care for hospital patients Nazlee Siddiqui, University of Tasmania-Australian, Australia</p> <p>702 (ORAL POSTER 5') Investigating Central American older adult service systems for people with dementia: a social network analysis</p>	
9.00-10.30	PARALLEL SESSIONS 6				
6.A Integrated Care in Europe: Health and Social Care Systems reaching out to Vulnerable Populations with Chronic Conditions: the EU-Project EFFICHRONIC (519) - workshop	6.B The OMIS Room: Integrated Care Experiences across Spain – Use of Technology	6.C Home-based Care for the Elderly	6.D Integrated Care Models for Children, Youth and Families	6.E Delivering Digital Health: Use of Data and Information Sharing	6.F Leadership Competencies for Designing and Implementing Integrated Health and Social Care Systems (100) - workshop
<i>Supported by the European Commission</i>		<i>In association with Frailty SIG</i>	<i>In association with CYF SIG</i>	<i>Stream supported by Tunstall Healthcare</i>	<i>In association with Integrated Care Academy©</i>
Room					
<p>Chaired by Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>The EU-funded project EFFICHRONIC aims to empower vulnerable hard-to-</p>	<p>Chaired by Christina Castillo Rodríguez, New Health Foundation</p> <p>609 (ORAL PAPER 15') Electronic prescription "e-rezeta"</p>	<p>154 (ORAL PAPER 15') The challenges of integrating housing and care for older people Eleanor Johnson, University of</p>	<p>486 (ORAL PAPER 15') The Children and Young People's Health Partnership (CYPHP) Evelina London Model of Care: an opportunistic cluster</p>	<p>769 (ORAL PAPER 15') Delivering the digital backbone for integrated care in Ontario, Canada Emily Hay, University Health Network, Canada</p>	<p>Chaired by Anne Wojtak, University of Toronto, Canada</p> <p>To include: *885 (ORAL PAPER 15')</p>

<p>reach individuals and populations to self-manage their chronic conditions through their participation in a Chronic Disease Self-Management Programme (CDSMP), developing specific strategies to recruit them. EFFICHRONIC brings together a consortium of European health organizations in France, Italy, The Netherlands, Spain and UK, under the coordination of the Foundation for the Promotion in Asturias of Applied Scientific Research and Technology (FICYT) and the Regional Ministry of Health of Asturias.</p> <p>The Workshop will show how vulnerable groups/individuals in the 5 countries are being identified through a multidimensional analysis and stratification methodology, as well as the different intersectoral strategies being used to recruit participants. EFFICHRONIC speaks to a key element of the integrated care agenda: people and person-centred approaches urge care systems and services to be more proactive and reach out to those vulnerable populations who are hard-to-reach. The chances of reaching these groups increase when organisations and services from all sectors align, coordinate their actions and work together.</p>	<p>implantation in nursing homes (in Spanish) Jon Iñaki Betolaza, Ministry for Health, Basque Government</p> <p>171 (ORAL PAPER 15') Evolution of the health record in the Basque Country. From the paper to an intelligent-integrated eHR Asier Mitxelena, Osakidetza-Basque Health Service</p> <p>789 (ORAL PAPER 15') Personalised Teleassistance Model Development through artificial intelligence (in Spanish) Lide Amilibia, Ministry for Employment and Social Policies, Basque Government</p> <p>584(ORAL PAPER 15') Technology as a cornerstone in population health management programs Susana Serrano, Marín Ribera Salud</p> <p>322 (ORAL POSTER 5') Implementation of digital health tools for scalability of a prehabilitation service Dr Isaac Cano, IDIBAPS, University of Barcelona</p> <p>565 (ORAL POSTER 5') "IEMAC" (Chronicity care model evaluation tool) and "IEXPAC" (patient and carer experience assessment tool). Eight-year</p>	<p>Bristol</p> <p>110 (ORAL PAPER 15') Variables that Modulate Home Care Effectiveness in Patients with Chronic Cardiovascular Disease Donata Kurpas, Wroclaw Medical University</p> <p>506 (ORAL PAPER 15') "Center of Geriatric Care" project- the development of the interdisciplinary home-based care model for elderly patients in Gdansk, Poland. Pilot study Hanna Kujawska-Danecka, Medical University of Gdansk,</p> <p>242 (ORAL PAPER 15') Core principles of integration of healthcare and social services that support continuity of care for vulnerable seniors with Canadian case study: home-at-last Christina Bisanz, CHATS-Community & Home Assistance to Seniors, Canada</p> <p>222 (ORAL PAPER 15') Building a model of integrated care (ic) in home care (hc) Juan Carlos Contel Segura Department of Health Barcelona</p>	<p>randomised trial to assess child health outcomes, healthcare quality, and health service use Raghu Lingam, University of New South Wales, Australia</p> <p>837 (ORAL PAPER 15') Implementing and Evaluating the CYPHP Evelina London new care model to improve health, healthcare quality, and patterns of service use among children and young people Ingrid Wolfe, King's College London</p> <p>666 (ORAL PAPER 15') New integrated care models to improve health, healthcare quality, and patterns of service use among children and young people Ingrid Wolfe, King's College London</p> <p>582 (ORAL PAPER 15') A systematic review and meta-analysis of chronic and integrated care models to improve child health Rose-Marie Satherley, Kings College London</p> <p>760 (ORAL PAPER 15') Care coordination for children with medical complexity results in savings for the healthcare system and for families Yvonne Zurynski Macquarie University, Australia</p> <p>274 (ORAL PAPER 15') Towards Integrated Youth Care</p>	<p>857 (ORAL PAPER 15') Qualitative research on the factors affecting transferability of digital solutions for integrated care Maite Ferrando, AAATE</p> <p>179 (ORAL PAPER 15') NHS Calderdale Clinical Commissioning Group: The Quest for Quality in Care Homes Fay Lambert, Tunstall Healthcare (UK) Ltd</p> <p>673 (ORAL PAPER 15') AUTAPP Project: developing a Clinical Decision Support System for personalizing psychosocial interventions in ASD patients through scientific evidence and mobile technologies Dr Noemí Robles, Universitat Oberta de Catalunya (UOC)</p> <p>664 (ORAL PAPER 15') The co-creation in the design and use of a dashboard to develop a population health approach: initial experience from Integreo program in Belgium Lucia Alvarez Irusta, UCL_FAITH.be, Belgium</p> <p>869 (ORAL POSTER 5') Priority management, waiting list and population management in a commune of Chile (in Spanish) Sergio König, CITGS eHealth,</p>	<p>Managing integration: business as usual? Competencies in Leadership Dr Viktoria Stein, International Foundation for Integrated Care (IFIC)</p>
--	--	---	---	---	---

	<p>experience of partnership in integrative care model evaluation (in Spanish) Mercedes Guilabert Mora, Universidad Miguel Hernández</p> <p>617 (ORAL POSTER 5') Differences in the control of chronic pathologies between institutionalized and non-institutionalized patients from a Scorecard (in Spanish) Elena Bartolomé Benito, Servicio Madrilen0 de Salud</p>		<p>in the Netherlands: An Action Research Laura Nooteboom, Leiden University Medical Center, Netherlands</p>	Chile	
6.G Systems Transformation	6.H Evaluating Integrated Care	6.I Networks and Integrated Care	6.J Evaluating Primary Care Plus Interventions in the Netherlands: Discussion of Methods and Results regarding the Quadruple Aim (328) - workshop	6.K Fundamentals of Implementation Research for Changing Clinical Practice (495) - workshop	
		<i>In association with Integrated Care Academy©</i>			
Room					
<p>Chaired by Toni Dedeu, International Foundation for Integrated Care (IFIC)</p> <p>434 (ORAL PAPER 15') A systematic analysis of the multi-annual journey of Badalona towards integrated care Angelo RossiMori, Federsanit0, Italy</p> <p>808 (ORAL PAPER 15') Communication strategy in Primary Health Care plus project in Poland</p>	<p>Chaired by Albert Alonso, International Foundation for Integrated Care (IFIC)</p> <p>316 (ORAL PAPER 15') Models of community based integrated care for people with a learning disability and/or autism: evaluation findings from a national implementation programme Aidan Moss, ICF</p> <p>528 (ORAL PAPER 15') Can the jointly collection of PROMs and</p>	<p>Chaired by Nick Goodwin, International Foundation for Integrated Care (IFIC)</p> <p>256 (ORAL PAPER 15') An exploration of neighbourhood team members experiences of the transition from traditional health and social care teams to integrated care systems, within a defined health and social care economy, Kirsty Marshall - University of Salford</p>	<p>Presenters: Dirk Ruwaard, Tessa Quanjel, Esther van den Bogaart, Daan Westra, Niels Hameleers and Mariëlle Kroese, Maastricht University, Netherlands</p>	<p>Presenters: Gonzalo Grandes, Osakidetza, Alvaro Sánchez Pérez, Osakidetza-Basque Health System Susana Pablo, Center of Sociological Researches, Madrid Heather L. Rogers, BioCruces Bizkaia Health Research Institute</p>	

<p>Agata Szymczak, National Health Fund, Central Office, Warsaw</p> <p>119 (ORAL PAPER 15') Facilitating continuity of care at a health system level to support integration Richard Lewanczuk, Alberta Health Services, Canada</p> <p>134 (ORAL PAPER 15') A system approach to designing intermediate tier service improvements Joanne Street and Cheryl Thompson, Bolton NHS Foundation Trust</p> <p>321 (ORAL POSTER 5') How Warrington has created a new integrated model of care that has been designed and implemented seamlessly by multiple partners across a system Carole Hugall and Rachel Mellor, Warrington Together</p>	<p>PREMs improve integrated care? The changing process of the assessment system for the hearth failure path in Tuscany Region Francesca Pennucci, Sant'Anna School of Advanced Studies – Pisa, Italy</p> <p>661 (ORAL PAPER 15') The integrated care performance assessment tool: a co-design approach Mariana Dates, Optimity Advisors</p> <p>596 (ORAL POSTER 5') Evaluation of a patient-centred organizational model for multimorbidity in general practice in Denmark - a feasibility study Hanne Birke, University of Copenhagen, Denmark</p>	<p>641 (ORAL PAPER 15') Primary and community teams – expanding opportunities for future networks Astuti Balram, Capital & Coast District Health Board, New Zealand</p> <p>738 (ORAL PAPER 15') The Pan American Chronic Care Observatory (PACCO) Dr Alberto Barceló, Universidade Federal de Juiz de Fora, Minas Gerais, Brazil</p> <p>753 (ORAL PAPER 15') The implementation of a cross-jurisdictional clinical network for congenital heart disease Áine Carroll, National Rehabilitation Hospital, Ireland</p> <p>872 (ORAL PAPER 15') IntegraSarea: developing innovation support networks for implementing People Centred Care across the Basque Health Service (in Spanish) Maite Paino Ortuzar, Osakidetza- Basque Health Service</p>		
10.30 – 11.00	Refreshments, exhibition, posters and networking			
11.00 – 12.10 Room	PLENARY 4: Realising the Impact of Digital Health to Support Real Integration - Stream supported by Tunstall Healthcare			

	<p>Chaired by Leo Lewis, Head of Research and Senior Fellow, Digital Health, International Foundation for Integrated Care (IFIC)</p> <p>Creating a sensible flow between clinical and personal data to realise truly integrated and personalised care Professor George Crooks OBE, CEO, Digital Health & Care Institute</p> <p>Designing technologies that better manage patients' needs, and predict and improve patient outcomes: improving results not increasing production Dr Julio Mayol, Professor of Surgery, Complutense University of Madrid and Medical Director and Head of Innovation Unit, Clinical Hospital San Carlos</p> <p>Respondents Citizen representative TBC</p> <p>Industry representative TBC</p>				
12.10 – 12.30	Conference Celebration				
	Launch of APIC2, ICIC20 and NACIC1				
12.30 – 2.00	Buffet lunch, exhibition, posters, networking and lunchtime workshops				
	Lunchtime Workshops				
WLW.A Integrated Care in Europe: VIGOUR and DHE Twinning - workshop	WLW.B Co-designing a new approach to delivering integrated services to chronically ill patients within existing funding constraints – Victoria's Health Links trial (411) - workshop	WLW.C Intermediate and Transitional Care	WLW.D Discover Spain: Providing Integrated Care in Prisons	WLW.E Evidence-based Integrated Care (EbIC) (441) – SIG Meeting	WLW.F Leadership and Integrated Care
<i>Supported by the European Commission</i>		<i>In association with Intermediate Care SIG</i>		<i>In association with EbIC SIG</i>	<i>In association with Integrated Care Academy©</i>
12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30	12.30 – 1.30
Room					

	<p>Presenters: Denise Ferrier and Dr Chris Hamilton, Victorian Department of Health and Human Services Donald Campbell, Monash University, Australia</p> <p>This is a workshop for policy makers and health care practitioners to share funding and policy approaches to stimulate alternative models of care for people with chronic and complex health conditions and discuss data science techniques to identify and stratify patients with multiple complexities</p>	<p>Chaired by Kerry Kuluski, Sinai Health System, Canada</p> <p>512 (ORAL PAPER 15') An Evaluation of an Integrated Intermediate Acute Response Team (ART) in delivering person-centred, co-ordinated care Dr Julie MacInnes, University of Kent, UK</p> <p>538 (ORAL PAPER 15') Urgency in emergency cases in elderly care, applying the Kings Fund model in the Netherlands Monique Spierenburg and Dr Barbara de Groen, Knowledge Centre of Long-term Care, Vilans, Netherlands</p> <p>457 (ORAL POSTER 5') The association between patients' perceived continuity of care between providers and adherence-related beliefs about oral anticancer treatment Orit Cohen Castel, University of Haifa, Israel</p>	<p>357 (ORAL PAPER 15') Implementation of the colorectal cancer screening program in the Araba Prison Center / Álava (in Spanish) Asier López de Arcaute Trincado, Osakidetza- Basque Health Service</p> <p>710 (ORAL POSTER 5') Integrative care for mental health issues in prisoners in Araba as an example (challenge) for vulnerable population integration (in Spanish) Valentina Ivanova Dimitrova, Osakidetza- Basque Health Service</p> <p>140 (ORAL PAPER 15') Colorectal cancer screening programme in people in prison (in Spanish) Lamiaran Uriarte Larrea, Osakidetza-Basque Health Service</p>	<p>Chaired by Roelof Ettema, SIG Lead for Evidence-based Integrated Care, Netherlands</p> <p>117 (ORAL PAPER 15') Integrated Care Pathways and Networks: Implementing Governance Innovations in Quebec's Health and Social Services System Lara Maillet, ENAP, Canada</p> <p>250 (ORAL PAPER 15') Leadership in integrated care networks: A literature review and opportunities for future research, Matthias Mitterlechner, Anna-Sophia Bilgeri University of St. Gallen,</p> <p>674 (ORAL PAPER 15') Shaping leadership for place: Results from a system diagnostic across 3 Integrated Care Partnership systems Cathryn Sloan, Advancing Quality Alliance (AQuA)</p>
WLW.G Polypharmacy	WLW.H Population Risk Stratification (581) - workshop	WLW.I Getting the System to Invest in Integrated Care: Lessons from the Integration Stayers (473) - workshop	WLW.J Vulnerable Children, Youth and Families	WLW.K Care about Physical Activity (CAPA) Improvement Programme: Working with Older Adults to Improve Quality of Life (218) - workshop
<i>In association with Polypharmacy SIG</i>	<i>Stream supported by Tunstall Healthcare</i>		<i>In association with CYF SIG</i>	<i>In association with Frailty SIG</i>
1.00 – 2.00	1.00 – 2.00	1.00 – 2.00	1.00 – 2.00	1.00 – 2.00
Room				
Chaired by Alpana Mair, Scottish Government	Population risk stratification has been presented as useful tool to	Presenter: Caroline Nicholson, Mater	208 (ORAL PAPER 15') Learning from vulnerable	Chaired by Louise Kelly, Care Inspectorate, Scotland 867 (ORAL PAPER 15') Co-creating wellbeing and

<p>276 (ORAL PAPER 15') Implementation of patient prioritisation tools: impact on integrated pharmaceutical care provision Dr Pamela Mills, NHS Ayrshire and Arran</p>	<p>(i) help to identify high-risk patients (ii) facilitate services design and (iii) ensure appropriate coverage of prevention and care interventions. However, lacklustre results have been presented and few stratification tools have been scaled up in Europe. The workshop will analyse recent experiences in Spain and UK. What are the main issues? Are there any common lessons? What impact has on performance and outcomes?</p>	<p>Research Institute - University of Queensland, Australia</p>	<p>families to improve healthcare and child protection responses, Zia Tayebjee, NSW, Health Sydney Local Health District, Australia</p>	<p>community connections: understanding what matters to older housing residents Anne Hendry, IFIC Scotland</p>
<p>413 (ORAL POSTER 5') Multidisciplinary review and discussion of Drug Related Problems in polypharmacy patients in an emergency department Iosu Barral, Biodonostia Health Research Institute</p>	<p>Introduction: Population risk stratification, main challenges Esteban Manuel.Keenoy, Kronikgune, Basque Country, Spain</p>		<p>550 (ORAL PAPER 15') A question of equity; Partnering across Government agencies to improve health outcomes for vulnerable children and young people – Navigate your Health Frank Tracey, Children's Hospital Queensland, Australia</p>	
<p>270 (ORAL POSTER 5') Implementation of a collaborative project between primary and secondary care to minimize inappropriate polypharmacy in Donostialdea Integrated Health Care Organization Arritxu Etxeberria, Osakidetza-Basque Health Service</p>	<p>Catalonian experience: Adjusted Morbidity Group David Monterde, Generalitat Catalunya, Spain</p>		<p>542 (ORAL PAPER 15') The use and satisfaction with healthcare services of Aboriginal and Torres Strait Islander students at boarding schools: Baseline results Janya McCalman, CQ University, Australia</p>	
	<p>Developments in the Basque Population Risk Stratification. Eduardo Millán, Osakidetza-Basque Health Service</p>			
	<p>Learnings from PRISMATIC and EARP projects Alison Porter and Mark Kingston, Swansea University, UK</p>			
	<p>Risk stratification - learnings from New Care Models vanguards Samantha Hinks, NHS England</p>			

	Q&A and discussion			
2.00	Site visits buses depart			
2.00 – 4.30	INNOVATION SESSION			
Room				
	<ol style="list-style-type: none"> 1. Health Watch! Preparing our future generation for future health challenges. An interactive activity for children under 11. 2. Experiencing parenthood. How to manage different stages of our children's lives, a discussion with parents from around the world and the Basque country. 3. Reaching out to our most vulnerable. Peer-to-peer learning grounded in people's lived experiences on how and where to reach out to our most vulnerable. 4. Their voices, our voices. An audiovisual journey and interactive workshop to explore how citizens and patient groups are organizing themselves around the world to achieve better health. 5. The Digital Health Dragons Den. Participants with proposed apps, and digital interventions present their ideas for improved digital health to the toughest jury of all: ICIC Participants! (In English Only) 6. Speed Networking. Early career researchers have a chance to network with other early career researchers to discuss their topics of interest. 7. Elevator pitch. Early career researchers pitch their research to the wider audience of ICIC..... See what happens! 8. Augmented Reality. Presenters will introduce the audience and engage the audience to work with four different applications of augmented reality technology: in primary care, interdisciplinary collaboration, cross sectoral collaboration and electronic history taking! 9. Experiences of ageing. A theatrical journey into and around the experience of ageing. 10. In the skin of the patient. An experiential workshop looking at the experiences of palliative care. 11. Meet the International Foundation for Integrated Care. Led by Dr Albert Alonso, Dr Toni Dedeu and Dr Nick Goodwin, this session is designed as an open meeting of the participants of the conference to learn about the work of IFIC, its core priorities for the 2019-2021 period, and the methods and approaches for how participants can get engaged with IFIC in support of its mission to advance the science, knowledge and adoption of integrated care in policy and practice around the world. 12. Taking forward Integrated Care in Australia and the Asia-Pacific Region. Led by IFIC Australia's co-directors, Prof. David Perkins and Dr. Nick Goodwin, this session is designed to bring together delegates from Australia and the Asia-Pacific to learn more about IFIC's approach to developing collaborative centres and networking activities across the Region. 			

	13. ICIC Open Space. Come share your ideas for integrated care in the ICIC open space devoted to developing your ideas. Be ready to pitch, question, vent, reflect and (re)work.
4.30	Close of conference

Display Posters (Display Only and Oral Posters) – on display in thematic zones for 3 days of conference in exhibition and catering areas

	1. Population Health
112	Through the eye of the service user representative, what key components contribute to value in integrated mental-health and social care services? Charlotte Klinga, Karolinska Institutet
156	Coordinación atención primaria-farmacia comunitaria. Conciliación de la medicación. Amaia Mandizabal, Osakidetza-Basque Health Service
174	The relation between deprivation and healthcare costs in early childhood Marije van der Hulst, Erasmus MC Rotterdam.
202	Interorganisational social network analysis of service providers in a new integrated care initiative John Eastwood, Sydney Local Health District
203	Qualitative exploration of enablers and barriers to interagency collaboration from the perspectives of senior managers and executive staff John Eastwood, Sydney Local Health District
205	Ngaramadhi John Eastwood, Sydney Local Health District
211	Patient involvement in health care decision making; an experience Jaione Sánchez Zugazua, Osakidetza-Basque Health Service
217	A communication protocol between community pharmacists and primary care professionals to solve patients' medication problems Ainhoa Oñatibia-Astibia, Official Pharmacist Association of Gipuzkoa
225	Health professional perceptions regarding screening tools for developmental surveillance for children in a multicultural part of Sydney, Australia John Eastwood, Sydney Local Health District
226	A realist synthesis of literature informing programme theories for Well-child Care in primary health systems of developed economies John Eastwood, Sydney Local Health District
228	Health professional perceptions regarding screening tools for developmental surveillance for children in a multicultural part of Sydney, Australia John Eastwood, Sydney Local Health District
244	Efficacy of a long-term m-health program for Integrated Care (MHICP) supervised by a Therapeutic Educator after pulmonary rehabilitation, in COPD patients: a pilot- randomized control trial Jiménez Reguera, Fundación Lovexair
245	ZU-TXU: mapeando activos para la salud con los/las adolescentes de Zumarraga y Urretxu Nagore Errasti, Ministry for Health, Basque Government
252	Trabajando con la comunidad: campaña "Tolosaldea sin humo ni colillas de tabaco" M ^a Luz Rodríguez Ibáñez, Osakidetza-Basque Health Service
254	Neighbourhoods 4 Wellbeing, Karen Patterson, South Eastern Sydney Local Health District
262	An innovative model of care for meeting the health and social needs of children and young people with intellectual disability Pankaj Garg, The Sydney Children's Hospitals Network (Westmead)
280	Pediatric obesity in integrated primary care: examining patient access across service delivery models Teryn Bruni, University of Michigan - Michigan Medicine

282	Understanding the medical determinants and health service needs of older people who experience loneliness in Sydney, Australia Lou-Anne Blunden, Sydney Local Health District
331	Children, young people and parents', and health providers' experiences of receiving and providing integrated care within a paediatric tertiary setting in Australia Hannah Johnson, Children's Health Queensland Hospital and Health Service
358	Mejora de la continuidad asistencial de una Area Sanitaria en Oftalmología Dra. Begoña Martínez Argüelles, Salud Pública del Area Sanitaria V (Gijón) en el Principado de Asturias
378	La Alianza de Salud Comunitaria, una red de intercambio de conocimiento y trabajo compartido Aitziber Benito Pérez de Mendiola, Ministry for Health, Basque Government
392	Trust me I am a midwife ¿???????
402	Caminando hacia la salud: creación de una red local Iratxe Regidor, Osakidetza-Basque Health Service
417	Early lessons from a Virtual Pulmonary Rehabilitation (VIPAR) Service
432	Co-producing a preventative intervention for children at risk of early language and behaviour difficulties ¿?????????
439	Prevent skin cancer in the society, an evidence based integrated care approach Roelof Ettema, SIG Lead for Evidence-based Integrated Care
440	Early detection of malnutrition in community dwelling older people: An evidence based integrated care approach Roelof Ettema, SIG Lead for Evidence-based Integrated Care
450	Effectiveness of an exercise programme to improve the quality of life of patients with heart failure in primary care: The EFICAR study María Soledad Arietaleanizbeaskoa Sarabia, Osakidetza-Basque Health Service
478	Psychosocial and obstetric determinants of women signalling distress on the Edinburgh Perinatal Depression Scale during universal perinatal care: a call for policy renewal Sarah Khanlari, Sydney Local Health District
493	Parents experiences with integrated family obstetric and neonatal level 2 care to improve patient empowerment Mireille Stelwagen, OLVG
516	Oncología de Enlace: resultados y retos futuros Jesus Manuel Blanco Alejo, Osakidetza-Basque Health Service
529	Qualitative inquiry into the experiences of diabetes management among low-income women in Singapore Nurliyana Daros, National University of Singapore
544	Peer-to-peer interactions for better customer experience, Caroline Lim, Singapore University of Social Sciences
642	Rural Maternity Day assessment and Ultrasound scanning service development Alice Hammond, Powys Teaching Health Board
655	Service selection approach in ACT@Scale project: methodology and results Jon Txarramendieta, Kronikgune
660	Experiencia en la creación de la Red Local de Salud de Oñati ¿?????
672	Contribution of an arts-based approach in collaboration with Cirque du Monde, by Cirque du Soleil to the mobilization and understanding of research results in a rural community Julie Théberge, Université Laval-CISSS Chaudière-Appalaches
680	Provider values in the adoption of goal-oriented care: an international comparative case study Jennifer Im, Bridgepoint Collaboratory for Research and Innovation, Sinai Health System
684	The Social Quality Model and its impact on quality of life among patients with heart failure in the United States and the Netherlands: results from a cross-national survey Dr Brita Roy, Yale School of Medicine
700	Co-creation of a Model for Intersectoral Health Care delivery on type II diabetes – A collaboration between patients, healthcare professionals, and researchers

	Anne Bendix Anderson, Regional Hospital Central Jutland, Viborg, Denmark
708	Implementing and sustaining large scale chronic disease care program. Abu Dhabi 14 years experience Latifa Mohammad Baynouna Alketb, Abbu Dhabbi Health Services
713	Risk stratification introduction in large scale Ambulatory Health care setting Latifa Mohammad Baynouna Alketbi, Abbu Dhabbi Health Services
722	Adherence to the treatment of first choice after hospital discharge by congestive heart failure (CHF), risk factors and socio-economic determinants Naiara Parraza Diez, Osakidetza-Basque Health Service
725	"Evaluación de una intervención comunitaria con Metodología ProCC para hombres en situación de vulnerabilidad" Raquel Ribón Liberal, Universidad Autónoma de Madrid
726	"Evaluación de una intervención comunitaria con Metodología ProCC para hombres en situación de vulnerabilidad" Raquel Ribón Liberal, Universidad Autónoma de Madrid
736	Health promotion education for children: an intersectoral project Debora de Souza Santos, Universidade Estadual de Campinas - Unicamp
741	La integración multidisciplinar amplia el horizonte de la donación Lucía Elósegui Itxaso, Osakidetza-Basque Health Service
742	La prevención y promoción de salud nivel básico de la atención integrada. Una práctica efectiva: Plan Local de Salud de Benalmádena Esther Gala Oceja, Distrito Atención Primaria Costa del Sol. Servicio Andaluz de Salud
744	Community Programme to address the needs of the population aged 0-18 in situations of poverty and social exclusion in Bilbao: Caixa ProInfancia Programme María Mar Martínez Vázquez, Osakidetza-Basque Health Service
758	Outcomes in Specialist Rehabilitation Medicine and their impact of waiting times Caitriona Begley, National Rehabilitation Hospital
775	Does EQ-5D work in China? - Exploring cultural diversities in measuring health
790	Multimorbidity and its impact on Integrated Care ¿???????
801	New Patterns Eirik Abildsnes, Kristiansand Municipality
812	Evolución del tipo de lactancia en madres alojadas en un hotel de madres en un hospital general con UCI neonatal ¿???????
822	Falls among older adults living in age-friendly environment in Singapore Elaine Qiao-Ying Ho, National University of Singapore, Saw Swee Hock School of Public Health
869	Gestión de prioridades, lista de espera y gestión poblacional en una comuna de Chile Sergio König, CITGS eHealth
	2. Policy Development
113	Leading change in the large-scale implementation of a service integration model in Québec Yves Cputurier, University of Sherbrooke
114	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
137	Implantación de buenas prácticas en cuidados como punto de unión en la integración asistencial M. Angeles Cidoncha Moreno, Osakidetza-Basque Health Service
151	Intervención para la reducción del uso de inhibidores de la bomba de protones a dosis altas con la participación del paciente (envío de carta postal) Elena Valverde Bilbao, Osakidetza-Basque Health Service

153	The experience of setting an integrated people-centered health evaluation and care model in a community in Taipei Ko, Yun Chen, Taipei city hospital, Taiwan
160	Integrated Inspection Teams Kees Reedijk, Inspectie Gezondheidszorg en Jeugd (Health and Youth Care inspectorate)
168	Trentino Salute 4.0 - The Creation of a Competence Center on Digital Health Integrating Policy, Healthcare Trust and Research in Trentino Territory
190	Seguridad del Paciente e Integración Asistencial Enrique Peiró Callizo, Osakidetza-Basque Health Service
199	Building healthy strong communities: Integrating health and social care through system transformation
206	Which indicators could the Dutch Inspectorate use as proxies of quality of care networks for frail elderly people living at home? Heleen Buijze, Dutch Health and Youth Care Inspectorate
207	Inspecting integrated care in the Netherlands Heleen Buijze, Dutch Health and Youth Care Inspectorate
213	Use of patient involvement to improve/design healthcare strategies Jaione Sánchez Zugazua, Osakidetza-Basque Health Service
223	Evaluación de las políticas de atención integrada en España Coral Manso-Gómez, University of Salamanca
230	Privacy and integrated care: Sharing information within Australian interagency multidisciplinary teams John Eastwood, Sydney Local Health District
247	"Factors influencing multiprofessional team work" Helge Ramsdal Østfold Regional College
268	How to take into account people's values, preferences and views on healthcare services when designing the strategy on chronic and integrated care of Catalonia Roser Bosser i Giralt, Generalitat de Catalunya
288	The Colorectal Cancer Screening Programme in the Basque Country: obtaining a good performance by means of professional collaboration Isabel Portillo, Osakidetza-Basque Health Service
289	Aplicación experimental del "Protocolo sociosanitario para la promoción del buen trato y la detección e intervención ante el maltrato a personas mayores" del Principado de Asturias Diana Fernández Zapico, Consejería de Servicios y Derechos Sociales del Principado de Asturias
291	How does a new working method in the Norwegian Labour and Welfare Organization (NAV) succeed in reducing sick leave rates? Gunnar Vold Hansen, Østfold University College
323	Impact of a long-term policy on mental health system performance and stability: the case of Bizkaia (Basque Country, Spain) Nerea Almeda, Universidad Loyola Andalucía
332	Changes in mental health system performance: the case of Gipuzkoa (Basque Country, Spain) Nerea Almeda, Universidad Loyola Andalucía
333	Coproducing value within the clinical encounter, Hub Wollersheim, IQ healthcare
350	The performance measurement of the primary health care quality Brahim Zaadoud, Healthcare ministry
361	Refuerzo de la acción comunitaria como estrategia para la promoción de la salud en Euskadi Aitziber Benito Pérez de Mendiola, Osakidetza-Basque Health Service
368	Accountability in integrated health service delivery in the Netherlands Dennis Van Kerkvoorden, HU University of Applied Sciences
373	Inspecting integrated health and social care in Scotland: A journey of transformation in scrutiny, assurance and improvement Louise Kelly, Care Inspectorate

379	Patient's new role: healthcare safety assessor. Profile and willingness ¿???????
381	Setting improvement priorities: Importance-Performance-Analysis in care pathways for integrated care. Ruben Van Zelm, KU Leuven, Belgium
384	Incorporación del paciente como barrera de seguridad durante la asistencia: actualización del modelo de Reason Rosa María Añel Rodríguez, Osakidetza-Basque Health Service
423	Fostering improvement in social centres for integrated care through a certification process ¿???????
451	Implementación de un nuevo modelo integral de salud comunitaria en Cataluña Àlex Guarga i Rojas, Servei Català de la Salut (CatSalut)
480	Amending integrated perinatal care policy to respond to women in distress in pregnancy using a risk stratification model Sara Khanlari, Sydney Local Health District
492	Rotterdam Stroke Service: audits for the quality of integrated care Bianca Buijck, Rotterdam Stroke Service
515	Financing an integrated care "network-physician" by preventing ambulatory care sensitive hospitalizations. Results of a health-economic modelling approach based on data from an integrated care system ¿???????
551	Promoting the application of policy documents by nursing and midwifery staff at the point of care: a mixed-methods study Nazlee Siddiqui, University of Tasmania
557	Understanding integrated care with the business model canvas ¿???????
563	Value based health care in the Rotterdam stroke service Bianca Buijck, Rotterdam Stroke Service
579	Primary healthcare overhaul in Andalusia (Spain) Dr Ana M Carriazo, Regional Ministry of Health and Families of Andalusia (Spain)
592	Interorganizational and multidisciplinary collaboration for persons with Autism Spectrum Disorder: towards more integration of care in Flanders Eva Cloet, Vrije Universiteit Brussel
594	Biodonostia Health Research Institute-Donostialdea IHO (Integrated Health Organisation): An innovation model Arantza Abad Alba, Biodonostia Health Research Institute
607	Public reporting to facilitate integration of physical and mental care for hospital patients Nazlee Siddiqui, University of Tasmania
637	Ruta de atención al paciente con EPOC: incorporando la visión del paciente a través de ASBIEPOC (Asociación de Bizkaia de pacientes EPOC) ¿?????????
643	Multi-level strategy to promote equity through empowerment and participation Anna Giné March, University of the Basque Country
653	Help me understand what is important to you, co-designing outcome measures that matter to people: A systematic review of the literature Karen Patterson, South Eastern Sydney Local Health District
692	Ageing of elderly in Biscay: Active Ageing Index as a tool to monitor ¿???????
743	Moving towards integrated local policies for health: facilitators and challenges for the implementation of Health in All Policies in the Spanish context Anna Giné, University of the Basque Country, Spain
754	Toward an integrative medicine in France? Process of negotiation between professionals, patient and CAM practitioners Frederique Dambre Rouen University

773	Consumer engagement to maximise the impact of public reporting of hospital performance data in Australia Åsa Engström, Lulea University of Technology
778	Caso de empoderamiento de la sociedad civil para fortalecer la Atención Primaria a la Salud Osvaldo Artaza, Instituto de Salud Pública Universidad Austral
802	Self-management network Scotland ¿?????
814	How to successfully implement business transformation to a patient-oriented organization with the use of IT based on Medical and Diagnostic Centre (CMD) history Paweł Żuk, Medical and Diagnostic Centre, Siedlce
840	Transforming together: a pilot project on integrated care in litoral norte health region as part of the project for the strengthening health management in the state of São Paulo Fátima Palmeira, Bombarda- São Paulo State Department of Health, Brazil
850	Public health state policy in Belarus based on integrated care Nikolai Gapanovich-Kaidalov, Gomel State Medical University
999	Integrated Care in Postmenopausal Women: Research Protocol Caroline Verdonck, University of Ghent
	3. Whole System Transformation
104	Change Management and Staff engagement processes. Best practices at ACT@Scale Project, Montse Moharra, Agency for Health Quality and Assessment of Catalonia (AQuAS)
109	3 Dimensions for Long Term Conditions - creating a sustainable bio-psycho-social approach to healthcare Lindsay Ip, King's Health Partners
132	Front door to front door - a co-produced improvement programme to understand whole system flow across care systems Wendy Lewis, Advancing Quality Alliance
150	Practice Abstract on the Application of Integrated Care Aaron Thompson, Department of Health Northern Ireland
165	The rationale for integrated care deployment to chronic patients in Ecuador and proposals to act locally: results from a mixed method study Iván Dueñas-Espín, Pontifical Catholic University of Ecuador
166	Evolution of Nursing Documentation in the Surgical Process: "A forward looking" Verónica García, Osakidetza-Basque Health Service
167	Collective Leadership and Safety Cultures: Developing an alternative model of leadership for healthcare teams Eilish McAuliffe, University College Dublin
169	Conflict mitigation and management: Understanding the processes utilised by effective healthcare teams Marie O'Shea, University College Dublin
170	Scaling up case management strategies. The PAMI program Beñat Zubeltzu, Osakidetza (Basque Health System)
177	Building connections between primary care and other specialties for a better patient experience Ander Berroeta, Donostia University Hospital
186	The chronic care attention in osi debabarrena: an integrated management model. Esperanza Montero Aparicio, Osakidetza-Basque Health Service
187	The Development of a Hub and Spoke Respiratory Service Sonya Murray, Letterkenny University Hospital, Ireland
214	Enacting integrated care in the system-wide social and health care reform in Finland Juha Koivisto, National Institute for Health and Welfare

236	Approaching clinical complexity in a nursing home: frailty and level of care assigned Juan Ramón Domenech Pascual, Departament de Salut València La Fe
237	Effectiveness of different interprofessional collaborative processes to optimize type-2 diabetes prevention in routine Primary Care: the PREDIAPS implementation trial Álvaro Sánchez, Osakidetza-Basque Health Service
246	Integrated care for older adults with complex problems-making the impossible possible Ben-David Hadassah, JDC-ESHEL The Association for Planning and Development of Services for the Aged in Israel
248	Estrategia de implantación de un modelo de atención integrada a pacientes crónicos complejos Cármen García Cubero, Servicio Madrileño de Salud
249	Implementation and evaluation of a novel integrated care program in South Eastern Sydney, Australia, Deslyn Raymond, Healthy Homes and Neighbourhoods, Sydney Local Health District, Australia
257	Regional Strategic Planning of Care in Flanders based on population needs, Solvejg Wallyn, Flanders Agency for Care and Health
264	Assessing the impact of context during the implementation of a co-designed, collective leadership intervention Lisa Rogers, University College Dublin
266	Implementation of a model of comprehensive attention to nursing homes Juan Ramón Domenech Pascual, Departament de Salut València La Fe
286	Primeros resultados de la implantación de la optimización del modelo de atención a la cronicidad y Gestión de la Demanda en la Unidad de Atención Primaria de Deba de la OSI Debabarrena Mirari Elosua, Osakidetza-Basque Health Service
292	Fundamentación de las categorías centrales en procesos de transformación cultural para la implementación de modelos de cuidados integrados centrados en la persona Gerardo Amunarriz Pérez, Matia Instituto Gerontológico
303	A qualitative study on health professionals' views on changes towards integrated care in the Basque Health Service Regina Sauto Arce, Basque Foundation for Health Innovation and Research (BIOEF)
321	How Warrington has created a new integrated model of care that has been designed and implemented seamlessly by multiple partners across a system Rachel Mellor, Warrington Together
325	Creating a wellness service for children and young people in North Ayrshire ¿???????
337	Should community pharmacy be 'linked'? The perceptions of including community pharmacy in an integrated care model in Ontario, Canada Dr Sara Guilcher, University of Toronto
341	Macro-level institutional entrepreneurship in the implementation of integrated care models for older adults in a top-down and bottom-up context Paul Wankah, Université de Sherbrooke, Canada
345	Building collaborative practice with consumers in rural and remote Australia Andrew Harvey, Western New South Wales Primary Health Network (WNSW PHN)
353	Four Paradigms and a fifth quadrant: The R2E2-Model © and Integrated Care Everard van Kemenade, Utrecht University of Applied Sciences
365	Metropolitana Nord community based integrated care programme to people with complex chronic conditions (Programa ProPCC): an experience of integration at meso level in Catalonia Miquel Mas Bergas, Institut Català de la Salut
367	Primary health care integration in day surgery programs Elena Aranda, Osakidetza-Basque Health Service
396	Understanding what makes team interventions work: Learning from healthcare professionals.
398	Facilitating the adoption of integrated care pathways in Spain Elena Urizar, Deusto Business School Health
421	Identifying patients at highest-risk: the best timing to apply a readmission predictive model Natalie Flaks-Manov, Clalit Health Services

442	Better with another: integrating care to enhance quality of life for people in need of care and support ¿?????
471	Feasibility and effectiveness of implementing an integrated care model for attention deficit hyperactivity disorder in primary care paediatrics Benjamin Fogel, Penn State College of Medicine
477	From diagnosis to cure: complete electronic medical record in Paediatric Oncology Catherine Ferguson, Sydney Children's Hospitals Network
479	Implementation of the Health Care Homes model in Australian primary care Tina Janamian, Australian General Practice Accreditation Limited
481	Engaging hearts and minds: An in-depth qualitative examination of health professionals' perceptions of, and experiences with, an integrated, hospital-based mental health service dedicated to childhood heart disease Nadine Kasparian, A/Professor in Medicine, UNSW Sydney
485	CPUP- A multidisciplinary secondary prevention program for individuals with cerebral palsy Ann Aliksson-Schmidt, Researcher, Skåne University Hospital, Lund University, Lund, Sweden
499	Advancing in Integrated Care: Results of 4 years of evaluation Ann Aliksson-Schmidt, University Hospital of Skåne, Lund
521	Integrating acute and subacute care through dynamic adaption of care intensity: The Integrated General Hospital Pilot in Singapore ¿??????
552	An organisational approach to embedding people-centred practice - Whānau Ora our new norm Kristin Fanselow, te Whanau o Waipareira
556	Valuing the change that matters - Mental health wellbeing of 10-13 year olds Kristin Fanselow, te Whanau o Waipareira
558	Bottoms-Up Population Health ¿??????
565	IEMAC (Instrumento de Evaluación de Modelos de Atención a la Cronicidad) e IEXPAC (Instrumento de Experiencia del Paciente Crónico y su Cuidador): Experiencia de un partnership de 8 años en Evaluación e Implementación de modelos de atención integrada Mercedes Guilbert Mora, Universidad Miguel Hernández
567	Experiencia del Equipo de Terapia Intravenosa (ETI) en la mejora en la gestión del cuidado vascular mediante coordinación entre los distintos niveles asistenciales en la OSI-Araba Arantza Tomás López, Osakidetza-Basque Health Service
573	A qualitative study of a local care system to identify issues and strategies for integrating Emergency Department and General Practice care ¿?????
587	Co-creation and integration when improving residential care for the elderly Elisabeth Willumsen, University of Stavanger
591	Etxean Bizi. Estar en casa bien: integración de servicios para envejecer en casa ¿??????
603	El caso de la OSI Uribe. Superando los paradigmas actuales Galder Abos Mendizabal, Basque Foundation for Health Innovation and Research (BIOEF)
611	Integración asistencial y funcional en el proceso de embarazo, parto y puerperio ¿?????
618	Linkages between health and community organizations for increasing long-term adherence to physical exercise: experiences of patients involved in the EfiKroniK Program Susana Pablo, Basque Health Service-Osakidetza, BioCruces Bizkaia Health Research Institute
625	What is the uptake of chlamydia screening as an integrated sexual and reproductive health service in primary care across Europe? ¿?????

639	Integration and its association with stress and quality of care – exploring collaboration between sectors, Salla Lehtoaro, researcher, National Institute for Health and Welfare, Helsinki, Finland
644	Etxean Bizi. Estar en casa bien: metodología de estudio Álvaro, García Soler, Matia Instituto Gerontológico
645	Implementación del plan de cuidados paliativos del Gobierno Vasco en un servicio de hospitalización a domicilio Jose Irurzun, Osakidetza-Basque Health Service
651	The links between co-creation during conception in the restructuring of care organization and appropriate loco-regional network governance? Initial mechanisms identified in Belgian “integreo” projects ¿??????
656	Rural emergency care 360°: mobilising healthcare professionals, decision-makers, patients and citizens to improve rural emergency care in the province of Quebec, Canada, Dr Richard Fleet, Laval University. Richard Fleet, Chairholder, Laval University.
667	The stroke pathway: an integrated approach to health care of stroke patients Juan Carlos Garcia-Monco, Osakidetza-Basque Health Service
671	An integrated, cost-effective efficient chain to deliver botulinum toxin in optimal conditions Juan Carlos Garcia-Monco, Osakidetza-Basque Health Service
676	A campus to bring community services together to form a coherent network of care – The Queenstown experiment Serene Wong, Alexandra Hospital
678	The social nature of health policy implementation – an empirically-grounded reflection on the implementation of integrated care in the fields of mental health and chronic diseases ¿??????
679	Purpose, Population and Place: 12 Practical considerations in designing and building an integrated model of care Cathryn Sloan, AQUA (Advancing Quality Alliance)
683	Linking manager's, health provider's and patient's assessment of chronic illness care in primary and secondary level of care in Brasil Dr Alberto Barceló, Universidade Federal de Juiz de Fora, Minas Gerais, Brazil
686	Supporting the leadership development of Integrated Team Leaders; applying the essential building blocks to support and improve team performance ¿??????
687	East Sussex Better Together (ESBT) Alliance: Delivering a shift to integration in the context of financial challenge Vicky Smith, East Sussex Better Together
689	Is it worth reorganizing cancer services on the basis of network-based models to produce integration at the point-of-care? Lessons learned from Quebec (Canada) Dominique Tremblay, Université de Sherbrooke, Canada
695	Integrated-care clinics: patient management and return to work rates Aidan Tan, Senior Resident, Singapore General Hospital
696	The strategy of implementation care pathways: literature review ¿??????
698	The central role of a transformed primary care at scale system in central Lancashire, to the long-term delivery of optimal care integration ¿??????
701	Implementation of peer support in the Spanish mental health system: from experience to hope Francisco José Eiroa-Orosa, University of Barcelona
707	Government leadership that supports community-lead integrated care: An analysis of advances and missteps ¿??????
751	Digital technology for improving maternal-health-literacy and access to care of pregnant women in Tuscany (Italy): the happy Mamma implementation and deployment at system level Sabina De Rosis, Scuola Superiore SantAnna
752	Health promotion in Basque local primary care centers: results from implementation strategy optimization and evaluation Heather L. Rogers, Osakidetza-Basque Health Service

765	Compartiendo buenas prácticas. Modelo integral centrado en la persona Marta Burgos González, Asociación Parkinson Madrid
768	Integrated care for the inhabitants of the city Leuven: Protocol of the ZORGZAAM Leuven integrated care project ¿??????
797	Unidad de psiquiatría legal Iñaki Madariaga, Aita Menni (Basque Country)
804	Primary Health Care PLUS project in Poland: disease management programs Katarzyna Wiktorzak, National Health Fund, Central Office, Warsaw
807	Expectations towards coordinated care in Poland: patient opinion survey Katarzyna Wiktorzak, National Health Fund, Central Office, Warsaw
810	Promotion of Primary Health Care PLUS project in Poland by active inviting patients to health check-ups Sylwia Szafraniec-Burylo, Institute of Mother and Child, Warsaw
817	Towards integrated care: improving referral processes between primary and specialist settings ¿?????
823	Patient involvement strategies to improve the quality of cancer care and research Patrick Miqueu, Institut Jules Bordet - Université Libre de Bruxelles
838	Enhancing cancer care guideline development and implementation using formal guideline adaptation: methodology description Carmel Davies, University College Dublin, Ireland
847	The patients' perspective: what causes hospitalizations for ambulatory care sensitive conditions?
849	Developing clinical guidelines for the management of menopausal symptoms in breast cancer survivors: process evaluation, Dr Davies, Carmel, University College Dublin, Ireland
859	The cross-sectorial whiteboard meetings ¿?????
868	The children and young people's health partnership (cyphp) Evelina London model of care Raghu Lingam, University Of New South Wales, Sydney
877	Bridging the gap of integration in specialist neurorehabilitation: development of the brain injury liaison coordinator role ¿?????
878	Supporting Patients through the rehabilitation continuum of care: The NRH Pre-admission Coordinator Valerie Twomey, National Rehabilitation Hospital, Ireland
884	2030 residential and care model of Curaviva Switzerland: From theory to implementation Michael Kirschner, CURAVIVA Switzerland
	4. Tools and Methods for Supporting Care Coordination
105	IT Connectivity to share an Advance Care Plan (ACP) across Organisations whilst ensuring a Patient Centric Approach Karlyne Earp, Huaraki Primary Health Organisation
108	Erlauntza: relaciones de alta confianza mutual Sorkunde Jaca Miranda, APTES Asociación para la Promoción de la Tecnología Social (Basque Country)
116	Introducing technological innovations in ageing societies: care providers' perspective Eleonara Perobell, CERGAS SDA Bocconi School of Management - Bocconi University
124	Development of an mHealth interventions evaluation tool. What has been done and next steps Elisa Puigdomenech, Agency for Health Quality and Assessment of Catalonia (AQuAS)

126	Osarean – Consejo Sanitario; Integrando la Integración Dabi Santano, Osakidetza-Basque Health Service
139	Una experiencia de implantación y evaluación de equipos de atención sociosanitaria en el domicilio en la Organización Sanitaria Integrada Barrualde-Galdakao (Osakidetza)
141	Patient Reported Outcome Measures For Minority Languages: Closing The Gap for Improving Health Monitoring in Bilingual Settings Iñaki Santamarina, Osakidetza-Basque Health Service
162	Timeline del paciente integrado en la historia clínica de Osakidetza Mikel Ogueta, Osakidetza-Basque Health Service
164	Gestión y seguimiento del paciente pluripatológico en la OSI Donostialdea. Ana Belastegui Durañona, Osakidetza-Basque Health Service
173	Atención integrada a pacientes domiciliados en centros sociosanitarios. Monica Moreno Martín, Osakidetza-Basque Health Service
193	Case management with remote monitoring in patients with complex chronicity conditions. Analysis of the Reasons for interruption during follow-up María Soledad Giménez Campos, Departament de Salut València La Fe
197	Seguimiento no presencial mediante la carpeta de salud, para ajuste del tratamiento hipoglucemiante en pacientes que inician tratamiento esteroideo Alfred Yoldi Arrieta, Osakidetza-Basque Health Service
210	Proyecto de educación para la salud dirigido a personas cuidadoras de personas dependientes. Roberto García Abad, Osakidetza-Basque Health Service
215	Continuidad asistencial en ancianos polimedicados atendidos por traumatismo craneoencefálico: desde Urgencias hospitalarias a Atención Primaria Montserrat Alonso, Osakidetza-Basque Health Service
219	A self-management system for complex chronic patients Eloisa Vargiu, Ph.D. EURECAT, eHealth Unit
270	Implementation of a collaborative project between primary and secondary care to minimize inappropriate polypharmacy in Donostialdea Integrated Health Care Organization ¿???????
271	Otra forma de organizarse en la atención domiciliaria en Atención Primaria Maria Aranzazu Mendiguren Navascués, Osakidetza-Basque Health Service
294	Case management in patients with complex chronicity and with end-of-life needs. Analysis of the results. Dr Bernardo Valdivieso Martinez, Departament de Salut València La Fe
298	Digital mental health platform to monitor mental health disorders. Nuria Pastor, FOLLOWHEALTH S.L
302	Deliver intelligence to integrate care: the Connecare way Eloisa Vargiu, EURECAT, eHealth Unit
322	Implementation of digital health tools for scalability of a prehabilitation service ¿???????
326	Case management and coordination between primary and hospital care Adelaide Belo, Hospital Litoral Alentejano
363	Adherencia a la guía clínica de insuficiencia cardíaca en urgencias del hospital Bidasoa Ion Koldobika Iribar Diéguez, Osakidetza-Basque Health Service
413	Multidisciplinary review and discussion of Drug Related Problems in polypharmacy patients in an emergency department Arantza Zurutuza, Osakidetza-Basque Health Service
420	Primary care and hematology department: referral and management guidelines Alasne Uranga Aguirregomezorta, Osakidetza-Basque Health Service

447	Qué piensan los profesionales sanitarios de Andalucía sobre diseño, calidad y utilidad de la información de las aplicaciones móviles de salud ¿?????
489	Reflections from the enterprise software industry on key, common and emerging trends in integrated care models ¿?????
497	Challenges related to health information on the Internet: a narrative review Rolf Wynn, UiT - The Arctic University of Norway
503	Continuity of care for patients with type 2 diabetes in primary and secondary health care: a pilot project focusing on opportunities for improving diabetes care across general practice, municipality and outpatient clinic Julie Grew, Intersectoral Research Unit for Health Services, Frederiksberg Hospital, Denmark
527	A roadmap to assess patient experience with person-centered integrated care: when, what and how? Reham Abdelhalim, Institute of Health Policy Management and Evaluation (IHPME), University of Toronto, Canada
532	Developing a support program for care networks of home-dwelling older persons Wendy Kemper-Koebrugge, Han University of Applied Science
533	Practice change on transitional care Ander Alberdi, Osakidetza-Basque Health Service
546	User-centred co-design with multiple user groups: The case of the electronic Patient Reported Outcome (ePRO) mobile application and portal Carolyn Steele Gray, Lunenfeld-Tanenbaum Research Institute
585	Personalized Action Plan in Andalusia: supporting the Chrodis-Plus integrated care model for multimorbidity Dr Ana M Carriazo, Regional Ministry of Health and Families of Andalusia (Spain)
590	Towards a decision support system to better integrate primary and dental care Kirsten Smits, Radboudumc
597	Historia sociosanitaria: conjunto mínimo de datos Maialen Fidalgo Mendizabal, Basque Foundation for Healthcare Innovation and Research
599	"Vive sin tabaco", a mobile application for smoking cessation developed by Osakidetza Raquel Cobos Campos, BIOARABA Health Research Institute
601	Portal de atención sociosanitaria en Euskadi Jose Antonio de la Rica Giménez, Departamento de Salud. Gobierno Vasco
623	Atención integrada continua en el paciente hematológico con tratamiento activo. Un reto a conseguir ¿?????
628	The effects of a self-management programme (Stanford model) on adults in County Donegal with long term health conditions Rona McLaughlin, Health Service Executive, Ireland
646	Empoderando al paciente de fisioterapia a través del uso de las TIC Anna Andreu Povar, Universitat de Vic
649	The Self-Management Fund for Scotland: supporting the development and evaluation of person led self management approaches across Scotland for ten years Marianne Brennan, The Health and Social Care Alliance Scotland (the ALLIANCE)
663	La participación de los pacientes, reto y realidad en una atención integral Juan Carlos Arbonés, Osakidetza-Basque Health Service
717	Identification of barriers and facilitators in nationwide implementation of standardized structured reporting among multidisciplinary team members: a qualitative study Julie Swillens, MSc, Radboud university medical center
718	Effectiveness of self-care program for hospital readmissions prevention in patients with potentially avoidable hospitalizations: (AUTOCUID) randomized clinical trial Naiara Parraza Diez, Osakidetza-Basque Health Service
727	Electronic Health Records Use Evaluation in Primary Care of Patients with Multimorbidity

	Tally Lang, Institute, Tel Aviv, Israel
729	Advanced access in primary health care: improving the people-centred service Debora de Souza Santos, Universidade Estadual de Campinas - Unicamp
735	Internaciones por Condiciones Sensibles a la Atención Primaria: una mirada sobre el cuidado a las personas con enfermedad crónica Maria Filomena de Gouveia Vilela, Universidad Estatal de Campinas, SP, Brasil.
748	Anticipatory care and predictive analytics; sensemaking in the emerging world of 'big data' Carmel Martin, Monash Medical Centre
756	Historia Sociosanitaria de Euskadi: Diagnóstico de situación, requerimientos para su desarrollo y retos Guillermo Viñegra, Departamento de Salud. Gobierno Vasco
762	Piloting home infusions of Tysabri (natalizumab): a randomised crossover trial Tim Schultz, University of Adelaide
780	How to design and implement successful e-Health large-scale solutions: e-Prescription project in Poland Pawel Żuk, Medical and Diagnostic Centre, Siedlce
792	Atención Integrada a personas con trastorno mental grave incluidas en un Centro de Rehabilitación Psicosocial Vicente Hueso, Coordinador de los CRPS, Hospital Aita Menni,
798	Implantación de Buenas Prácticas Clínicas cómo Best Practice Spotligh Organization en la OSI Debarrena, Nagore Arza Alonso, Osakidetza-Basque Health Service
821	Empowering patient decision making for integrated care: a telephone advice service positively influencing access to timely appropriate care Nazlee Siddiqui, University of Tasmania
824	A conceptual operations management framework for activities organized in home care for elderly: a scoping review Nathalie Patty, Erasmus University
836	Feasibility study of the "nursbox": an integrated smartphone application for documentation of nursing care in the community Neti Juniarti, Faculty of Nursing Universitas Padjadjaran
844	Big Data for the stratification of readmission risk after hospital discharge of older adults with complex conditions Ricard Gavalda, Amalfi Analytics S.L.
853	Models of multidisciplinary team evaluation in head and neck cancer patients: elements for operating an effective MDT Luci Ferrara, Cergas SDA Bocconi, Bocconi University
863	A pilot program for patient involvement in interdialytic weight gain management in dialysis patients Nuno Moreira Fonseca, NephroCare APDP
873	Social and health care coordination committee: the case of araba ¿??????
887	"You saved my life": Integrated wearable technology supported by telephone nurse triage Michelle Kearns, CareDoc
998	Conicidad y Dependencia: Un reto para las tecnologías de la informacion y la coordinacion sociosanitaria María Antonia Martín Delgado, Gerencia Regional de Salud de Castilla y León
	5. Financing Integrated Care
459	Counting Sheep - the journey to outcome-based commissioning ¿??????
598	Does capitation prepayment in the Integrated County Healthcare Consortium affect inpatient distribution and benefits in Anhui Province, China? An interrupted time series analysis ¿??????

602	Effect of integrated urban and rural residents' medical insurance on the utilisation of medical services by residents in China: a propensity score matching with difference-in-differences regression approach ¿???????
658	Impact of integrated payment system on rural cerebral infarction inpatients' economic burden and service quality: evidence from Anhui, China ¿???????
705	Effects of healthcare providing model of family physician registration on the rationality of medical service utilisation of hypertension patients of rural China, Prof., Fang, Wang, Dr, Miaomiao, Dr, Meng, Jia, M.D., Xiaojing, Chinese Academy of Medical Sciences & Peking Union Medical College
709	Aligning provider incentives with person-centered care coordination: designing and evaluating more inclusive bundled payments for chronic diseases Mudathira Kadu, University of Toronto
745	The main health goals and key processes of integrated care organization as the principal base of job's agreement with medical staff – influence on effectiveness and quality of care, Witold Pawel Kalbarczyk, Medical and Diagnostic Centre, Siedlce
806	Smart Healthy Age-Friendly Environments - funding models and best practices Carina Dantas, Cáritas Diocesana de Coimbra
862	Payment reform to strengthen networks of primary care organisations Marc Bruijnzeels, Leiden University Medical School
	6. Vulnerable Populations
118	The unmet Rehabilitation needs in an Inclusion Health Integrated Care Programme for Homeless Adults in Dublin, Ireland Aine Carroll, National Rehabilitation Hospital
121	Results of the m-RESIST feasibility study. A Mobile therapeutic attention for treatment-resistant schizophrenia Eva Grasa, Biomedical Research Institute Sant Pau
142	Abordaje del tratamiento de la hepatitis c en prisión Sara Olariaga Arrazola, Osakidetza-Basque Health Service
143	Implantación del programa de detección de cáncer de cabeza y cuello en población privada de libertad Lamiaran Uriarte Larrea, Basque Health Service
161	Telemedicine-based and integrated-care suicide prevention Ana González-Pinto Arrillaga, Osakidetza-Basque Health Service
163	Healthcare access of immigrants: An integrated ecological framework Alejandro Gil-Salmerón, Polibienestar Research Institute, University of Valencia
209	Creating a collaborative working culture across Health and Child Protection to support vulnerable pregnant women Zia Tayebjee, NSW, Health Sydney Local Health District
212	Actuación socio-sanitaria en violencia contra las mujeres: integrar, coordinar y formar María Iluminada Cambero Serrano, Osakidetza-Basque Health Service
232	Detección y tratamiento psicoterapéutico de la depresión perinatal Fernando González Serrano, Osakidetza-Basque Health Service
241	A qualitative study into the health and social care needs and barriers to service access for Sudanese women living in a socioeconomically disadvantaged area of Sydney, Australia ¿???????
243	Programa de atención psiquiátrica en residencias como ejemplo extrapolable de la integración socio-sanitaria Rafael Sánchez Bernal, Osakidetza-Basque Health Service
263	Developing a model of care for Substance Use in Pregnancy and Parenting Services in Sydney, Australia Sarah Khanlari, Sydney Local Health District

284	Shared learnings from three distinct clinical quality improvement activities across a tertiary paediatric facility Hannah Johnson, Children's Health Queensland, Australia
307	Integrated psychological care in paediatric hospital settings: Determining implementation success Kate Marshall, University of New South Wales
327	Guided meditations in the treatment of trauma-related sleep disorders in adjudicated adolescents in New Mexico Jackson Williams, New Mexico Children, Youth and Families Department
360	Developmental Diagnostic assessment for children suspected to have developmental disabilities. An interdisciplinary model of care Jacqueline Small, Sydney Local Health District
389	Exploring the integration of a nurse practitioner led mental health service in rural Australia, Frances Barraclough, University of Sydney ¿???????
391	International comparison of midwifery models of care Dr Jackson Williams, New Mexico Children, Youth and Families Department, Marie Lewis, Powys Teaching Health Board
410	A retrospective chart review of the School Clinic programme for children with intellectual disability ¿???????
416	Challenges associated with integrating care for people from culturally and linguistically diverse backgrounds who have diabetes Nazlee Siddiqui, University of Tasmania
467	Facilitate access to hepatitis C treatment in opiate dependant patients: a strategy between different assistance levels ¿???????
470	Patients' attitudes to and experience of the use of technology in mental health in an Irish primary care setting Dr Mary Jane Finucane, General Practitioner, Dublin
501	Evaluación del modelo de recuperación en la Red de Salud Mental de Bizkaia, Jose J Uriarte Uriarte, Osakidetza-Basque Health Service
524	El apoyo mutuo como factor determinante en la recuperación de salud mental ¿???????
525	Collaboration and interdisciplinary practice between mental health crisis services and the police Carina Stigter-Outshoven, University of Applied Sciences Utrecht
543	Continuous quality improvement and comprehensive primary healthcare: a systems framework to improve service quality and health outcomes Janya McCalman, CQ University
612	Meeting boundaries - An empirically grounded reflection on the contribution of meeting events to changing political, social and personal conceptions of mental health Sophie Thunus, UCLouvain
614	Management of malaria, pneumonia and diarrhoea: addressing the needs of under-fives via culturally appropriate community – level strategy in Benue state, Nigeria, Dr Abdulmumuni Samuel Aliyu, University of Cape Town, South Africa
652	Integrated approach to complex Health needs of homeless populations Jess Sears, Depaul Health Initiative, Dublin, Ireland
654	Coordinación Sociosanitaria. Dos estructuras con un objetivo común: la persona Guillermo Quirce Escobar, Osakidetza-Basque Health Service
665	Piloting the "Rural Emergency 360" project in two emergency departments in Quebec, Canada: Can we really mobilize citizens, patients and multiple stakeholders to improve health care? Catherine Turgeon-Pelchat, Université Laval - CISSS Chaudière-Appalaches
710	Asistencia psiquiátrica integral de los reclusos con enfermedad mental en Centro Penitenciario de Araba/Álava como reto en la integración en población vulnerable Valentina Ivanova Dimitrova, Osakidetza-Basque Health Service
734	Addressing women's mental health disparities through an integrated midwifery model Cara English and Diane Ortega, Terra's Place, Belinda Hodder, Willow Midwife Center for Birth and Wellness

767	Differentiating specific health needs of recent homeless immigrants: moving forward from an integrated approach to placate the “healthy immigrant effect” Alejandro Gil-Salmerón, Polibienestar Research Institute, University of Valencia
774	A systems-based approach to improving evaluation in Aboriginal and Torres Strait Islander Health ¿??????
791	Serious games for cognitive stimulation Iñaki Bartolome, IDEABLE SOLUTIONS, SL
793	Una forma de luchar contra el estigma social en el t.m.g., Vicente Hueso, Hospital Aita Menni (Basque Country)
796	Proyecto educa: intervención en sobrecarga del cuidador de personas con enfermedad mental y dependencian Ana Isabel Domínguez, Aita Menni (Basque Country)
809	Psychiatric hospitalizations of patients with severe schizophrenia treated in an integrated, community based, case managed program vs. standard mental health units care Juan Jose Fernandez Miranda, AGC-S Mental-V-Sespa asturian mental health service
811	Psychosocial and pharmacological integrated community program, case managed vs. standard treatment in the prevention of suicide attempts in people with severe schizophrenia Juan Jose Fernandez Miranda, AGC-S Mental-V-Sespa asturian mental health service
826	Early development of an integrated oral health (OH) care program with people who inject drugs (PWID) in a primary health care setting Ana Ivanovic, North Richmond Community Health (NRCH)
	7. Care of Older People
102	Does integrated healthcare system reduce the cost of quality of care for older people? An evidence review Mohammad Shamsal Islam, University of Chittagong
103	How to assess the quality of production functions to achieve well-being among multimorbid patients Anna Nieboer, Erasmus University Rotterdam, Netherlands
111	The associations between neighbourhood characteristics and the self-rated health and life satisfaction of community-dwelling older adults in China Shiyn Lu, University of Hong Kong, China
176	Servicio de urgencias en un hospital de subagudos: un proyecto innovador en un hospital innovador ¿??????
178	Implementing Assisted Decision-making in Healthcare in Ireland: Understanding Enablers, Barriers and Context from the perspective of patients and healthcare professionals, Deirdre O'Donnell, University College Dublin, Ireland
234	Evaluation of a geriatric assessment tool for multimorbid patients at home in primary care Christine Trischak, Competence Center Integrated Care (CCIC), Vienna, Austria
267	Family caregivers' involvement in Decision-making processes regarding admission to nursing homes for persons with dementia Lill Sverresdatter Larsen, UiT The Arctic University of Norway
269	Use of mHealth for promoting healthy ageing and supporting delivery of age-friendly care services: a systematic review Ben Harris-Roxas University of New South Wales
277	Care about Physical Activity (CAPA) improvement programme –improving older people's quality of life through engagement in movement meaningful to them Louise Kelly, Care Inspectorate
278	19 times too many - Integrated health and Social Care for people living with dementia in the UK Gavin Terry, Alzheimer's Society
335	Designing a virtual coach: Involvement of end-users from early design to prototype Jofre Tenorio-Laranga, Osatek
336	Multi-criteria decision analysis of a proactive person-centred integrated primary care program care for frail elderly in the Netherlands: U-PROFIT

	Dr Willemijn Looman, Erasmus School of Health Policy & Management, Netherlands
370	Study of the wellbeing of people with dementia living in residential care settings with Person Centered Care. The use of a new instrument: List of Indicators of Wellbeing (LIBE) Álvaro García-Soler, Matia Instituto Gerontológico
372	Valoración de la eficacia y factibilidad de un programa de ejercicio físico multicomponente en sujetos mayores frágiles desarrollado en el ámbito comunitario Marina Alapont Serrano, Osakidetza-Basque Health Service
374	Adecuación de la medicación al ingreso en pacientes institucionalizados en la OSI Bidasoa: valoración del impacto de una revisión estructurada Idoia Alcorta Michelena, Osakidetza-Basque Health Service
380	Cuidadoras: formación y acompañamiento María José Goñi Agudo, Osakidetza-Basque Health Service
385	Frailty screening and relationship with oncogeriatric evaluation Laura Basterretxea Badiola, Osakidetza-Basque Health Service
415	Lkaleak, (re)tejiendo redes de apoyo comunitario en el barrio de Egia ¿??????
418	Comparative analysis of assistive technologies for Older People: Hoist or patients lifts Mikel Tellaeché Reparaz, Aita Menni (Basque Country)
419	Empowering communities through active ageing Tatiana Sorocan, supported by Viorica Danilescu, HelpAge Moldova
428	Contribution of community active ageing groups in reducing depression among older people Amela, Fočić, Swiss Red Cross in Bosnia and Herzegovina (SRC BIH)
446	Evaluating provider- and patient-related drivers of why care is not concordant with guidelines for patients with multiple chronic conditions Chandra Cohen-Stavi, Clalit Research Institute, Clalit Health Services
454	Perceptions of healthcare services and preference of factors related to care planning among active older persons ¿??????
461	Transforming care for people with dementia using the Internet of Things Mark Kenny, Surrey and Borders Partnership NHS Foundation Trust
484	Predictive ability of different frailty tools at nursing homes: a prospective study Beatriz Contreras-Escámez, Complejo Hospitalario de Navarra
504	Eficacia del papel de la enfermer@ gestor@ de casos (EGC) como modelo integrador para la reducción de comorbilidades en una unidad de atención al paciente diabético crónico
522	Person-centered and integrated care: a discussion of concepts Reham Abdelhalim, Institute of Health Policy Management and Evaluation (IHPME), University of Toronto, Canada
530	A case study exploring therapeutic communication as a mechanism for delivery of integrated care management (icm) by home healthcare (hhc) nurses ¿??????
531	Exploring differences in informal caregivers' opinions on sharing care with home care professionals in the Netherlands: the influence of diversity on the judgement of caregivers Yvette Wittenberg, MSc, Amsterdam University of Applied Sciences (AUAS)
534	The use of an App to help improve diagnosis of dementia in Primary Care ¿??????
540	Evaluación de la calidad de vida y estado de salud percibido de una cohorte de pacientes crónicos en una unidad de continuidad asistencial Macarena Berroa Martín, Osakidetza-Basque Health Service
564	Factores de reingreso hospitalario en el paciente anciano frágil Ariadna Besga Basterra, Osakidetza-Basque Health Service
596	Evaluation of a patient-centered organizational model for multimorbidity in general practice in Denmark - a feasibility study

	¿??????
606	Community Health Post - Enabling seniors to better manage their health Dr Lian Leng Low, Singapore General Hospital
626	Mirada activa-Detectando situaciones de soledad entre las personas mayores ¿??????
632	La farmacia como agente del sistema de salud Jon Iñaki Betolaza, Ministry for Health, Basque Government
636	Integration in home care, effects on worker stress Timo Sinervo, THL National Institute for Health and Welfare
650	Evaluación Geriátrica Integral Avanzada del paciente frágil en un hospital terciario para prevenir o retrasar la discapacidad Ariadna Besga Basterra, Osakidetza-Basque Health Service
685	Co-creating and implementing resources to improve family caregiver experiences in geriatric services Jacobi Elliott, University of Waterloo
691	Home based primary care services in Singapore Stephanie Q Ko, National University Health Systems, Singapore
702	Investigating central american older adult service systems for people with dementia: a social network analysis Nereide Alhena Curreri, University of Stirling UK
703	Elderly patients with Cancer, global assesment. Results of Nursing evaluation Helis Telleria Soret, Osakidetza
733	Addressing safety in integrated care programs for older people living at home: A systematic review Manon Lette, Amsterdam UMC
759	(Re)Conocer para mejorar: Modelo Integral Personalizado Centrado en Valor Angel Díez Domínguez.de Ubikare
794	Programa de participación social "grupo de empoderamiento de las personas mayores en plaentxia", Jose Antonio Ezquerro, Aita Menni (Basque Country)
819	Maximizing caregivers engagement in the development and exploitation of Age-Friendly Environments technological solutions ¿??????
834	A new technology-driven concept of care. Insights from a Norwegian case-study Gloria Ziglioli, University of Pisa, Italy
855	Reducción de reingresos por la misma causa en la gente mayor; programa Transiciona ¿??????
860	Care of Older People - Preliminary design of a pharmaceutical care service aiming at the reduction of hospital readmissions and its financial aspects Konstantina Nikou - Sotiria Hospital, Athens
	8. Education and Training
152	Proyecto bilbao kirolak: como implicar a la poblacion en la practica deportiva aunando el esfuerzo de dos organizaciones Aranzazu Gonzalo García, Osakidetza-Basque Health Service
261	Integrating care for children and young people through Project ECHO® Hannah Johnson, Children's Health Queensland Hospital and Health Service, Australia
273	A systematic review of facilitators and barriers for professionals in providing integrated care Laura Nooteboom, Leiden University Medical Center

285	Forming leaders to support transformation Francisca García Lizana, SESCAM, Healthcare Service of Castilla La Mancha
300	A pilot program of integration of preventive foot care into comprehensive care of diabetic hemodialysis patients Nuno Moreira Fonseca, NephroCare APDP
306	Reducing the Burden of Non-Communicable Disease in Moldovan communities – the role of community nursing Manfred Zahorka, Swiss Centre for International Health,
309	PlayDecide: Patient Safety – A “serious game” learning tool to discuss medical professionalism in relation to reporting and patient safety Stephen Macdonald, University College Dublin
320	“Cuidando mi salud después del cáncer” de la teoría a la práctica. Implementación y evaluación ¿???????
349	Health demand management in primary health care on OSI Donostialdea Xabier Sanz Cascante, Osakidetza-Basque Health Service
369	“Find your voice”: Studying the process of learning to speak up by lower level professionals Karin Kee, VU University Amsterdam
375	Desarrollo del factor humano en la organización sanitaria integrada tolosaldea Maria Luz Jauregui García, Osakidetza-Basque Health Service
390	Asap: appropriate skills for appropriate places Denise Williams, Powys Teaching Health Board
397	Estrategias de capacitación de la persona con una enfermedad crónica Mª del Carmen Jiménez Gómez, Servicio Madrileño de Salud
399	Enseñar al paciente a coger las riendas. Proyectos de educación estructurada Mª del Carmen Jiménez Gómez, Servicio Madrileño de Salud
426	Enhancing Children´s and Adolescents´ Learning, Engagement and Well-Being in Schools via Well-Being in Schools-specialization program for teachers, Prof. Niina Junntila, University of Turku
431	Applying Kinaesthetics in Home Based Care Sarařina Vilusic, Swiss Red Cross, Bosnia and Herzegovina.
443	User participation in the research project Smart Digital Health Communication Heidi Gilstad, NTNU
448	Uso y valoración de aplicaciones móviles de salud por los profesionales sanitarios de Andalucía para la mejora de la continuidad asistencial y la comunicación ¿???????
505	Short- and long-term effects of the patient education - Learning and Coping - in cardiac rehabilitation: a randomised controlled trial Vibeke Lynggaard, Regional Hospital West Jutland
569	Interdisciplinary education and research as a basis for the integration of social and health care Miia Tuominen, University of Turku, Finland
694	The role of volunteers in improving rehabilitation patients' experiences and outcomes Rachel Thombs, University of Toronto, Canada
714	Learning framework for implementing best evidence Latifa Mohammad Baynouna Alketbi, Abbu Dhabbi Health Services
724	Inter-professional education in primary health care: the "culture circles" experience Debora de Souza Santos, Universidade Estadual de Campinas - Unicamp
764	The soft skills of hospital managers in Poland and integrated health care Piotr Szykiewicz, Prometria Academy of Management

766	The adoption of roles by primary care providers during implementation of the new chronic disease guidelines in urban Mongolia: a qualitative study Oyun Chimeddamba, Mongolian women medical scientist's association
815	'Value of Primary Health Care' project: patient education in primary health care setting Marika Guzek, Medical and Diagnostic Centre, Sieldce
816	Utilising the Project ECHO® model of education to empower health professional in the management of Childhood Overweight and Obesity Frank Tracey, Children's Health Queensland, Australia
833	Integrated Care Treatment for Opioid Use Disorder: Training Considerations Christine Suniti Bhat, Ohio University
870	Competences for population health management Marc Bruijnzeels, Leiden University Medical School
879	Inter-professional development for student nurses Michelle Kearns, Caredoc
	9. Data Analysis
185	Sharing patient information in a rural and remote region in Australia.
188	Desarrollo de un software de cribado automático de retinopatía diabética Marisa Merino, Osakidetza-Basque Health Service
201	Big Data Evaluation of an Integrated Care Initiative for Vulnerable Families, John Eastwood, Sydney Local Health District, Australia
310	Testing cultural change in primary care professionals: ready to support transformation? Explorando el cambio cultural en los profesionales de primaria: ¿Listos para la transformación?, Dr Francisca García-Lizana, Integrated Care Coordinator, SESCOAM
340	The Intersectoral Care Reported by Patients (ICRP) survey: a short and simple survey to assess patient perceptions of integrated care Dr Kirsten Smits, Radboudumc
424	The effect of a pilot Discharge to Assess process on unscheduled care performance ¿???????
452	Design and analysis of a scoreboard of quantitative indicators to assess the performance on integrated care in the Basque Health System Regina Sauto Arce, Basque Foundation for Health Innovation and Research (BIOEF)
455	Measuring regional quality of care using unsolicited online data: creating more detailed insight using text analyses Roy Johannus Petrus Hendriks, Tilburg University
511	Lessons from the English National Health Service new care models programme ¿???????
545	Associations between primary care continuity and acute care utilization among adult inpatients Shelly Vik, Scientist, Alberta Health Services
554	Insights from health data - the national healthcare group chronic disease management system (singapore) Hsi-Yen Loke, National Healthcare Group
568	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 Reija Haapanen, Sosiaalitalo – Centre of Expertise on Social Welfare in Western and Central Uusimaa area
595	Health system capacity to report on indicators fostering integrated people-centred HIV care: findings from six European countries Jeffrey Lazarus, University of Barcelona
608	Evaluating models of neighbourhood care Alec Murray, Christine Sutton, Healthcare Improvement Scotland (HIS)

617	Diferencias en el control de patologías crónicas entre pacientes institucionalizados y no institucionalizados a partir de un Cuadro de Mando Elena Bartolomé Benito, Consejería de Sanidad. Madrid
629	Open-access booking is associated with reductions in wait times for occupational therapy ¿???????
631	Data science approaches to targeting and measuring transformational change Christopher Gourley, The Health and Social Care Alliance Scotland (The ALLIANCE)/University of Strathclyde
634	Evaluating Triple Aim in integrated care through claims data Dr. Geert Goderis, KU Leuven
657	Developing a feasible and scalable assessment model of population-based healthcare: an integrated care perspective Carles Diez, IQIVIA
715	Developing a strategy for evaluating integrated Mental Health programmes in Catalonia Dr Noemí Robles, Universitat Oberta de Catalunya (UOC)
763	Realist-informed rapid-cycle evaluations for integrated care programs Walter Wodchis, University of Toronto
841	A tool for improving the delivery of integrated intensive health care performance Emilio Luque, Universitat Autònoma de Barcelona
848	Identifying Prospective Frequent Readmitters for Hospital to Home Intervention Using Machine Learning Cheryl Ng, Ministry of Health/ Integrated Health Information Systems
865	E-prescription pilot in Poland allows for identification and analysis of primary nonadherence drivers Przemyslaw Kardas, Medical University of Lodz
	10. Palliative and End of Life Care
221	Plan de atención integrada a pacientes con necesidades de atención paliativa en una comarca sanitaria Manuel Millet Sampedro, Osakidetza-Basque Health Service
235	La búsqueda de la excelencia en la Atención Paliativa en una OSI Magdalena Fernández Martínez de Mandojana, Osakidetza-Basque Health Service
240	Implementación de un protocolo de atención en Cuidados Paliativos basado en la comunicación con paciente y familia y entre niveles asistenciales Sonia Ugarte Villanueva, Osi Bilbao Basurto, Osakidetza-Basque Health Service
343	La coordinación e integración entre profesionales para la mejora en la atención al paciente con necesidades paliativas Aitziber Barandiaran Igoa, Osakidetza-Basque Health Service
400	Comunidad y Documento de Voluntades Anticipadas (DVA), una realidad Mari Jose Ibars, Osakidetza-Basque Health Service
425	Care at the end of life in patients with advanced dementia institutionalized Javier Alaba, Matia Instituto Gerontológico
460	Cuidados paliativos en cruz roja Donostia Marta Calvo Darriba, Centro Sociosanitario Cruz Roja Donostia (Basque Country)
508	End of life care in a Central-Asian state: from public indifference to accepting Aidai Erikova, Red Crescent Society of Kyrgyzstan
510	Cuidados Paliativos en un entorno integrado. Saltando barreras ¿???????

605	The complexity of caring for the dying - an empirical approach to understanding palliative care as integrated care in the German healthcare system Ingo Meyer, University of Cologne
697	End-of-life cost and its determinants for patients with malignant neoplasms in urban China: A population-based retrospective study ??????
782	Family carers in integrated care: A case study Dr Giovanna I Cruz, Hospice Isle of Man
	11. Intermediate Care and Care Transitions
366	Understanding transitions of care in older adults with hip fractures: A qualitative multiple-case study in Ontario Dr Sara Guilcher, Leslie Dan Faculty of Pharmacy, University of Toronto
462	Actuación integral frente al retorno a domicilio Diana Garaloces Fernandez, centro sociosanitario cruz roja Donostia (Basque Country)
466	Implementation and evaluation of an integrated hospital-to-home transitional care intervention for older adults with stroke and multimorbidity: a feasibility study Dr Maureen Markle-Reid, McMaster University, Dr Maureen Markle-Reid, McMasters University, Canada
490	Association between cultural factors and readmissions: the mediating effect of the quality of transitional care Nosaiba Rayan-Gharra, University of Haifa, Israel
577	Post-hospital syndrome (psh) and potentially preventable hospitalizations (pph) in adults Carmel Martin, Monash Medical Centre
728	Patient centred transitional care for patients transferred from intensive care unit to general ward: a mixed methods study Wentao Zhou, National university of Singapore
827	Device Selection for Vascular Access Guideline implementation at a regional hospital intensive care unit (ICU) Ana Yesica Fernandez Menéndez, HOSPITAL