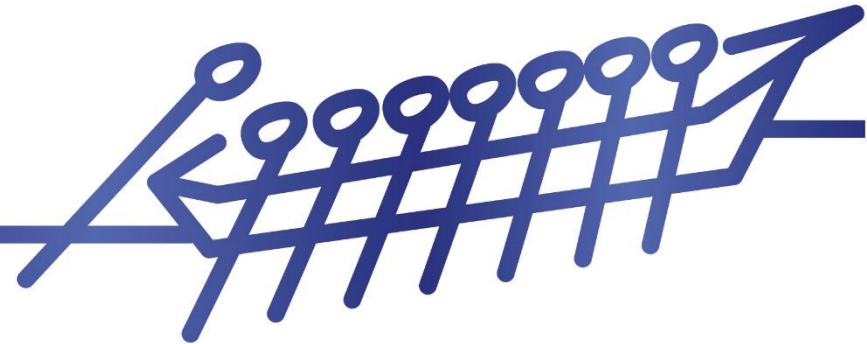




# International Conference on Integrated Care

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***

# Monday, 1 April

7.30 – 9.00	<b>Registration, exhibition, posters and networking</b>				
9.00 – 10.30	<b>PARALLEL SESSIONS 1</b>				
<b>1.A Integrated Care in Europe</b>	<b>1.B The OMIS Room: Integrated Care Experiences in Geriatrics, Dementia and Frailty</b>	<b>1.C A global review of current and emerging education and training to advance integrated systems of care (456) - workshop</b>	<b>1.D Implementing Evaluation Frameworks at a Local Level</b>	<b>1.E Values of Integrated Care Special Interest Group (494)</b>	<b>1.F Seamless Care Optimizing the Patient Experience (SCOPE) - Co-designing the scaffolding for primary care integration (472) - workshop</b>
<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>	
<b>Room</b>					
	<p>681 (ORAL PAPER 15') Integrated Primary and Geriatric Care with a longitudinal approach: +AGIL Barcelona: A real case of an integrated primary care</p> <p>182 (ORAL PAPER 15') Frailty prevention in elderly from community : the experience of fall prevention workshops (Basque Country) (in Spanish), Kepa Arrarte, Departamento de Salud del Gobierno Vasco</p> <p>155 (ORAL PAPER 15') Evolution of a multipronged and multi-intervention strategy for patients with high comorbidity</p> <p>755 (ORAL PAPER 15') Friendly Basque Country: Actions for promote dementia friendly communities</p>	<p>To include: *Oral Presentation from Hannah Johnson, Dana Newcombe, Frank Tracey and Lynne Sinclair</p> <p>Presenters: Dr. Anne Wojtak, University of Toronto, Canada Dr. Cara English, Cummings Institute for Graduate Studies for Behavioral Health Studies, United States Frances Barraclough, University Centre for Rural Health, 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</p>	<p>158 (ORAL PAPER 15') Maturity model for integrated primary care in Toronto, 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</p> <p>338 (ORAL PAPER 15') Defining clinically relevant quality indicators that matter to people with Down syndrome</p> <p>662 (ORAL PAPER 15') Evaluation and Implementation of integrated care program for multimorbid patients within ACT@Scale project - Basque health service (Osakidetza)</p> <p>452 (ORAL POSTER 5') Design and analysis of a</p>	<p>Chaired by Nick Zonneveld, Vilans</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</p> <p>771 (ORAL PAPER 15') A shared culture for change: evaluating and implementing models of integrated people-centred services</p> <p>268 (ORAL POSTER 5') How to take into account people's values, preferences and views on healthcare services when designing the strategy on</p>	<p>Presenters: Dr. Pauline Pariser, University of Toronto Dr. Tara O'Brien, University of Toronto Dr. John Kavanagh, University of Toronto Marni Salkovitch, Toronto Central Local Health Integration Network Magdalena Rybak, University Health Network</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>626 (ORAL POSTER 5') Active gaze - Loneliness detection in elderly (in Spanish) Karmele Acedo Gil, CEO Grupo SSI</p> <p>855 (ORAL POSTER 5') Same-cause-readmission reduction in elderly : the programme "Transiciona" (in Spanish)</p>	<p>development of global partnerships among institutions and programs that support education and research in integrated care.</p>	<p>scoreboard of quantitative indicators to assess the performance on integrated care in the Basque Health System</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</p>	<p>chronic and integrated care of Catalonia Roser Bosser i Giralt, Generalitat de Catalunya64 I</p>	<p>relationships with PCPs and patients, and customizing initiatives to local contexts</p>
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1.G Evidence-based Integrated Care (EbIC)	1.H Impact of Digital Health: Data and Information Sharing	1.I National Strategies and Policies for Making Integrated Care a Reality	1.J Inter and Multi-disciplinary Team-based Working in Primary Care	1.K Mrs. Smith - Chapter 2: Vertical and Horizontal Integration and Care Model Implementation in the 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>604 (ORAL PAPER 15') Systems theory as a shared theory for change.</p> <p>747 (ORAL PAPER 15') Holding the gains in Reshaping Care</p> <p>541 (ORAL PAPER 15') Lessons in sustainability: The re-imagination of integrated care in Ontario, Canada Gayathri Embuldeniya, 1University of Toronto, Canada</p> <p>622 (ORAL PAPER 15'); Social and healthcare in the Basque Country: leadership and governance model (in Spanish) Sergio Murillo Corzo, BIOEF</p> <p>737 (ORAL PAPER 15') Long-Term Conditions Questionnaire (LTCQ): a new 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>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, Dr Pamela Hussey, Dublin City University</p> <p>127 (ORAL PAPER 15') With carers, for carers: participatory codesign of a mobile app for caregivers</p> <p>184 (ORAL PAPER 15') Providing access to telehealth for addiction therapy and pschopharmacology in rural America Tonya Cok, 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,</p>	<p>Chaired by, Ri De Ridder, NIHDI-Belgium</p> <p>757(ORAL PAPER 15'): Social and healthcare strategical priorities. Basque Country 2017-2020 (in Spanish) Emilio Sola Ballojera, "Departamento de empleo y políticas sociales" at the Basque Government.</p> <p>777 (ORAL PAPER 15') Public Policies in Chile for a model of attention focused on people (in Spanish)</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, Centre for Health Policy and Management, Trinity College Dublin PJ Harnett, Integrated Care Programme Older Persons, Health Services Executive, Ireland</p> <p>129 (ORAL PAPER 15') Health and Social Care coordination across Catalonia, Spain,</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, The Netherlands</p> <p>520 (ORAL PAPER 15') Health and vulnerability: creating a care guideline for general practitioners</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).</p> <p>259 (ORAL PAPER 15') Development and testing of 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>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>Chaired by Dr Felix Gradinger and Dr Julian Elston, University of Plymouth and Torbay and South Devon NHS Foundation Trust</p>

		<p>Ester Risco, Hospital Clínic de Barcelona</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</p> <p>585 (ORAL POSTER 5') Personalized Action Plan in Andalusia: supporting the Chrodis-Plus integrated care model for multimorbidity</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</p>	610 (ORAL PAPER 15') The role of health care professionals in collaboration in primary health care Sanneke Schepman, NIVEL, Hogeschool Utrecht, and RegioPlus		
10.30 – 11.00	<b>Refreshments, exhibition, posters and networking</b>				
11.00 – 12.30	<b>PARALLEL SESSIONS 2</b>				
<b>2.A Integrated Care in Europe</b>	<b>2.B The OMIS Room: Integrated Care Experiences in System-wide Transformations and the Use of Pathways</b>	<b>2.C Children, Youth and Families</b>	<b>2.D Designing Integrated Care at the Ecosystem Level (281) - workshop</b>	<b>2.E Integrated Care and Mental Health</b>	<b>2.F Evaluating Integrated Care</b>
<i>Supported by the European Commission</i>		<i>In association with CYF SIG*</i>			
<b>Room</b>					

<p>TBC</p>	<p>600 (ORAL PAPER 15') A case from Uribe: redesigning healthcare (in Spanish) Galder Abos Mendizabal, Basque foundation for Health Innovation and 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, OSI Goierri Alto Urola,</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 ? "EVAI" : integrative care need evaluation team (in Spanish)</p> <p>398 (ORAL POSTER 5') Facilitating the adoption of integrated care pathways in Spain</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>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</p> <p>799 (ORAL PAPER 15') The paradoxes of communication and collaboration in maternity care: a video-reflexivity study with professionals and parents Dr. Irene Korstjens, Zuyd University</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.</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>Chaired by Ezra Dessers, KU Leuven</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 Research, Australian National University</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</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</p> <p>561 (ORAL PAPER 15') Living Well, Living Longer - transforming care to improve health inequalities in people with severe mental illness</p> <p>880 (ORAL PAPER 15') Better Pathways to Housing for people with enduring mental illness Li Zeng, New Horizons</p>	<p>430 (ORAL PAPER 15') Multiple perspectives analysis of the implementation of an integrated care model for older adults in Quebec</p> <p>496 (ORAL PAPER 15') Assessing patient's experience in an integrated care context by means of health survey</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)</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, Gobierno Vasco,</p> <p>851 (ORAL PAPER 15') Managing chronic conditions: lessons learned from a comparative evaluation of chronic care programs in Italy</p>
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	<p>248 (ORAL POSTER 5') Complex chronic case management strategy implementation model (in Spanish)</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 (Osakidetza) (in Spanish)</p> <p>654 (ORAL POSTER 5') Social and healthcare coordination. Two structures with the same objective : the person (in Spanish) Guillermo Quirce Escobar, Osakidetza</p> <p>660 (ORAL POSTER 5') The experience in the creation of the local health network in Oñati (in Spanish) Angelica Ugarte Leturia, Osakidetza</p>	<p>261 (ORAL POSTER 5') Integrating care for children and young people through Project ECHO®</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 Perrin Moss,</p>		<p>678 (ORAL POSTER 5') 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</p>	
<b>2.G Multi-disciplinary Service Delivery</b>	<b>2.H Evidence-based Integrated Care</b>	<b>2.I Self-Management and Co-Production Special Interest Group (SIG) Launch</b>	<b>2.J Discover Spain: Whole System transformation</b>	<b>2.K Evaluation of Integrated Care: Ensuring Rigor, Scaling Up, Scaling Out (861) - workshop</b>	
<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>			
<b>Room</b>					
					Chaired by Oliver Groene, OptiMedis AG

<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</p> <p>449 (ORAL PAPER 15') The myelomeningocele follow-up program: the Swedish initiative to ensuring multidisciplinary healthcare for individuals with myelomeningocele</p> <p>732 (ORAL PAPER 15') Improving Interprofessional Collaboration – a case study from the Netherlands Manon Lette, Amsterdam UMC</p> <p>566 (ORAL PAPER 15') Postoperative delirium and persistent cognitive dysfunction (POCD) in geriatric patients: Differences in awareness between physicians and nurses. Dr. Heidrun Sturm MPH, PhD. University Hospital Tübingen.</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</p> <p>396 (ORAL POSTER 5') Understanding what makes</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</p> <p>720 (ORAL PAPER 15') Whole System Transformation; CHRODIS+: Implementing good practices and tools across EU</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</p> <p>488 (ORAL PAPER 15') Integrating research: the case of aging in a health research institute</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</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,</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<sup>a</sup> Luz Marqués González, Osakidetza</p> <p>229 (ORAL PAPER 15') Management Competency Development for Integrative Care (in Spanish)</p> <p>523 (ORAL PAPER 15') The dreamers take part: Parte Hartu (in Spanish)</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 of dependant persons. (in Spanish)</p> <p>586 (ORAL PAPER 15') Integrative care for elderly in Osakidetza (in Spanish)</p>	
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team interventions work: Learning from healthcare professionals	restructuring of care organization and appropriate loco-regional network governance? Initial mechanisms identified in Belgian “integro” projects				
12.30 – 2.00	<b>Buffet Lunch, exhibition, posters and networking</b>				
	<b>Lunchtime Workshops</b>				
<b>MLW.A Integrated Care in Europe</b>	<b>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</b>	<b>MLW.C Implementing Integrated Care Models into the Curriculum for New Healthcare Professionals (388) - workshop</b>	<b>MLW.D Early Signaling and Prevention of Malnutrition Through Care Integration for Elderly People Living at Home (404) - workshop</b>	<b>MLW.E Discover Spain: Local Initiatives</b>	<b>*MLW.F IBM Watson Health - workshop</b>
<i>Supported by the European Commission</i>	<i>In collaboration with Palliative and EoLC SIG</i>	<i>In association with Integrated Care Academy©</i>			<i>Supported by IBM Watson Health</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
<b>Room</b>					
		A Workshop for universities and education providers to share existing programs and practices		122 (ORAL PAPER 15') Integrative Care as a Response to the Challenges of the Basque Public Health Service (in Spanish)  131 (ORAL PAPER 15') Integrative Care Organisation of Tolosaldea: towards excellence (in Spanish)  589 (ORAL PAPER 15') School with Friends in Leioa (in Spanish) Ane Aramendia and Piter Blanco, Solasgune	

<b>MLW.G Engaging and Empowering People to Improve Chronic Care and Patients' Outcomes (445) - workshop</b>	<b>MLW.H Face up to Frailty with ADVANTAGE JA (843) - workshop</b>	<b>MLW.I Fundamentals of Implementation Research for Changing Clinical Practice (495) - workshop</b>	<b>MLW.J Special Interest Group on Realist Research Design and Evaluation Methods (616) - workshop</b>	<b>MLW.K Integrating Care for Children Youth People and their Families (624) – SIG Meeting</b>	<b>Casual Lunch in Exhibition Area for Special Interest Group (SIG) Leaders</b>
				<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	1.00- 2.00
<b>Room</b>					
Chaired by Lilisbeth Perestelo-Perez, Canary Islands Health Service (Tenerife, Spain)					Chaired by Jenna McArthur, International Foundation for Integrated Care (IFIC)
2.00 – 2.30	<b>Official Opening Ceremony</b>				
	<p><b>Welcome to Conference: An International Movement for Change</b>  Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)  Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)</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	<b>PLENARY 1: Designing and delivering a person-centred approach to integrated health and care services</b>				
<b>Room</b>					
	<p>Chaired by: x</p> <p><b>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</b>  Iñaki Berraondo, Vice Minister for Health, Basque Government</p> <p><b>How do we transform service delivery to be integrated and people-centred? Lessons from around the world</b>  Nuria Toro Polanco, Technical Officer, Services Organization and Clinical Interventions Unit, Service Delivery and Safety Department, World Health Organization (WHO)</p> <p><b>Conexiones Improbables Performance: the redefinition of oncological patient-centred care</b></p>				
4.00 – 4.30	<b>Refreshments, exhibition, posters and networking</b>				

4.30 – 6.00	<b>PARALLEL SESSION 3</b>			
<b>3.A Integrated Care in Europe: Towards Integrated Care for Older People: Experiences from two Local Initiatives in Catalonia within SUSTAIN project (304) - workshop</b>	<b>3.B The OMIS Room: Integrated Care Experiences of End of Life Care</b>	<b>3.C Self-Management and Co-Production</b>	<b>3.D Engaging in International Case Comparison: How can we Learn across Borders? (547) - workshop</b>	<b>3.E Ageing at Home and in the Community</b>
<i>Supported by the European Commission</i>	<i>In collaboration with Palliative and EoLC SIG</i>	<i>In collaboration with Self-Management and Co-Production SIG</i>		<i>In association with Frailty SIG</i>
<b>Room</b>				
<p>Chaired by Jillian Reynolds and Dr Lina Masana, Agency for Health Quality and Assessment of Catalonia (AQuAS)</p> <p>Presenters: Joan Espauella, Osona Program for severe chronic patients, advanced chronic patients and geriatric population (PCC/MACA/Geriatrics) Joan Carles Contel Chronicity Prevention and Care Programme (PPAC) – Interdepartmental Social and Health Care Interaction Plan (PIAISS). Government of Catalonia Mireia Espallargue, Red de Investigación en Servicios de Salud en Enfermedades Crónicas (REDISSEC)</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>351 (ORAL PAPER 15') Compassionate, helpful, neighbourly – a connected community that cares</p> <p>359 (ORAL PAPER 15') Compassionate and Supportive Care--No one dies alone</p> <p>509 Integrative care of ALS and other motoneuron diseases in the Integrative Care Organisation of Araba (in Spanish) Dr Maria Aranzazu Pinedo Asarta. Osakidetza - Basque Health Service</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</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</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>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</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</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>831 (ORAL PAPER 15') Integrated care for older people in Kosovo</p> <p>692 (ORAL POSTER 5') Ageing of elderly in Biscay: Active Ageing Index as a tool to monitor</p>

	<p>194 (ORAL PAPER 15') Designing the Hospice of the future: Developing a partnership with the next generation</p> <p>782 (ORAL POSTER 5') Family carers in integrated care: A case study</p>	<p>526 (ORAL PAPER 15') "Get active for mental health: a project evaluated for active involvement of families and users"</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>			
<b>3.F Integrated Care in Europe: Multi-Criteria Decision Analyses of Integrated Care for Multi-morbidity: Results of Four Case Studies from the SELFIE Project (348) - workshop</b>	<b>3.G Realist Design and Evaluation Methods</b>	<b>3.H Integration in Primary Care</b>	<b>3.I Health and Social Care Integration</b>	<b>3.J Engaging users in their care</b>	<b>3.K Integrated Care and Vulnerable Populations</b>
<i>Supported by the European Commission</i>					
<b>Room</b>					
<p>Chaired by Apostolos Tsiachristas, Oxford University, And Maureen Rutten van Mølken, Erasmus University Rotterdam.</p> <p>Maaïke Hoedemakers, Erasmus University Rotterdam. Mirjana Huic, Ministry of Health, Zagreb. Josep Roca, University of Barcelona. Milad Karimi, Erasmus University Rotterdam</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 Hospital</p> <p>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)</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 integration of primary and specialised health care and social services</p> <p>382 (ORAL PAPER 15'): Designing integrated primary care in Toronto Canada</p>	<p>739 (ORAL PAPER 15') People-centred integrated care: co-designing standards - igniting a movement Leslee J Thompson, Health Standards Organization (HSO) &amp; Accreditation Canada</p> <p>487 (ORAL PAPER 15') Transforming stroke care – the Irish national stroke programme</p>	<p>883 (ORAL PAPER 15') People, preferences and holistic care in Timor-Leste</p> <p>854 (ORAL PAPER 15') Engaging the patient with HCV and Nash disease</p> <p>319 (ORAL PAPER 15') Co-creation and implementation of a self-management program among equals online in the Basque Country (in Spanish)</p>	<p>621 (ORAL PAPER 15') Nobody Left Outside (NLO) Checklist: Improving access to healthcare for vulnerable and underserved groups,</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</p>

	<p>422 (ORAL PAPER 15'); Whole System Transformation; The 'waze' of inequity reduction frameworks for organizations Dr Sivan Spitzer-Shohat, University of Chicago</p> <p>830 (ORAL PAPER 15'); Policy Development; The need of a framework for implementing integrated care tailored to the Latin American context</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)</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</p> <p>498 (ORAL PAPER 15') Improving capacity and patient access in general practice, Dr. Arfon Williams, Ty Doctor</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>453 (ORAL PAPER 15') Strategy for the development of integrated care pathways (ICP) in the Valencian Community (Spain) 2016-2018</p> <p>305 (ORAL PAPER 15') Regionalisation of comprehensive care for Non-Communicable Diseases – involving local authorities</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 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</p> <p>199 (ORAL POSTER 5') Building healthy strong communities: Integrating health and social care through system transformation</p>	<p>647 (ORAL PAPER 15') Supporting community recovery and reducing readmission risk following critical illness in ICU survivors</p> <p>773 (ORAL POSTER 5') Consumer engagement to maximise the impact of public reporting of hospital performance data in Australia</p> <p>454 (ORAL POSTER 5') Perceptions of healthcare services and preference of factors related to care planning among active older persons</p>	<p>864 (ORAL PAPER 15') Implementing de-escalation in emergency units in psychiatric and general hospitals in Slagelse – a pilot study</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)</p> <p>389 (ORAL POSTER 5') Exploring the integration of a nurse practitioner led mental health service in rural Australia</p> <p>725 (ORAL POSTER 5') Evaluation of a community intervention with ProCC Methodology for men in vulnerable situations (in Spanish)</p>
6.30 – 8.00	<b>Welcome Drinks Reception: San Telmo Museum</b>				

## Tuesday, 2 April

8.00 – 9.00	Breakfast sessions				
<b>TBW.A Health and Social Care (619) – SIG Meeting</b>	<b>TBW.B Integrated Care in Wales</b>	<b>TBW.C Innovation on Home-based Care Services (128) - workshop</b>	<b>TBW.D Incentivising Integrated Service Provision I: Financing Models that Enable Integrated Social, Medical and Vocational Support to People with Stroke and other High Support Needs - workshop</b>	<b>TBW.E Building Learning Health Systems on Real World Data (115) - workshop</b>	<b>TBW.F Neighbourhoods for Wellbeing (N4W) : Modelling and embedding codesign as a mindset and a way of working from the get-go 334) - workshop</b>
<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>	
<b>Room</b>					
	Chaired by Leo Lewis, International Foundation for Integrated Care (IFIC)		Chaired by Andrew Terris, International Foundation for Integrated Care (IFIC)		Chaired by Karaen Patterson and Jane Cockburn, South Eastern Sydney Local Health District
<b>TBW.G Integrated Care Pathways (ICPs) as an e Enabler of Transformation towards Integrated Care (784) - workshop</b>	<b>TBW.H Volunteers and Voluntary Sector: Engaging Non-governmental Agencies as Partners in Integrated Care (371) – SIG Meeting</b>	<b>TBW.I Early-career Researchers in Integrated Care (ERIC): Career-panel Discussion (314) - workshop</b>	<b>TBW.J Children Youth and Families (CYF) – SIG Meeting</b>	<b>TBW.K Intermediate Care</b>	
	<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>	
<b>Room</b>					
Chaired by Massimiliano Panella, President, European Pathway Association (Italy)  Latest international evidence on ICPs implementation Carles Blay Family Physician, Director of Medicine Faculty at Vic University (Spain)  Key learnings from ICPs implementation in Spain	Presenter: Dr. Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation; University of Toronto  This workshop will serve as the launch of the Third Sector focused special interest group, fostering networking and the identification of topical priorities.			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)  706 (ORAL PAPER 15') Frailty, a new challenge to be	



<p>Ornela Bardhi, Marie Curie PhD Fellow at Cancer: Activating Technology for Connected Health (Albania)</p> <p>Understanding and mapping the 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>tackled in order to improve integrated care in older people. The Advantage Joint Action recommendations.</p> <p>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><b>PARALLEL SESSIONS 4</b></p>				
<p><b>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</b></p>	<p><b>4.B The OMIS Room: Integrated Care Experiences of End of Life Care</b></p>	<p><b>4.C DK Diabetes Stream: Organization, transformation and data for integrated care in prevention and treatment of diabetes complications</b></p>	<p><b>4.D Incentivising Integrated Service Provision II: Learning from International Innovations in Funding and Financing</b></p>	<p><b>4.E Development and Implementation of an Acute Geriatric Community Clinic (429) - workshop</b></p>	<p><b>4.F Enabling Transformation of Health and Social Care Integration (308) - workshop</b></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><b>Room</b></p>					
<p>Welcome and introduction Donna Henderson, Scottish Government, Scotland</p> <p>SCIROCCO tool to facilitate twinning and coaching Dr Andrea Pavlickova, Scottish Government, Scotland</p>	<p>427 (ORAL PAPER 15') Nursing Home Integration Experience in the Integrative Health Organisation of Barrualde-Galdakao (in Spanish)</p>	<p>Chaired by Anelli Sandbæk, Professor, MD, Head of Division SDCA</p> <p>Welcome and Introduction, challenges for integrated care in prevention and treatment of diabetes complications in a</p>	<p>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</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,</p>	<p>Presenters: Marianne Brennan, Rhona Millar and Sarah Forster, Health and Social Care Alliance Scotland</p> <p>Workshop participants will use Unfold the Future</p>

<p>Perspective of transferring region John MacDonald, Scottish 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)</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 Bárez, Osakidetza</p> <p>510 (ORAL POSTER 5') Paliative care in an integrated environment : Beyond barriers (in Spanish)</p> <p>591 (ORAL POSTER 5') Living at Home : integrative care for ageing at home (in Spanish) Álvaro, García Soler, Matia Instituto Gerontológico (MATIA)</p> <p>176 (ORAL POSTER 5') The emergency department in a subacute hospital : an innovative project in an innovative hospital (in Spanish) Dr. Pedro García Peña, Hospital Santa Marina. Osakidetza.Servicio Vasco de Salud</p>	<p>West European context with a focus on Denmark Anelli Sandbæk, Professor, MD, Head of Division SDCA, Denmark</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>287 (ORAL PAPER 15') Financial barriers decrease the 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</p> <p>806 (ORAL POSTER 5') Smart Healthy Age-Friendly Environments - funding models and best practices</p>	<p>Amsterdam Public Health research institute</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</p>	<p>Toolkit and a facilitated session will be delivered considering the question 'how do we ensure that empowered people and communities are engaged in the design and delivery of integrated care?'</p>
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<b>4.G Discover Spain: Building Healthy Communities</b>	<b>4.H Data and Information Sharing</b>	<b>4.I Population-based Health Strategies</b>	<b>4.J Engaging Users and their Carers in Designing Integrated Care</b>	<b>4.K Mental Health in Primary Care</b>
	<i>Stream supported by Tunstall Healthcare</i>			
<b>Room</b>				
<p>580 (ORAL PAPER 15') "Donostia lagunkoia" (Friendly Donostia): a city planning</p> <p>344 (ORAL PAPER 15') Healthy walks as an opportunity for integration (in Spanish)</p> <p>376 (ORAL PAPER 15') Activity prescription Programme in the Integrated Health Organisation of Donostialdea (in Spanish), Gemma Estévez Martínez; Osakidetza, Arkaitz Angiozar Unanue; Director de instalaciones deportivas; Ayuntamiento de Lezo.</p> <p>583 (ORAL PAPER 15') Study EFICANCER: physical activity to improve quality of life in people with cancer</p> <p>513 (ORAL PAPER 15') Health related social determinant</p>	<p>438 (ORAL PAPER 15') My Health Memory - A lifetime medical record in the hands of patients and carers Emma Dickins, Sydney Children's Hospitals Network</p> <p>670 (ORAL PAPER 15') Digital health initiatives and the policy context in European integrated health systems</p> <p>750 (ORAL PAPER 15') Technology: enabling real-time feedback about what matters most to patients – lessons learnt and moving forward Melissa Tinsley, NSW Agency for Clinical Innovation</p> <p>283 (ORAL PAPER 15') Understanding the predictors of services use in older people to plan for and provide quality cost effective care</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)</p> <p>257 (ORAL POSTER 5') Regional Strategic Planning of Care in Flanders based on population needs</p> <p>870: (ORAL POSTER 5') Competences for population health management</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,</p>	<p>386 (ORAL PAPER 15') Citizen sensitisation campaign to promote patients' participation in their own safety (in Spanish)</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 outcomes of a New Zealand Community Health Council</p>	<p>198 (ORAL PAPER 15') "Sacred consultations" in Primary Health Care: how can we improve emotional dimension care? (in Spanish) Baza Bueno, Mikel, Osakidetza</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>469 (ORAL PAPER 15') Integration of behavioral health services into primary care at a community health center in Boston, 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</p> <p>553 (ORAL PAPER 15') Implementation and cost effectiveness evaluation of an integrated mental health stepped care service for adults in primary care</p>

inclusion in the healthcare strategy in the Basque Country (in Spanish)	845 (ORAL PAPER 15') Telehealth and machine learning for COPD patient care Cristóbal Esteban, Cambrian Intelligence SLU	Dr Shirlene Oh, Imperial College Health Partners.  465 (ORAL PAPER 15') "It's risky business: Risk stratification to population health  548 (ORAL PAPER 15') Planning health services for the 21st Century; using population health intelligence to guide integrated strategic planning and investment			
10.30 – 11.00	<b>Refreshments, exhibition, posters and networking</b>				
11.00 – 12.30	<b>PLENARY 2: Engaging and Empowering People and Communities to Become Equal Partners in Care</b>				
<b>Room</b>					
	<p>Chaired by: x</p> <p><b>Health Equity and Social Determinants of Health</b> 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><b>The invisible wealth of care: the importance of measuring and valuing unpaid work in the health and social care system</b> María-Ángeles Durán, Professor of Sociology, Higher Council for Scientific Research (CSIC)</p>				
12.30 – 2.00	<b>Buffet lunch, exhibition, posters, networking and lunchtime workshops</b>				
	<b>Lunchtime Workshops</b>				
<b>TLW.A Integrated Care in Europe: ACT@Scale - workshop</b>	<b>TLW.B The OMIS Room: I Patients with Non-oncological Chronic Conditions: Improving End-of-Life Care through Integrated Care and</b>	<b>TLW.C DK Diabetes Stream: Intersectoral- and interprofessional collaboration in diabetes prevention and care</b>	<b>TLW.D Incentivising Integrated Service Reform III: Learning from International Experiences in Funding and Financing - workshop</b>	<b>TLW.E Integrated Care in a Small Island Community (191) - workshop</b>	<b>TLW.F Regulating and Inspecting Integrated Care (458) – SIG Meeting</b>

	<b>Early Palliative Care Provision (627) - workshop</b>				
<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
<b>Room</b>					
<p>Welcome. ACT@Scale coordination. Introductions. Setting the stage –experience in telehealth and care coordination from one ACT@Scale region. Collaborative methodologies.</p> <p>Experience for one/two invited region/project</p> <p>Transferability of good practices: How do we share experiences among European regions and transfer lessons learned from one setting to another? (4 cases: one per area: service selection, stakeholder and change management, business models, citizen empowerment)</p> <p>Round table- Panel discussion</p>	<p>Presenter: María Soledad Giménez Campos, Hospital Universitari i Politècnic La Fe</p> <p>This workshop is focused on early PC among patients with chronic conditions through an updating the state of the art followed by experiences at different healthcare systems. Also, the aim is to discuss barriers and facilitators to implement PC to patients with life limiting conditions due to advanced chronic conditions</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>255 (ORAL PAPER 15') Intersectoral coordination of prevention over the life course: professionals and the making of diabetes prevention in Denmark</p> <p>700 (ORAL PAPER 15') Co-creation of a Model for Intersectoral Health Care delivery on type II diabetes – A collaboration between patients, healthcare professionals, and researchers</p> <p>482 (ORAL POSTER 8') Obesity and complications in children and adolescents: Implementation of a</p>	<p>Chaired by Dr Nick Goodwin, International Foundation for Integrated Care (IFIC)</p> <p>Speakers Gerli Aavik, Ministry of Social Affairs, Estonia Mirella Minkman, Vilans, Netherlands Ellen Nolte. London School of Hygiene and Tropical Medicine, UK Stephen Shortell, University of Berkeley, California (TBC) Andrew Smith, COBIC/Optimedix, UK &amp; Germany; Walter Wodchis, University of Toronto, Canada</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 &amp; Social Care, Isle of Man</p>	

		<p>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</p>			
<b>TLW.G Realist Research Design and Evaluation of Integrated Care (615) – SIG Meeting</b>	<b>TLW.H Patient Information Role in Integrated Healthcare (444) - workshop</b>	<b>TLW.I The PlayDecide Patient Safety game: A “Serious Game” to Discuss Medical Professionalism in Relation to Patient Safety (224) - workshop</b>	<b>TLW.J Designing a survey assessing the scale and spread of integrated care in the iCOACH project (633) - workshop</b>	<b>TLW.K Creating the Right Culture for Integrated Care</b>	
<i>In association with Realist Evaluation SIG</i>		<i>In association with Integrated Care Academy©</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	
<b>Room</b>					
	<p>To include: *185 (ORAL POSTER 5') Sharing patient information in a rural and remote region in Australia</p>	<p>Chaired by Eilish McAuliffe, Professor of Health Systems, University College Dublin</p>		<p>362 (ORAL PAPER 15') Creating a culture of improvement for better care (Video Link)</p> <p>474 (ORAL PAPER 15') Culture trumps everything: The (un)expected truth about building a frailty team across the continuum for a vulnerable population</p> <p>856 (ORAL PAPER 15') Why bother about governance - exploring interpretation of professionals involved in the implementation of integrated care programmes in community healthcare organisations</p>	
2.00 – 3.30	<b>PARALLEL SESSIONS 5</b>				

<b>5.A Integrated Care in Europe</b>	<b>5.B The OMIS Room: Integrated Care Experiences of End of Life Care</b>	<b>5.C DK Diabetes Stream: Future Perspectives and Networking</b>	<b>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</b>	<b>5.E Intermediate Care</b>	<b>5.F Overcoming Integration Failure Through Negotiation – A Workshop for Doers and Planners CONNECARE: A Bridge Over Troubled Waters (238) - workshop</b>
<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>
<b>Room</b>					
<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>463 (ORAL POSTER 5') Pilot real-world use of the Project Integrate readiness for integrated care tool across a nation's health system – experience from Ireland</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, EURORDIS, Dorica Dan, EURORDIS</p>	<p>783 (ORAL PAPER 15') Building a narrative on how people approach death and Dying. The experience of Getxo Zurekin</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</p> <p>296 (ORAL PAPER 15') Testing a holistic system for community palliative care: SPARC -Supportive and Palliative Action Register in the Community Susanne Gray, Vicki Cloney, Renfrewshire Health and Social Care Partnership</p> <p>425 (ORAL POSTER 5') Care at the end of life in patients with</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</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. What research and development initiatives are urgently needed? Panel-members:</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>719 (ORAL PAPER 15') Impact of “Enhanced” Intermediate Care located in a Health &amp; 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</p> <p>258 (ORAL PAPER 15') The impact of a Reablement Service Programme on physical ability and care plan packages</p> <p>424 (ORAL POSTER 5') The effect of a pilot Discharge to Assess process on unscheduled care performance, Salman Anwer,</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>Rachelle Kaye, International Project Coordinator, CONNECARE Ofer Chen, Deputy Director, Samson Assuta Ashdod Keren Shechter Azulay, General Director of Southern District, Maccabi Healthcare Services Reut Ron, Researcher, Assuta Institute for Health Services Research and CONNECARE Project Assistant</p>

	advanced dementia institutionalized	IFIC expert (TBC) Mickael Bech Jannik Hilsted Anelli Sandbæk  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)		Professor Paul Edwards, Aneurin Bevan University Health Board in Wales,  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  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  366 (ORAL POSTER 5') Understanding transitions of care in older adults with hip fractures: A qualitative multiple-case study in Ontario	
<b>5.G Primary Care and Frail Populations</b>	<b>5.H Incentivising Integrated Service Provision: Learning from International Innovations in Funding and Financing</b>	<b>5.I Healthy Ageing</b>	<b>5.J Self-management and Co-production</b>	<b>5.K Managing Chronicity in Children, Youth and Families</b>	
<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>	
<b>Room</b>					



<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 (IRDES, France)</p> <p>514 (ORAL PAPER 15') Think local, act personal: Lessons 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</p> <p>336 (ORAL POSTER 5') Multi-criteria decision analysis of a proactive person-centred integrated primary care program</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</p> <p>578 (ORAL PAPER 15') Claims based risk adjusted budget allocation in integrated care in Belgium, Henri De Ridder,</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) Alliance: Delivering a shift to integration in the context of financial challenge</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</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</p> <p>377 (ORAL PAPER 15') Healthy ageing in Lezo (in Spanish)</p> <p>290 (ORAL PAPER 15') Active Ageing Strategy "ESTRENA", Principado de Asturias, 2018-2021(in Spanish) Nerea Eguren Adrián, Consejería de Servicios y Derechos Sociales del Principado de Asturias</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</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</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)</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>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),</p> <p>394 (ORAL PAPER 15') Integrated care initiative to improve management of paediatric asthma Emma Dickins, Centre for Child Health Research and Innovation (ChERI)</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</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.</p>
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care for frail elderly in the Netherlands: U-PROFIT  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				
3.30 – 4.00	<b>Refreshments, exhibition, posters and networking</b>			
4.00 – 5.30	<b>PLENARY 3: Integrated Care and its Dimensions: Models of Care that work for People and Communities</b>			
<b>Room</b>				
	<p>Chaired by: x</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 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, The Provincial 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</p>			
7.30 – 11.30	<b>Gala Dinner: Miramar Palace</b>			

## Wednesday, 3 April

8.00 – 9.00	Breakfast sessions				
<b>WBW.A Polypharmacy – SIG Meeting</b>	<b>WBW.B Volunteers and Voluntary Sector</b>	<b>WBW.C Intermediate Care – SIG Meeting</b>	<b>WBW.D Self-management and Co-production</b>	<b>WBW.E Discover Spain: Health Records</b>	<b>WBW.F Evaluation and Vulnerable Populations</b>
<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					
	<p>Chaired by Michelle Nelson</p> <p>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</p> <p>832 (ORAL PAPER 15') Community integrated care in rural Romania – the role of community centres</p> <p>852 (ORAL PAPER 15') Who cares? Uncovering social Support Needs and Resources of malignant CNS Tumor Patients and their informal Caregivers</p> <p>694 (ORAL POSTER 5') The role of volunteers in improving rehabilitation patients' experiences and outcomes</p>	<p>Join Special Interest Group (SIG) Members to network, discuss hot topics and help us shape our future workplan!</p>	<p>301 (ORAL PAPER 15') Esther: person centred integrated system change</p> <p>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</p> <p>544 (ORAL POSTER 5') Peer-to-peer interactions for better customer experience Caroline Lim, Singapore University of Social Sciences</p>	<p>125 (ORAL PAPER) Personal health records; helping to the integration(in Spanish) Dr. Dabi Santano, Osakidetza</p> <p>435 (ORAL PAPER 15') Basque Electronic Health Record: toward a sustainable, participative and modern health care system (in Spanish) Dr. Erika Céspedes Suzuki, Osakidetza-Basque Health System</p> <p>157 (ORAL PAPER 15') Demand that cannot be delayed : management plan for Primary Health Care in Donostialdea (in Spanish) Eduarne Lizarazu Casamayor, Organización Sanitaria Integrada Donostialdea</p>	<p>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</p> <p>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</p> <p>835 (ORAL PAPER 15') Casaplus, a German case management programme for elderly with multi-morbidity: Evaluation using claims and survey data</p> <p>201 (ORAL POSTER 5') Big Data Evaluation of an Integrated Care Initiative for Vulnerable Families</p>

	Rachel Thombs, University of Toronto				
<b>WBW.G Big Data Tools for Integrated Care and High-risk Patient Protection (120) - workshop</b>	<b>WBW.H Real-time Use of Patient Reported Measures to Improve Health Outcomes, Experiences and Drive System Transformation (549) - workshop</b>	<b>WBW.I Chronic Care Model: Evaluating the Integrated Management of Chronic Diseases (740) - workshop</b>	<b>WBW.J Whole System Transformation</b>	<b>TLW.K Hospital, Primary and Service Integration</b>	
<i>Stream supported by Tunstall Healthcare</i>					
<b>Room</b>					
To include: *748 (ORAL POSTER 5') Anticipatory care and predictive analytics; sensemaking in the emerging world of 'big data'	Chaired by Melissa Tinsley, NSW Agency for Clinical Innovation	Chaired by Dr. Alberto Barceló, Universidade Federal de Juiz de Fora, Minas Gerais, Brazil  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	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  479 (ORAL POSTER 5') Implementation of the Health Care Homes model in Australian primary care  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  878 (ORAL POSTER 5') Supporting Patients through the rehabilitation continuum of care: The NRH Pre-admission Coordinator	521 (ORAL POSTER 5') Integrating acute and subacute care through dynamic adaption of care intensity: The Integrated General Hospital Pilot in Singapore  545 (ORAL POSTER 5') Associations between primary care continuity and acute care utilization among adult inpatients  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  607 (ORAL POSTER 5') Public reporting to facilitate integration of physical and mental care for hospital patients  702 (ORAL POSTER 5') Investigating Central American older adult service systems for people with dementia: a social network analysis	

9.00-10.30	<b>PARALLEL SESSIONS 6</b>				
<b>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</b>	<b>6.B The OMIS Room: Integrated Care Experiences across Spain – Use of Technology</b>	<b>6.C Home-based Care for the Elderly</b>	<b>6.D Integrated Care Models for Children, Youth and Families</b>	<b>6.E Delivering Digital Health: Use of Data and Information Sharing</b>	<b>6.F Leadership Competencies for Designing and Implementing Integrated Health and Social Care Systems (100) - workshop</b>
<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>
<b>Room</b>					
<p>Chaired by: Dr. Arturo Alvarez-Rosete, EFFICHRONIC</p> <p>The EU-funded project EFFICHRONIC aims to empower vulnerable hard-to-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</p>	<p>609 (ORAL PAPER 15') Electronic prescription "e-rezeta" implantation in nursing homes (in Spanish)</p> <p>171 (ORAL PAPER 15') Evolution of the health record in the Basque Country. From the paper to an intelligent-integrated her</p> <p>789 (ORAL PAPER 15') Personalised Teleassistance Model Development through artificial intelligence (in Spanish) Lide Amilibia, "Departamento de empleo y políticas sociales" at the Basque Government</p> <p>584(ORAL PAPER 15') Technology as a cornerstone in population health management programs</p> <p>322 (ORAL POSTER 5') Implementation of digital health</p>	<p>154 (ORAL PAPER 15') The challenges of integrating housing and care for older people</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</p>	<p>*486 (ORAL PAPER 15') The Children and Young People's Health Partnership (CYPHP) Evelina London Model of Care: an opportunistic cluster randomised trial to assess child health outcomes, healthcare quality, and health service use</p> <p>Combined with +</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</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</p>	<p>769 (ORAL PAPER 15') Delivering the digital backbone for integrated care in Ontario, Canada</p> <p>857 (ORAL PAPER 15') Qualitative research on the factors affecting transferability of digital solutions for integrated care</p> <p>179 (ORAL PAPER 15') NHS Calderdale Clinical Commissioning Group: The Quest for Quality in Care Homes</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. Noemi Robles, Universitat Oberta de Catalunya (UOC)</p>	<p>To include: *885 (ORAL PAPER 15') Managing integration: business as usual? Competencies in Leadership</p>

<p>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>tools for scalability of a prehabilitation service Dr. Isaac Cano, IDIBAPS, University of Barcelona</p> <p>565 (ORAL POSTER 5') "IEAMC" (Chronicity care model evaluation tool) and "IEXPAC" (patient and carer experience assessment tool). Eight year experience of partnership in integrative care model evaluation (in Spanish)</p>	<p>Canadian case study: home-at-last</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>582 (ORAL PAPER 15') A systematic review and meta-analysis of chronic and integrated care models to improve child health</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</p> <p>274 (ORAL PAPER 15') Towards Integrated Youth Care in the Netherlands: An Action Research Laura Nooteboom, Leiden University Medical Center</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</p> <p>869 (ORAL POSTER 5') Priority management, waiting list and population management in a commune of Chile (in Spanish)</p>	
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<b>6.G Systems Transformation</b>	<b>6.H Evaluating Integrated Care</b>	<b>6.I Networks and Integrated Care</b>	<b>6.J Evaluating Primary Care Plus Interventions in the Netherlands: Discussion of Methods and Results regarding the Quadruple Aim (328) - workshop</b>	<b>6.K</b>
		<i>In association with Integrated Care Academy©</i>		
<b>Room</b>				
<p>434 (ORAL PAPER 15') A systematic analysis of the multi-annual journey of Badalona towards integrated care</p> <p>808 (ORAL PAPER 15') Communication strategy in Primary Health Care plus project in Poland 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</p> <p>134 (ORAL PAPER 15') A system approach to designing intermediate tier service improvements</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</p> <p>528 (ORAL PAPER 15') Can the jointly collection of PROMs and PREMs improve integrated care? The changing process of the assessment system for the hearth failure path in Tuscany Region.</p> <p>730 (ORAL PAPER 15') Validation and pilot of the RMIC MT 2.0 managerial version in Spanish</p> <p>661 (ORAL PAPER 15') The integrated care performance</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>641 (ORAL PAPER 15') Primary and community teams – expanding opportunities for future networks Astuti Balram, Capital &amp; Coast District Health Board</p> <p>738 (ORAL PAPER 15') The Pan American Chronic Care Observatory (PACCO)</p>	<p>Presenters: Dirk Ruwaard, Tessa Quanjel, Esther van den Bogaart, Daan Westra, Niels Hameleers and Mariëlle Kroese, Maastricht University, Netherlands</p>	

<p>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>assessment tool: a co-design approach</p> <p>596 (ORAL POSTER 5') Evaluation of a patient-centered organizational model for multimorbidity in general practice in Denmark - a feasibility study Hanne Birke, University of Copenhagen</p>	<p>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</p> <p>872 (ORAL PAPER 15') IntegraSarea: developing innovation support networks for implementing People Centred Care across the Basque Health Service (in Spanish)</p>		
10.30 – 11.00	<b>Refreshments, exhibition, posters and networking</b>			
11.00 – 12.10	<b>PLENARY 4: Realising the Impact of Digital Health to Support Real Integration - Stream supported by Tunstall Healthcare</b>			
<b>Room</b>	<p>Chaired by: x Creating a sensible flow between clinical and personal data to realise truly integrated and personalised care Professor George Crooks OBE, CEO, Digital Health &amp; 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	<b>Conference Celebration</b>			
	Launch of APIC2, ICIC20 and NACIC1			



12.30 – 2.00	<b>Buffet lunch, exhibition, posters, networking and lunchtime workshops</b>				
	<b>Lunchtime Workshops</b>				
<b>WLW.A Integrated Care in Europe: VIGOUR and DHE Twinning - workshop</b>	<b>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</b>	<b>WLW.C Intermediate and Transitional Care</b>	<b>WLW.D Discover Spain: Providing Integrated Care in Prisons</b>	<b>WLW.E Evidence-based Integrated Care (EblC) (441) – SIG Meeting</b>	<b>WLW.F Leadership and Integrated Care</b>
<i>Supported by the European Commission</i>		<i>In association with Intermediate Care SIG</i>		<i>In association with EblC 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
<b>Room</b>					
	<p>Presenters: Denise Ferrier and Dr Chris Hamilton, Victorian Department of Health and Human Services Donald Campbell, Monash University</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>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 Consultant knowledge centre of long term care Vilans</p>	<p>357 (ORAL PAPER 15’) Implementation of the colorectal cancer screening program in the Araba Prison Center / Álava (in Spanish)</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)</p> <p>140 (ORAL PAPER 15’) Colorectal cancer screening programme in people in prison Lamiaran Uriarte Larrea, Basurto del Servicio Vasco de Salud- Osakidetza (in Spanish)</p>		<p>Chaired by Dr Aine Carroll, IFIC Ireland and University College Dublin (UCD)</p> <p>117 (ORAL PAPER 15’) Integrated Care Pathways and Networks: Implementing Governance Innovations in Quebec’s Health and Social Services System</p> <p>250 (ORAL PAPER 15’) Leadership in integrated care networks: A literature review and opportunities for future research</p> <p>674 (ORAL PAPER 15’) Shaping leadership for place: Results from a system diagnostic across 3</p>

		457 (ORAL POSTER 5') The association between patients' perceived continuity of care between providers and adherence-related beliefs about oral anticancer treatment			Integrated Care Partnership systems Cathryn Sloan, Advancing Quality Alliance (AQuA)
<b>WLW.G Polypharmacy</b>	<b>WLW.H Population Risk Stratification (581) - workshop</b>	<b>WLW.I Getting the System to Invest in Integrated Care: Lessons from the Integration Stayers (473) - workshop</b>	<b>WLW.J Vulnerable Children, Youth and Families</b>	<b>WLW.K Care about Physical Activity (CAPA) Improvement Programme: Working with Older Adults to Improve Quality of Life (218) - workshop</b>	
<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	
<b>Room</b>					
276 (ORAL PAPER 15') Implementation of patient prioritisation tools: impact on integrated pharmaceutical care provision Dr Pamela Mills, NHS Ayrshire and Arran	Chaired by Samantha Hinks, NHS England  Facilitator: Esteban de Manuel Keenoy, Kronikgune, Basque Country, Spain		208 (ORAL PAPER 15') Learning from vulnerable families to improve healthcare and child protection responses, Zia Tayebjee, NSW, Health Sydney Local Health District	Chaired by Louise Kelly, Care Inspectorate, Scotland	
413 (ORAL POSTER 5') Multidisciplinary review and discussion of Drug Related Problems in polypharmacy patients in an emergency department Iosu Barral, Biodonostia	To include: *617 (ORAL POSTER 5') Differences in the control of chronic pathologies between institutionalized and non-institutionalized patients from a Scorecard (in Spanish)		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	To include: *867 (ORAL PAPER 15') Co-creating wellbeing and community connections: understanding what matters to older housing residents	
270 (ORAL POSTER 5') Implementation of a collaborative project between primary and secondary care to minimize inappropriate polypharmacy in Donostialdea Integrated Health Care Organization Dra Arritxu Etxeberria, Donostialdea Health Care Organization			542 (ORAL PAPER 15') The use and satisfaction with healthcare services of Aboriginal and Torres Strait Islander students at boarding schools: Baseline results		

408 (ORAL PAPER 15') Integrated patient-centered care for multimorbid adults: effect on medication beliefs and concerns Efrat Shadmi, University of Haifa				
2.00	<b>Site visits buses depart</b>			
2.00 – 4.30	<b>INNOVATION SESSION/ CITIZEN OPEN DAY</b>			
Room				
	<p><b>More in addition to these 6 to be announced in February</b></p> <p>576 Patient experience, Empathy, End-of-life, Education, Innovation  313 emerging researchers, integrated care, skills development, speed networking  172 Their safety first: An app to reduce waiting time due to derivations in Emergencies  312 Early-career Researchers in Integrated Care: an elevator pitch to various audiences  417 Early lessons from a Virtual Pulmonary Rehabilitation (VIPAR) Service  534 The use of an App to help improve diagnosis of dementia in Primary Care</p> <p>315 <b>WORKSHOP (60')</b>: Early-career Researchers in Integrated Care: tips and tricks to effectively publish (in association with IJIC) TBC</p> <p><b>ROUNDTABLE (60')</b> Policies and Strategies for Taking Forward Integrated Care in the Asia-Pacific Region: A Policy Roundtable, supported by IFIC, IFIC Australia and the International Academy of Integrated Care (Taiwan)</p>			
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

	<b>1. Population Health</b>
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.
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
203	Qualitative exploration of enablers and barriers to interagency collaboration from the perspectives of senior managers and executive staff
205	Ngaramadhi
211	Patient involvement in health care decision making; an experience
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
226	A realist synthesis of literature informing programme theories for Well-child Care in primary health systems of developed economies
228	Health professional perceptions regarding screening tools for developmental surveillance for children in a multicultural part of Sydney, Australia
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, Gobierno Vasco
252	Trabajando con la comunidad: campaña "Tolosaldea sin humo ni colillas de tabaco"
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
272	Disempowering socioeconomic and political structures to empower people
280	Pediatric obesity in integrated primary care: examining patient access across service delivery models
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.
392	Trust me I am a midwife
402	Caminando hacia la salud: creación de una red local
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
440	Early detection of malnutrition in community dwelling older people: An evidence based integrated care approach
450	Effectiveness of an exercise programme to improve the quality of life of patients with heart failure in primary care: The EFICAR study
478	Psychosocial and obstetric determinants of women signalling distress on the Edinburgh Perinatal Depression Scale during universal perinatal care: a call for policy renewal
493	Parents experiences with integrated family obstetric and neonatal level 2 care to improve patient empowerment.
516	Oncología de Enlace: resultados y retos futuros
529	Qualitative inquiry into the experiences of diabetes management among low-income women in 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.
680	Provider values in the adoption of goal-oriented care: an international comparative case study
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.
708	Implementing and sustaining large scale chronic disease care program. Abu Dhabi 14 years experience.
713	Risk stratification introduction in large scale Ambulatory Health care setting
722	Adherence to the treatment of first choice after hospital discharge by congestive heart failure (CHF), risk factors and socio-economic determinants
725	“Evaluación de una intervención comunitaria con Metodología ProCC para hombres en situación de vulnerabilidad”
726	“Evaluación de una intervención comunitaria con Metodología ProCC para hombres en situación de vulnerabilidad”
736	Health promotion education for children: an intersectoral project
741	La integración multidisciplinar amplia el horizonte de la donación
742	La prevención y promoción de salud nivel básico de la atención integrada. Una práctica efectiva: Plan Local de Salud de Benalmádena.
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.
758	Outcomes in Specialist Rehabilitation Medicine and their impact of waiting times
775	Does EQ-5D work in China? - Exploring cultural diversities in measuring health
790	Multimorbidity and its impact on Integrated Care
801	New Patterns
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, Ms 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
	<b>2. Policy Development</b>
113	Leading change in the large-scale implementation of a service integration model in Québec
114	Health and social care influences on long hospital length of stay (los): a critical realist study in a large metropolitan hospital
137	IMPLANTACION DE BUENAS PRÁCTICAS EN CUIDADOS COMO PUNTO DE UNION EN LA INTEGRACIÓN ASISTENCIAL
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).
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
168	Trentino Salute 4.0 - The Creation of a Competence Center on Digital Health Integrating Policy, Healthcare Trust and Research in Trentino Territory
189	EL ABORDAJE EN OSAKIDETZA DE LAS SEGUNDAS Y TERCERAS VÍCTIMAS DE LOS EVENTOS ADVERSOS
190	Seguridad del Paciente e Integración Asistencial,
199	Building healthy strong communities: Integrating health and social care through system transformation
206	Risk-based inspecting of care networks
207	Inspecting integrated care in the Netherlands
213	Use of patient involvement to improve/design healthcare strategies
223	Evaluación de las políticas de atención integrada en España
230	Privacy and integrated care: Sharing information within Australian interagency multidisciplinary teams.
247	“Factors influencing multiprofessional team work”
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
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? Fineide, Mona Jerndahl, Hansen, Gunnar Vold ; Haug, Erna
323	Impact of a long-term policy on mental health system performance and stability: the case of Bizkaia (Basque Country, Spain).
332	Changes in mental health system performance: the case of Gipuzkoa (Basque Country, Spain).
333	Coproducing value within the clinical encounter, Hub Wollersheim, IQ healthcare
350	The performance measurement of the primary health care quality
361	Refuerzo de la acción comunitaria como estrategia para la promoción de la salud en Euskadi.
368	Accountability in integrated health service delivery in the Netherlands

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, Prof. Walter Sermeus, Prof. Massimiliano Panella, Prof. Kris Vanhaecht, European Pathway Association, Ellen Coeckelberghs, Deborah Seys, Leuven Institute for Healthcare Policy, KU Leuven, Belgium
384	Incorporación del paciente como barrera de seguridad durante la asistencia: actualización del modelo de Reason
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
492	Rotterdam Stroke Service: audits for the quality of integrated care
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.
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
653	Help me understand what is important to you, co-designing outcome measures that matter to people: A systematic review of the literature
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
754	Toward an integrative medicine in France? Process of negotiation between professionals, patient and CAM practitioners
773	Consumer engagement to maximise the impact of public reporting of hospital performance data in Australia
778	Caso de empoderamiento de la sociedad civil para fortalecer la Atención Primaria a la Salud
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

999	Integrated Care in Postmenopausal Women: Research Protocol, Caroline Verdonck, University of Ghent
	<b>3. Whole System Transformation</b>
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
132	Front door to front door - a co-produced improvement programme to understand whole system flow across care systems
150	Practice Abstract on the Application of Integrated Care
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"
167	Collective Leadership and Safety Cultures: Developing an alternative model of leadership for healthcare teams
169	Conflict mitigation and management: Understanding the processes utilised by effective healthcare teams, Ms. Marie O'Shea, University College Dublin Dr. Aoife De Brún, University College Dublin
170	Scaling up case management strategies. The PAMI program, Dr 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.
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
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
246	Integrated care for older adults with complex problems-making the impossible possible, Prof Ben Harris-Roxas, University of New South Wales
248	Estrategia de implantación de un modelo de atención integrada a pacientes crónicos complejos, Carmen García Cubero, Servicio Madrileño de Salud
249	Implementation and evaluation of a novel integrated care program in South Eastern Sydney, Australia,
257	Regional Strategic Planning of Care in Flanders based on population needs
264	Assessing the impact of context during the implementation of a co-designed, collective leadership intervention
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 Debarrena
292	Fundamentación de las categorías centrales en procesos de transformación cultural para la implementación de modelos de cuidados integrados centrados en la persona
295	Prospective study on the efficacy of integrative medicine in oncological patients in a Spanish public hospital
297	<b>Govan S.H.I.P. – a model for integrated primary care in a deprived community</b>
303	A qualitative study on health professionals' views on changes towards integrated care in the Basque Health Service, Regina Sauto Arce, Basque Foundation for Healthcare 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
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.
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
367	Primary health care integration in day surgery programs Elena Aranda, Cruces University Hospital
396	Understanding what makes team interventions work: Learning from healthcare professionals.
398	Facilitating the adoption of integrated care pathways in Spain
421	Identifying patients at highest-risk: the best timing to apply a readmission predictive model
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 pediatrics
477	From diagnosis to cure: complete electronic medical record in Paediatric Oncology
479	Implementation of the Health Care Homes model in Australian primary care
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, Kate Marshall, UNSW Scientia PhD Scholar (Medicine), University of New South Wales
485	CPUP- A multidisciplinary secondary prevention program for individuals with cerebral palsy, Dr. Ann Alriksson-Schmidt, Researcher, Skåne University Hospital, Lund University, Lund, Sweden
499	Advancing in Integrated Care: Results of 4 years of evaluation
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
556	Valuing the change that matters - Mental health wellbeing of 10-13 year olds
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"
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
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
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.
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
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 (MATIA)
645	Implementación del plan de cuidados paliativos del gobierno vasco en un servicio de hospitalización a domicilio
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.
671	An integrated, cost-effective efficient chain to deliver botulinum toxin in optimal conditions. Juan Carlos Garcia-Monco, Hospital de Galdakao, Spain
676	A campus to bring community services together to form a coherent network of care – The Queenstown experiment
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
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
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
695	Integrated-care clinics: patient management and return to work rates, Dr, 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
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
752	Health promotion in Basque local primary care centers: results from implementation strategy optimization and evaluation, Heather L. Rogers, Susana Pablo, Primary Care Research unit of Bizkaia
765	Compartiendo buenas prácticas. Modelo integral centrado en la persona. Asociación Parkinson Madrid, 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, Jefe clínico del área de Larga Estancia y Unidad de Psiquiatría Legal
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-Buryło, 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, Dr Patrick Miqueu, Institut Jules Bordet - Université Libre de Bruxelles
838	Enhancing cancer care guideline development and implementation using formal guideline adaptation: methodology description, Dr 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
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
884	2030 residential and care model of Curaviva Switzerland: From theory to implementation
	<b>4. Tools and Methods for Supporting Care Coordination</b>
105	IT Connectivity to share an Advance Care Plan (ACP) across Organisations whilst ensuring a Patient Centric Approach
108	Erlauntza: relaciones de alta confianza mutual, Sorkunde Jaca Miranda, Aitziber Etxezarreta Arakistain, Adriana Martínez Sans, APTES Asociación para la Promoción de la Tecnología Social
116	Introducing technological innovations in ageing societies: care providers' perspective
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; Integrandó la Integración Dr. Dabi Santano, Osakidetza
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, Iñaki Santamarina, Izaskun Elezgarai and Aitor Montes Lasarte. OSAKIDETZA, Spain
162	Timeline del paciente integrado en la historia clínica de Osakidetza Dr. Mikel Ogueta, Responsable funcional historia clínica electrónica Osakidetza
164	Gestión y seguimiento del paciente pluripatológico en la OSI Donostialdea. Isabel Huerta Salagre , enfermera gestora de casos H.U.D
173	ATENCION INTEGRADA A PACIENTES DOMICILIADOS EN CENTROS SOCIO SANITARIOS
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.
210	Proyecto de educación para la salud dirigido a personas cuidadoras de personas dependientes.
215	Continuidad asistencial en ancianos polimedcados atendidos por traumatismo craneoencefálico: desde Urgencias hospitalarias a Atención Primaria, Montserrat Alonso, OSI Bilbao-Basurto
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
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.
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
363	Adherencia a la guía clínica de insuficiencia cardíaca en urgencias del hospital Bidasoa
413	Multidisciplinary review and discussion of Drug Related Problems in polypharmacy patients in an emergency department, Arantza Zurutuza, Osakidetza
420	Primary care and hematology department: referral and management guidelines Alasne Uranga Aguirregomezcorta, Donostia University Hospital,
437	Reliability and validity of the Hebrew version of the Nijmegen Continuity Questionnaire for measuring patients' perceived continuity of care in oral anti-cancer therapy
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
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
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
533	Practice change on transitional care
546	User-centred co-design with multiple user groups: The case of the electronic Patient Reported Outcome (ePRO) mobile application and portal
574	Tools to support anticipatory care planning and polypharmacy reviews
585	Personalized Action Plan in Andalusia: supporting the Chrodís-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
597	Historia sociosanitaria: conjunto mínimo de datos, Jose Antonio de la Rica Gimenez, BIOEF
599	“Vive sin tabaco”, a mobile application for smoking cessation developed by Osakidetza
601	Portal de atención sociosanitaria en Euskadi, Maialen Fidalgo Mendizabal, BIOEF
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
646	Empoderando al paciente de fisioterapia a través del uso de las TIC.
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"
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: (AUTO-CUID) randomized clinical trial
723	Virtual communities for integrated and coordinated mental health services
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
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'
756	Historia Sociosanitaria de Euskadi: Diagnóstico de situación, requerimientos para su desarrollo y retos, Guillermo Viñegra
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360	Developmental Diagnostic assessment for children suspected to have developmental disabilities. An interdisciplinary model of care.
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391	International comparison of midwifery models of care, Dr. Jackson Williams, New Mexico Children, Youth and Families Department, Marie Lewis, Powys Teaching Health Board
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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
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685	Co-creating and implementing resources to improve family caregiver experiences in geriatric services
691	Home based primary care services in Singapore, Stephanie Q Ko, National University Health Systems, Singapore
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306	Reducing the Burden of Non-Communicable Disease in Moldovan communities – the role of community nursing, Manfred Zahorka, Swiss Centre for International Health,
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766	THE adoption of roles by primary care providers during implementation of the new chronic disease guidelines in urban Mongolia: a qualitative study
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424	The affect 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 Healthcare Innovation and Research (BIOEF)
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865	E-prescription pilot in Poland allows for identification and analysis of primary nonadherence drivers.
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460	Cuidados paliativos en cruz roja donostia
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605	The complexity of caring for the dying - an empirical approach to understanding palliative care as integrated care in the German healthcare system
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
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