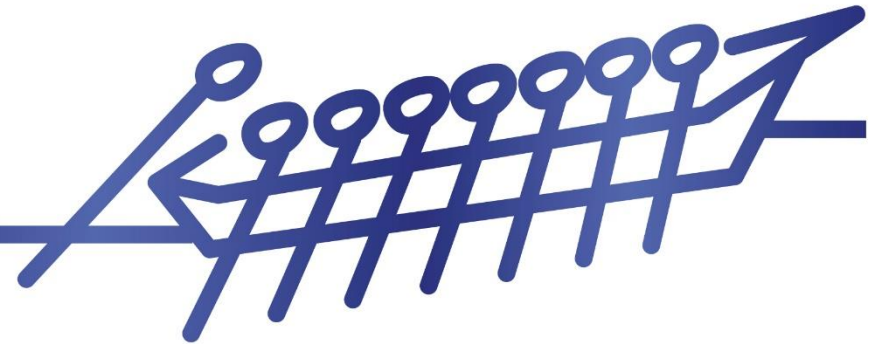




# International Conference on Integrated Care

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



**Tunstall**

**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***

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# 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 Capacity building and technical support for implementing integrated care</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 1</b>	<b>Room 4+5</b>	<b>Room 2</b>	<b>Room E1</b>	<b>Room 8+9</b>	<b>Room D</b>
<p>Opening and Welcome, by the European Commission, DG Health and Food Safety</p> <p>EU level actions and instruments to support the implementation of integrated care</p> <p>What is available? - presentation from DG Health and Food Safety, European Commission</p> <p>The possibilities for technical support - presentation from the Structural Reform Support Service, European Commission</p> <p>Twinning and capacity building activities in EU projects: presentation from the projects SCIROCCO Exchange, VIGOUR and DigitalHealthEurope</p>	<p>Chaired by Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>681 (ORAL PAPER 15') Integrated Primary and Geriatric Care with a longitudinal approach: +AGIL Barcelona: A real case of an integrated primary care Laura Monica Perez Bazan, Parc Sanitari Pere Virgili</p> <p>182 (ORAL PAPER 15') Frailty prevention in elderly from community: the experience of fall prevention workshops (Basque Country) (in Spanish) Kepa Arrarte Martinez, Ministry for Health, Basque Government</p>	<p>Presenters: Dr Anne Wojtak, University of Toronto, Canada Dr Cara English, Cummings Institute for Graduate Studies for Behavioural Health Studies, United States Frances Barraclough, University Centre for Rural Health, Australia Lynne Sinclair, University of Toronto, Canada Dana Newcombe, Children's Health Queensland Hospital and Health Service, Australia</p> <p>This workshop is intended to raise awareness of the range of existing and emerging education and training programs for integrated care across different jurisdictions, share knowledge about best pedagogical best practices, and encourage the development of global partnerships among institutions and programs that support education and research in integrated care.</p>	<p>Chaired by Paul Wankah, Université de Sherbrooke, Canada</p> <p>158 (ORAL PAPER 15') Maturity model for integrated primary care in Toronto, Canada Jocelyn Charles, Toronto Central Local Health Integration Network, Canada</p> <p>555 (ORAL PAPER 15') The He Pikinga Waiora process evaluation tool guiding implementation of chronic condition interventions in Māori and other Indigenous communities, Moana Rarere, Waikato University, New Zealand</p> <p>338 (ORAL PAPER 15') Defining clinically relevant quality indicators that matter</p>	<p>Chaired by Nick Zonneveld, Vilans, Netherlands</p> <p>260 (ORAL PAPER 15') Multi-method investigation of normative integration in a novel inter-sectoral collaboration between mental health care services and public sick leave insurance organizations in Denmark Rie Mandrup Poulsen, Mental Health Care Center Copenhagen, Denmark</p> <p>771 (ORAL PAPER 15') A shared culture for change: evaluating and implementing models of integrated people-centred services Elaine Inglesby-Burke, Northern Care Alliance NHS Group</p>	<p>Presenters: Dr Pauline Pariser, Dr Tara O'Brien, Dr John Kavanagh, University of Toronto, Canada Marni Salkovitch, Toronto Central Local Health Integration Network, Canada Magdalena Rybak, University Health Network, Canada</p> <p>This is a workshop for universities, education providers, hospital and community service managers in which we will share lessons learned from the implementation and evaluation of a quality improvement initiative. We will use interactive learning methods, including breakout groups, to learn more about SCOPE, building sustained</p>

<p>Strategies for integrated care and concrete needs for assistance with the implementation Presentation from care authorities in Estonia Presentation from care authorities in Flanders, Belgium</p> <p>Technical support and knowledge to assist implementation Presentation from the International Foundation for Integrated Care Presentation from Optimedis-Cobic</p>	<p>155 (ORAL PAPER 15') Evolution of a multipronged and multi-intervention strategy for patients with high comorbidity Uxue Errasti, Osakidetza-Basque Health Service</p> <p>755 (ORAL PAPER 15') Friendly Basque Country: Actions for promote dementia friendly communities Elena del Barrio, Matia Instituto Gerontológico</p> <p>626 (ORAL POSTER 5') Active gaze - Loneliness detection in elderly (in Spanish) Karmele Acedo Gil, Grupo SSI</p> <p>855 (ORAL POSTER 5') Same-cause-readmission reduction in elderly: the programme "Transiciona" (in Spanish) Mónica Mesas Cervilla, Parc Sanitari Pere Virgili</p>		<p>to people with Down syndrome Francine van den Driessen Mareeuw, Tilburg University/ Jeroen Bosch Hospital, Netherlands</p> <p>662 (ORAL PAPER 15') Evaluation and Implementation of integrated care program for multimorbid patients within ACT@Scale project Inmaculada Moro, Osakidetza-Basque Health Service</p> <p>452 (ORAL POSTER 5') Design and analysis of a scoreboard of quantitative indicators to assess the performance on integrated care in the Basque Health System Regina Sauto Arce, Basque Foundation for Health Innovation and Research (BIOEF)</p> <p>165 (ORAL POSTER 5') The rationale for integrated care deployment to chronic patients in Ecuador and proposals to act locally: results from a mixed method study Iván Dueñas-Espín, Pontificia Universidad Católica del Ecuador</p>	<p>268 (ORAL POSTER 5') 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 Giral, Generalitat de Catalunya</p>	<p>relationships with PCPs and patients, and customizing initiatives to local contexts</p>
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<b>1.G Evidence-based Integrated Care (EbIC)</b>	<b>1.H Impact of Digital Health: Data and Information Sharing</b>	<b>1.I National Strategies and Policies for Making Integrated Care a Reality</b>	<b>1.J Inter and Multi-disciplinary Team-based Working in Primary Care</b>	<b>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</b>	<b>1.L Integrating Care for Children, Young People and their Families (624)</b>
<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>	<i>In association with CYF SIG*</i>
<b>Auditorium</b>	<b>Room 4 + 5</b>	<b>Room 6+7</b>	<b>Chamber</b>	<b>Room 10</b>	<b>Room E2</b>
<p>Chaired by Roelof Ettema Hogeschool, Utrecht</p> <p>604 (ORAL PAPER 15') Systems theory as a shared theory for change Marlou De Kuiper, University of Applied Sciences, Netherlands</p> <p>747 (ORAL PAPER 15') Holding the gains in Reshaping Care Anne Hendry, IFIC Scotland</p> <p>541 (ORAL PAPER 15') Lessons in sustainability: The re-imagination of integrated care in Ontario, Canada Gayathri Embuldeniya, University of Toronto, Canada</p> <p>669 (ORAL PAPER 15') The Challenges of Delivering Universal and Integrated Care – Evidence to Inform Policy Implementation in Ireland and Internationally</p>	<p>Chaired by Carolyn Steele Gray, Lunenfeld-Tanenbaum Research Institute, Canada</p> <p>123 (ORAL PAPER 15') Building infrastructure for digital health using Open innovation 2.0 in co design of a meta data registry framework to support integrated care Kris McGlinn, Trinity College Dublin, Ireland</p> <p>184 (ORAL PAPER 15') Providing access to telehealth for addiction therapy and pschyopharmacology in rural America Tonya Bruni, St. Mary's Family Medicine, USA</p> <p>220 (ORAL PAPER 15') Connected care for complex chronic patients in Lleida Eloisa Vargiu, EURECAT, eHealth Unit</p>	<p>Chaired by Ri De Ridder, Belgium</p> <p>757(ORAL PAPER 15'): Social and healthcare strategical priorities. Basque Country 2017-2020 (in Spanish) Emilio Sola Ballojera, Ministry for Employment and Social Policies, Basque Government</p> <p>777 (ORAL PAPER 15') Public Policies in Chile for a model of attention focused on people (in Spanish), Osvaldo Artaza, Instituto de Salud Pública Universidad Austral, Chile</p> <p>129 (ORAL PAPER 15') User reported measure of care coordination across Catalonia, Spain Ester Risco, Hospital Clinic de Barcelona</p> <p>622 (ORAL PAPER 15'); Social and healthcare in the Basque Country: leadership and governance model (in Spanish) Sergio Murillo Corzo, Regional Council of Bizkaia</p>	<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>401 (ORAL PAPER 15') The importance of patient-centered care and co-creation of care for satisfaction with care and physical and social well-being of patients with multi-morbidity in the primary care setting Sanne Kuipers, Erasmus University Rotterdam, Netherlands</p> <p>520 (ORAL PAPER 15') Health and vulnerability: creating a care guideline for general practitioners Liesbet Meyvis, Stad Antwerpen, Belgium</p> <p>571(ORAL PAPER 15'): Interprofessional collaboration between general practitioners and</p>	<p>Chaired by Dr Felix Gradinger and Dr Julian Elston, University of Plymouth and Torbay and South Devon NHS Foundation Trust</p> <p>This is an interactive workshop facilitated by system leaders and embedded researchers sharing experiences of co-production and exploring with participants elements of the 'Context and Capabilities for Integrated Care' (CCIC) implementation framework.</p>	<p>Chaired by Frank Tracey, Children's Health Queensland, Australia</p> <p>This workshop will</p> <p>Discuss definitions and scope for Integrating Health and Social Care as it applies to Children, Young People and their Families</p> <p>Discuss the scope and purpose of a Integrating Care for Children Youth People and Their Families ISpecial Interest Group (IC-CYF SIG)</p> <p>Modify the Scope and Purpose Document for the Integrating Care for Children Youth People and Their Families, Special Interest Group (IC-CYF SIG)</p> <p>The participants will learn some of the policy and academic foundations of Integrating Care for Children</p>

Dr Sarah Barry, Trinity College Dublin, Ireland PJ Harnett, Health Services Executive, Ireland  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	356 (ORAL PAPER 15') Electronic messaging system and the challenges for professional judgement Gunnar Vold Hansen, Oestfold University College, Norway	168 (ORAL POSTER 5') Trentino Salute 4.0 - The Creation of a Competence Center on Digital Health Integrating Policy, Healthcare Trust and Research in Trentino Territory Oscar Mayora Ibarra, Fondazione Bruno Kessler, Italy  585 (ORAL POSTER 5') Personalized Action Plan in Andalusia: supporting the Chrodis-Plus integrated care model for multimorbidity Ana M Carriazo, Regional Ministry of Health of Andalusia  743 (ORAL POSTER 5') Moving towards integrated local policies for health: facilitators and challenges for the implementation of Health in All Policies in the Spanish context Maite Morteruel, University of the Basque Country	home nurses in Belgium: a participatory action research Dr Marlène Karam, Catholic University of Louvain, Brussels (UCL), Belgium  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  610 (ORAL PAPER 15') The role of health care professionals in collaboration in primary health care Sanneke Schepman, NIVEL, Hogeschool Utrecht, and RegioPlus, Netherlands		Youth People and Their Families,  The workshop will define the scope and purpose of a SIG for Integrating Care for Children Youth People and Their Families.
10.30 – 11.00					
Refreshments, exhibition, posters and networking					
11.00 – 12.30					
PARALLEL SESSIONS 2					
2.A Capacity building and technical support for implementing integrated care	2.B The OMIS Room: Integrated Care Experiences in System-wide Transformations and the Use of Pathways	2.C Children, Youth and Families	2.D Designing Integrated Care at the Ecosystem Level (281) - workshop	2.E Integrated Care and Mental Health	2.F Evaluating Integrated Care
Supported by the European Commission		In association with CYF SIG			
Room 1	Room 4 + 5	Room 6 + 7	Room 3	Chamber	Room 8 + 9

<p>Strategies for integrated care and concrete needs for assistance with the implementation Presentation from care authorities in Poland Presentation from care authorities in Slovakia Presentation from care authorities in Twente, Netherlands</p>	<p>Chaired by Dr Arturo Alvarez-Rosete, New Health Foundation  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>Chaired by Viktoria Stein, International Foundation for Integrated Care (IFIC)  101 (ORAL PAPER 15') An integrated group parenting model for mums with mental health issues and their babies: Findings from a participatory action research evaluation of the South Australian ACORN Program Paul Aylward, Flinders University, Australia</p>	<p>Chaired by Ezra Dessers, KU Leuven, Belgium  Presenters: Bernard J Mohr, Innovation Partners International, USA; Chris Lawer, Umio, UK; Todorka Kostadinova, Medical University of Varna, Bulgaria; Ezra Dessers, KU Leuven, Belgium</p>	<p>Chaired by David Perkins, IFIC Australia  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, Australia</p>	<p>Chaired by Albert Alonso, International Foundation for Integrated Care (IFIC)  430 (ORAL PAPER 15') Multiple perspectives analysis of the implementation of an integrated care model for older adults in Quebec Paul Wankah, Université de Sherbrooke, Canada</p>
<p>Technical support and knowledge to assist implementation Presentation from the World Bank Presentation from Optimity Advisors Presentation from the Bevan Commission  Interactive audience discussion</p>	<p>648 (ORAL PAPER 15') Social and healthcare coordination in the Integrative Organisation of Goierro-Alto-Urola : Sharing time and tools (in Spanish) Esther Ortiz de Zárate Carrillo, Amaia Oyarbide Munduate, Lourdes Garcia Arrea, Osakidetza-Basque Health Service</p>	<p>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, Netherlands  175 (ORAL PAPER 15') Sufficient exercise: mother's perceptions on neighborhood safety and quality of outdoor playgrounds in Rotterdam Marije van der Hulst, Erasmus MC Rotterdam, Netherlands</p>	<p>Just as care integration cannot always be realized only at the level of a single organization, a single care network may not always offer the scope to reach care integration. Individual care providers, care organizations and care networks are part of a larger constellation of ecosystem actors.  The aim of this workshop is to get participants acquainted with an ecosystem perspective on care integration, to explore possible design elements and principles, and to learn about design process challenges and characteristics at an ecosystem level.</p>	<p>690 (ORAL PAPER 15') The development of an intersectoral intervention to patients with severe mental disease and selected somatic chronic diseases Julie Grew, Intersectoral Research Unit for Health Services, Frederiksberg Hospital, Denmark</p>	<p>496 (ORAL PAPER 15') Assessing patient's experience in an integrated care context by means of health survey Maider Mateos-del Pino, Ministry for Health, Basque Government</p>
	<p>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) Gisela Muñoz García, Osakidetza-Basque Health Service</p> <p>398 (ORAL POSTER 5') Facilitating the adoption of</p>	<p>159 (ORAL PAPER 15') Strengthening Care for Children: Pilot of a Novel, Integrated General Practitioner-Paediatrician Model Harriet Hiscock, The Royal Children's Hospital and Murdoch Children's Research Institute, Melbourne, Australia</p> <p>392 (ORAL POSTER 5') Trust me I'm a midwife Marie Lewis, Consultant Midwife, Powys Teaching Health</p> <p>261 (ORAL POSTER 5') Integrating care for children and young people through Project ECHO®</p>		<p>475 (ORAL PAPER 15') The Collaborative Centre for Cardiometabolic Health in Psychosis (ccCHiP) – Integrating traditional healthcare to meet the needs of the mental health population Dr Kathleen Smith, Sydney Local Health District, Australia</p> <p>561 (ORAL PAPER 15') Living Well, Living Longer - transforming care to improve health inequalities in people with severe mental illness</p>	<p>204 (ORAL PAPER 15') Can a Delphi study assist in understanding the strengths and weaknesses of an integrated care program for families? Erin Miller, Sydney Local Health District (SLHD), Australia</p> <p>239 (ORAL PAPER 15') The evaluation of the programme Tipi-Ttapa in the Public Health Area of Tolosa-Goierri (2012-2017) – (in Spanish) Carmen Virto, Ministry for Health, Basque Government</p>



	<p>integrated care pathways in Spain Elena Urizar, Deusto Business School Health</p> <p>637 (ORAL POSTER 5') Care route for patients with COPD: the incorporation of patients point of view through ASBIEPOC (COPD Patient Association from Bizkaia) – (in Spanish) Iratxe Regidor, Osakidetza-Basque Health Service</p> <p>248 (ORAL POSTER 5') Complex chronic case management strategy implementation model (in Spanish) Carmen Garcia Cubero, Servicio Madrilenio de Salud</p> <p>139 (ORAL POSTER 5') Implementtation and evaluation of social and health care services at home. An experience from the Integrated Health Care of Barrualde-Galdakao (in Spanish) Iratxe Regidor, Osakidetza-Basque Health Service</p> <p>654 (ORAL POSTER 5') Social and healthcare coordination. Two structures with the same objective : the person (in Spanish) Guillermo Quirce Escobar, Osakidetza-Basque Health Service</p>	<p>Frank Tracey, Children's Health Queensland, Australia</p> <p>816 (ORAL POSTER 5') Utilising the Project ECHO® model of education to empower health professional in the management of Childhood Overweight and Obesity Frank Tracey, Children's Health Queensland, Australia</p>		<p>Lisa Parcsi, Sydney Local Health District, Australia</p> <p>880 (ORAL PAPER 15') Better Pathways to Housing for people with enduring mental illness Li Zeng, New Horizons, Sydney Local Health District, Australia</p> <p>678 (ORAL POSTER 5') The social nature of health policy implementation – an empirically-grounded reflection on the implementation of integrated care in the fields of mental health and chronic diseases Sophi Thunus, UC Louvain, Belgium</p>	<p>851 (ORAL PAPER 15') Managing chronic conditions: lessons learned from a comparative evaluation of chronic care programs in Italy, Angelica Zazzera, SDA Bocconi, Italy</p>
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	660 (ORAL POSTER 5') The experience in the creation of the local health network in Oñati (in Spanish) Angelica Ugarte Leturia, Osakidetza-Basque Health Service				
<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 and the Basque Country: Whole System transformation</b>	<b>2.K Evaluation of Integrated Care: Ensuring Rigor, Scaling Up, Scaling Out (861) - workshop</b>	<b>2.L Integrated care for older people in Brazil: an emerging agenda</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>No translation</b>
<b>Room 2</b>	<b>Room D</b>	<b>Room E1</b>	<b>Auditorium</b>	<b>Room 10</b>	<b>Room E2</b>
<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>253 (ORAL PAPER 15') Multidisciplinary team meetings in cancer care: is there a psychologist in the house? Dr Melissa Horlait, Vrije Universiteit Brussel Department of Public Health – OPIH, Belgium</p> <p>449 (ORAL PAPER 15') The myelomeningocele follow-up program: the Swedish initiative to ensuring multidisciplinary healthcare for individuals with myelomeningocele</p>	<p>Chaired by Ivy Lynn Bourgeault, Professor in the Telfer School of Management and the Institute of Population Health, University of Ottawa</p> <p>866 (ORAL PAPER 15') Policy Development; A complex adaptive system framework of barriers and facilitators to integrated care Ivy Bourgeault, Telfer School of Management, Canada</p> <p>720 (ORAL PAPER 15') Whole System Transformation; CHRODIS+: Implementing good practices and tools across EU Antonio Sarría-Santamera, ENS IMIENS-UNED ISCIII</p>	<p>Chaired by Mandy Andrew, International Foundation for Integrated Care (IFIC) Scotland</p> <p>Launch of Special Interest Group on Self-Management and Co-production (20 mins)</p> <p>802 (ORAL POSTER 5') The Self-Management Network Scotland: How to share best practice and learning of self-management across Scotland Rhona Millar, The Health and Social Care Alliance Scotland (the ALLIANCE)</p> <p>628 (ORAL POSTER 5') The effects of a self-management programme (Stanford model) on adults in County Donegal with long term health conditions Rona McLaughlin, Health Service Executive, Ireland</p> <p>135 (ORAL PAPER 15') Practicing what we preach about coproduction - the role</p>	<p>Chaired by Nuria Toro Polanco, World Health Organization</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-Basque Health Service</p> <p>229 (ORAL PAPER 15') Management Competency Development for Integrative Care (in Spanish) Marisa Merino, Osakidetza-Basque Health Service</p> <p>523 (ORAL PAPER 15') The dreamers take part: Parte Hartu (in Spanish)</p>	<p>Chaired by Oliver Groene, OptiMedis AG, Germany</p> <p>Health systems face significant challenges in moving towards integrated care. Despite long time policy pressures and the existence of best practice models at international level, integrated care frequently remains limited to pilot projects.</p> <p>There are multiple reasons why pilot projects are not scaled up.</p> <p>We will initially present two case studies of comprehensive evaluations of integrated care pilot projects, followed by a moderated discussion. The</p>	<p>Until recently, integrated care for older people was not being considered by policy-makers in Brazil. This situation is rapidly changing in response to population ageing, gaps in social care and an unsustainable cost burden on mainstream health services. Some local governments are now experimenting with initiatives to promote integration and improve inter-sectoral collaboration.</p> <p>This informal session will set out the wider context driving these policy developments.</p> <p>Justifying integrated care models to policy-makers in Brazil.</p>

<p>Ann Alriksson-Schmidt, University Hospital of Skane, Lund</p> <p>732 (ORAL PAPER 15') Improving Interprofessional Collaboration – a case study from the Netherlands Manon Lette, Amsterdam UMC, Netherlands</p> <p>566 (ORAL PAPER 15') Postoperative delirium and persistent cognitive dysfunction (POCD) in geriatric patients: Differences in awareness between physicians and nurses Dr Heidrun Sturm MPH, PhD. University Hospital Tübingen, Germany</p> <p>169 (ORAL POSTER 5') Conflict mitigation and management: Understanding the processes utilised by effective healthcare teams Marie O'Shea and Dr Aoife De Brún, University College Dublin, Ireland</p> <p>396 (ORAL POSTER 5') Understanding what makes team interventions work: Learning from healthcare professionals Una Cunningham, Mater Misericordiae University Hospital, Dublin</p>	<p>324 (ORAL PAPER 15') Whole System Transformation; Participative methods to mobilise a whole-system change towards integrated care for chronic care in Belgium: preliminary results of the implementation analysis Therese Van Durme, Université Catholique de Louvain, Belgium</p> <p>488 (ORAL PAPER 15') Integrating research: the case of aging in a health research institute Itziar Vergara, Osakidetza-Basque Health Service</p> <p>674 (ORAL PAPER 15') Shaping leadership for place: Results from a system diagnostic across 3 Integrated Care Partnership systems Cathryn Sloan, Advancing Quality Alliance (AQuA)</p> <p>715 (ORAL POSTER 5') Developing a strategy for evaluating integrated Mental Health programmes in Catalonia Dr Noemí Robles, Universitat Oberta de Catalunya (UOC)</p> <p>651 (ORAL POSTER 5') The links between co-creation during conception in the restructuring of care organization and appropriate loco-regional network</p>	<p>of a Lived Experience Panel in quality improvement work Sheelagh Machin, Patient Representative</p>	<p>Gotzone Miranda Larrucea, Osakidetza-Basque Health Service</p> <p>265 (ORAL PAPER 15'): Social and health coordination in the principality of Asturias: towards integrative care (in Spanish) Nerea Eguren Adrián, Consejería de Servicios y Derechos Sociales del Principado de Asturias</p> <p>275 (ORAL PAPER 15') Local health network: communitary educational programme to empower migrant women taking care of dependant persons. (in Spanish) Maribel Moreno, Osakidetza-Basque Health Service</p> <p>586 (ORAL PAPER 15') Integrative care for elderly in Osakidetza (in Spanish), M<sup>a</sup> Luz Peña González, Osakidetza-Basque Health Service</p>	<p>audience will be engaged through a series of interactive panel questions.</p> <p>Oliver Groene, Vice Chairman of the Board, OptiMedis AG</p> <p>Eva-Maria Oppel, Assistant Professor, Hamburg Center for Health Economics</p> <p>Mary Alison Durand, Associate Professor, London School of Hygiene and Tropical Medicine</p>	<p>Peter Lloyd-Sherlock, University of East Anglia, UK.</p> <p>The sociodemographic and health status of older people living in long-term care institutions funded by the National Social Assistance System. Yeda Duarte, University of São Paulo, Brazil.</p> <p>The Maior Cuidado Programme: the daily challenges of integrated care for older people and their families in poor neighbourhoods of Belo Horizonte. Karla Giacomini, FIOCRUZ Institute, Belo Horizonte, Brazil.</p>
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	governance? Initial mechanisms identified in Belgian “integro” projects Jean Macq, Universite Catholique de Louvain, Belgium				
12.30 – 14.00	<b>Buffet Lunch, exhibition, posters and networking</b>				
13.15	<b>Healthy Lunch Time Stroll</b>				
Meeting Point – Registration Desk	Take a healthy lunchtime stroll around the beautiful city of San Sebastian. An opportunity to take a break from the buzz of the conference and meet other participants in a more casual setting while keeping fit! It will also be a chance to meet the vibrant and dynamic people participating group in “TipiTapa” (Step by step, in Basque). TipiTapa is a programme included in the Health Plan 2013-2020 of the Basque Country and involves Public Health, Basque Health Service, Municipalities and volunteers. The programme offers walks for different communities across the Gipuzkoa region with the main goal of physical activity promotion and socializing.				
	<b>Lunchtime Workshops</b>				
<b>MLW.A Capacity building and technical support for implementing integrated care</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 Signalling and Prevention of Malnutrition Through Care Integration for Elderly People Living at Home (404) - workshop</b>	<b>MLW.E Discover the Basque Country: Local Initiatives</b>	<b>MLW.F Designing a survey assessing the scale and spread of integrated care in the iCOACH project (633) - 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>			
12.30 – 13.30	12.30 – 13.30	12.30 – 13.30	12.30 – 13.30	12.30 – 13.30	12.30 – 13.30
<b>Room Room 1, Marketplace</b>	<b>Room 4 + 5</b>	<b>Room 2</b>	<b>Room D</b>	<b>Chamber</b>	<b>Room 3</b>
Space for continued discussion and networking over lunch or head to the marketplace area which will be available from 12.30 hrs on Monday 01 April until 16:30 hrs on Wednesday 03 April.  Stakeholders from the	Chaired by Marlon van Rijn, Amsterdam UMC location AMC, Netherlands  For the development, implementation and evaluation of a transitional integrated care pathway for older patient with palliative care needs we used the	A Workshop for universities and education providers to share existing programs and practices  Presenter: Frances Barraclough, University of Sydney, Australia	Chaired by Wil van Erp, University of Applied Sciences Utrecht, Netherlands  After this session, the participants have knowledge of the disruptive potential of blockchain technology in the integration of care.	Chaired by Nieves Ehrenberg, International Foundation for Integrated Care (IFIC)  122 (ORAL PAPER 15') Integrative Care as a Response to the Challenges of the Basque Public Health Service (in Spanish)	Chaired by G Ross Baker, University of Toronto, Canada  While scale and spread has become a popular topic, there are still significant gaps in our understanding of <i>what</i> components or activities of integrated care

<p>- “demand” side (i.e. care authorities who need assistance to implement integrated care) and</p> <p>- “supply” side (i.e. organisations or experts who can provide knowledge and technical support for the implementation of integrated care)</p> <p>can organise bi-lateral or multi-lateral meetings there at any time at their convenience, to discuss about their needs and possible support solutions.</p>	<p>Medical Research (MRC) Framework.</p> <p>In this workshop all steps of the MRC framework will be presented using the PalliSupport project as a best practice. The main aim of this workshop is to exchange experiences on the development, implementation and evaluation of complex integrated care interventions.</p> <p>Development, feasibility and pilot of a transitional integrated care pathway for older patient with palliative care needs, a process evaluation Marjon van Rijn</p> <p>PalliSupport – Implementation and evaluation of a transitional integrated care pathway for older patient with palliative care needs Bianca Buurman</p>		<p>Moreover, the participants gain new insights on how to finance innovative care integration.</p>	<p>Rosa González Llinares, Osakidetza-Basque Health Service</p> <p>131 (ORAL PAPER 15') Integrative Care Organisation of Tolosaldea: towards excellence (in Spanish) Marisa Merino, Osakidetza-Basque Health Service</p> <p>589 (ORAL PAPER 15') School with Friends in Leioa (in Spanish) Ane Aramendia and Piter Blanco, Solasgune (Basque Country)</p>	<p>models should and can be spread from one locale or jurisdiction to the next, and to what degree we allow for local <i>adaptation</i> of those activities.</p> <p>We are developing a survey tool to help us to identify the core elements of integrated care and their adaptation to new sites as well as the contextual and capability factors at the spread sites that influence adoption. The workshop includes: (1) An overview of the background and focus of the spread and scale survey; (2) discussion of the current survey elements and their utility both as a diagnostic tool and research instrument; and (3) plans for continuing development and testing.</p>
<p><b>MLW.G Engaging and Empowering People to Improve Chronic Care and Patients’ Outcomes (445) - workshop</b></p>	<p><b>MLW.H Face up to Frailty with ADVANTAGE JA (843) - workshop</b></p>	<p><b>MLW.I Early Researchers in Integrated Care (ERIC): How to get Published (315) - workshop</b></p>	<p><b>MLW.J Special Interest Group on Realist Research Design and Evaluation Methods (616) - workshop</b></p>	<p><b>MLW.K Fundamentals of Implementation Research for Changing Clinical Practice (495) - workshop</b></p>	
		<p><i>In association with Integrated Care Academy©</i></p>			
<p>13.00 – 14.00</p>	<p>13.00 – 14.00</p>	<p>13.00 – 14.00</p>	<p>13.00 – 14.00</p>	<p>13.00 – 14.00</p>	
<p><b>Room 8 + 9</b></p>	<p><b>Room 10</b></p>	<p><b>Auditorium</b></p>	<p><b>Room E1</b></p>	<p><b>Room 6 + 7</b></p>	
	<p>Chaired by Mandy Andrew, The Health and Social Care</p>			<p>Presenters:</p>	

<p>Chaired by Lilisbeth Perestelo-Perez, Canary Islands Health Service</p> <p>Engaging women in breast cancer screening decisions: a proof of concept of personalized screening in a shared decision-making context</p> <p>Health-related Preferences of Older Patients with Multimorbidity: An Evidence Map</p> <p>Enabling professionals to empower patients. Results from a c-RCT of: virtual community of practice on patient empowerment for professionals in primary care</p> <p>Generating meaningful evidence for patients and measuring what matters to people: Focus on patients priorities</p>	<p>Alliance Scotland (the ALLIANCE) and ADVANTAGE JA</p> <p>The workshop builds on the successful ICIC18 frailty workshop series through ADVANTAGE JA shared learning and legacy building.</p> <p>Workshop participants will be introduced to ADVANTAGE JA and the Face Up to Frailty concept and campaign. We will use interactive world café methodology and appreciative inquiry approach to facilitate small group discussions. Explore how they can develop and share messages, stories and pictures through their frailty development to promote a positive perspective on older people and a better understanding of their wealth of experience and life skills.</p>	<p>Chaired by Mudi Kadu, University of Toronto, Canada and Emerging Researchers in Integrated Care (ERIC)</p> <p>Contributors: Axel Kaehne, Journal of Integrated Care Bert Vrijhoef, International Journal of Care Coordination, Netherlands Viktoria Stein, International Journal of Integrated Care (IJIC)</p> <p>This session provides a unique forum in which the Editors of three of the leading international journals on integrated care will be participating to talk about their journals and to take questions on 'how to get published'. In this way, the session seeks to support emergent researchers in the key skill of writing successful journal papers.</p>	<p>Chaired by John Eastwood, Sydney Local Health District, Australia</p> <p>This workshop will:</p> <ol style="list-style-type: none"> <li>1) examine debates about the use of quantitative methods in realist research and evaluation, either as part of a mixed-method design or on their own.</li> <li>2) demonstrate the use of realist quantitative methods for both integrated care design and evaluation</li> </ol>	<p>Gonzalo Grandes, Osakidetza, Alvaro Sánchez Pérez, Osakidetza-Basque Health System Susana Pablo, Center of Sociological Researches, Madrid Heather L. Rogers, BioCruces Bizkaia Health Research Institute</p> <p>This workshop is about the scientific study of methods to promote the systematic uptake of research findings and other evidence-based practices into routine practice, and, hence, to improve the quality and effectiveness of health services and care.</p>	
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	<p><b>The European Marketplace area will be available from 2.00pm on 1 April to 4.30pm on 3 April where stakeholders from the “demand” and “supply” sides can organise meetings there and grab a coffee at any time and at their convenience.</b></p>
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14.00 – 14.30	<b>Official Opening Ceremony</b>
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	<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>
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	Nekane Murga, Minister for Health, Basque Government Markel Olano, President, Regional Council of Gipuzkoa Eneko Goia, Major, Donostia-San Sebastian City Council			
14.30 – 16.00	<b>PLENARY 1: Designing and delivering a person-centred approach to integrated health and care services</b>			
<b>Room</b>	<b>Auditorium</b>			
	<p>Chaired by Dr Toni Dedeu, Director of Programmes, International Foundation for Integrated Care (IFIC) and Amaia Sáenz de Ormijana, Osakidetza-Basque Health Service</p> <p><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> Dr. Iñaki Berraondo, Deputy 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>			
16.00 – 16.30	<b>Refreshments, exhibition, posters and networking</b>			
16.30 – 18.00	<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 1</b>	<b>Room 4 + 5</b>	<b>Room D</b>	<b>Room 2</b>	<b>Room 6 + 7</b>
Chaired by Jillian Reynolds, and Dr Lina Masana, Agency for Health Quality and	Chaired by Christina Castillo Rodríguez, New Health Foundation	Chaired by Usman Khan European Health Management Association (EHMA)	Chaired by Carolyn Steele Gray, Lunenfeld-Tanenbaum Research Institute, Canada	Chaired by Anne Hendry, IFIC Scotland

<p>Assessment of Catalonia (AQuAS)</p> <p>Interactive discussion between professionals, researchers, regional policy makers and the audience on the experience of implementing improvements to the integrated social and health care provided to older persons living at home in Catalonia.</p> <p>Additional speakers:  Dr Pilar Fernández Morral, CAP Nord (Sabadell) Primary Health Care Centre - Catalan Health Institute (ICS)  Dr Joan Espauella, University Hospital Santa Creu de Vic - Osona program for severe chronic patients, advanced chronic patients and geriatric population  Joan Carles Contel, Chronicity Prevention and Care Programme (PPAC) – Interdepartmental Social and Health Care Interaction Plan (PIAISS). Government of Catalonia  Mireia Espallargues, Agency for Health Quality and Assessment of Catalonia (AQuAS)</p>	<p>805 (ORAL PAPER 15') The NEWPALEX method for transforming the provision of palliative care: integrating health and social care and building compassionate community networks  Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>351 (ORAL PAPER 15') Compassionate, helpful, neighbourly – a connected community that cares  Alison Bunce, Compassionate Inverclyde</p> <p>359 (ORAL PAPER 15') Compassionate and Supportive Care--No one dies alone  Esther Pineda, Banner Boswell Medical Center</p> <p>509 Integrative care of ALS and other motoneuron diseases in the Integrative Care Organisation of Araba (in Spanish)  Maria Aranzazu Pinedo Asarta. Osakidetza - Basque Health Service</p> <p>194 (ORAL PAPER 15') Designing the Hospice of the future: Developing a partnership with the next generation  Lonan Oldam, Hospice Isle of Man</p>	<p>354 (ORAL PAPER 15') What is important to people with multimorbidity and their caregivers? Identifying attributes of person-centred primary health care from the user perspective  Kerry Kuluski, Sinai Health System, Canada</p> <p>839 (ORAL PAPER 15') Collaborative self-management support in chronic conditions: representations of healthcare professionals, patients and caregivers in Auvergne-Rhone-Alpes, France  Alexandra Dima, Université Claude Bernard Lyon 1, France</p> <p>800 (ORAL PAPER 15'), Self-Management Reflective Practice: Supporting health and social care staff working in Scotland to adopt self-management approaches  Marianne Brennan, The Health and Social Care Alliance Scotland (the ALLIANCE)</p> <p>526 (ORAL PAPER 15') "Get active for mental health: a project evaluated for active involvement of families and users"  Maria Jesús San Pío, Federació Salut Mental Catalunya (Catalonia Mental Health Federation)</p> <p>772 (ORAL PAPER 15') Fragmentation or integration: A mixed case study of integrated care services for older people with high support needs  Dr Alison Orrell, Bangor University, Wales, UK.</p>	<p>This workshop will walk participants through one approach to conducting comparative program summaries originally developed by the Commonwealth Fund in the United States and applied to cases of integrated care across three different countries.</p>	<p>858 (ORAL PAPER 15') Supporting older adults with health and social care needs in the community—a case study of case management in Ontario's home and community care system  Julia Ho, University of Toronto, Canada</p> <p>428 (ORAL POSTER 5') Contribution of community active ageing groups in reducing depression among older people  Amela, Fočić, Swiss Red Cross in Bosnia and Herzegovina (SRC BIH)</p> <p>419 (ORAL POSTER 5') Empowering communities through active ageing  Tatiana Sorocan, supported by Viorica Danilescu, HelpAge Moldova</p> <p>831 (ORAL PAPER 15') Integrated care for older people in Kosovo  Dr.Elvira Rasimi, Accessible Quality Healthcare (AQH) Project, Kosovo</p> <p>692 (ORAL POSTER 5') Ageing of elderly in Biscay: Active Ageing Index as a tool to monitor  Yolanda González-Rábago, University of the Basque Country</p> <p>(ORAL PAPER 15') Integrated Care at Home: a successful Brazilian experience of caring for poor older people  Karla Cristina Giacomini, Belo Horizonte, Brazil</p>
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	782 (ORAL POSTER 5') Family carers in integrated care: A case study Giovanna Cruz, Hospice Isle of Man				
<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 3</b>	<b>Room E1</b>	<b>Chamber</b>	<b>Room 8 + 9</b>	<b>Auditorium</b>	<b>Room 10</b>
<p>Chaired by Maureen Rutten van Mólken, Erasmus University Rotterdam, Netherlands</p> <p>Maaïke Hoedemakers, Erasmus University Rotterdam, Netherlands</p> <p>Renata, Grenkovic Ministry of Health, Zagreb, Switzerland</p> <p>Josep Roca, University of Barcelona, Spain</p> <p>Milad Karimi, Erasmus University Rotterdam, Netherlands</p> <p>This workshop presents results of the MCDAs of 4 of</p>	<p>Chaired by Regina Suato Arce, BIOEF</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, New Zealand</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), Australia</p>	<p>Chaired by Ri De Ridder, 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 Ilmo Keskimäki, National Institute for Health and Welfare, Finland</p> <p>382 (ORAL PAPER 15'): Designing integrated primary care in Toronto Canada Jocelyn Charles, Central Local Health Integration Network, Canada</p> <p>613 (ORAL PAPER 15') If health promotion is so important, why is it not systematically integrated into primary</p>	<p>Chaired by Dr Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation, University of 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 –</p>	<p>Chaired by Jodeme Goldhar, The Change Foundation</p> <p>883 (ORAL PAPER 15') People, preferences and holistic care in Timor-Leste Teresa Hall, University of Melbourne, Australia</p> <p>854 (ORAL PAPER 15') Engaging the patient with HCV and Nash disease Lucia Ferrara, Cergas SDA Bocconi, Bocconi University, Italy</p> <p>319 (ORAL PAPER 15') Co-creation and implementation of a self-</p>	<p>Chaired by Robin Miller, Health Services Management Centre, University of Birmingham</p> <p>621 (ORAL PAPER 15') Nobody Left Outside (NLO) Checklist: Improving access to healthcare for vulnerable and underserved groups Jeffrey Lazarus, Interel Health, Belgium</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</p>

<p>the 17 integrated care programmes that were evaluated in SELFIE: the Croatian National Strategy for Palliative Care, the Care Chain for Frail Elderly in the Netherlands, the Catalan Population Health Management approach in Barcelona-Esquerra, and the Better Together in Amsterdam North programme for people facing problems in multiple life domains like health, employment, and housing.</p>	<p>422 (ORAL PAPER 15'); Whole System Transformation; The 'waze' of inequity reduction frameworks for organizations Dr Sivan Spitzer-Shohat, University of Chicago, United States</p> <p>830 (ORAL PAPER 15'); Policy Development; The need of a framework for implementing integrated care tailored to the Latin American context Laura G. Gonzalez-Ortiz, Universita della Svizzera Italiana</p> <p>539 (ORAL PAPER 15'); Citizen Science in Blue Care: a partnership between research, practice, policy and the community Sanneke J.M. Grootjans, Maastricht University, Care and Public Health Research Institute (CAPHRI), Netherlands</p>	<p>care and community organizations? Scoping Review on Implementation Strategies Susana Pablo, BioCruces Bizkaia Health Research Institute, Osakidetza- Basque Health Service</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>the Irish national stroke programme Dr Aine Carroll, IFIC Ireland and University College Dublin (UCD)</p> <p>453 (ORAL PAPER 15') Strategy for the development of integrated care pathways (ICP) in the Valencian Community (Spain) 2016-2018 Juan Gallud, Ministry of Health of the Valencian Region (Spain)</p> <p>305 (ORAL PAPER 15') Regionalisation of comprehensive care for Non-Communicable Diseases – involving local authorities Manfred Zakhora, Swiss Tropical and Public Health Institute</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 Hanan Daghsh, University of Malaya, Malaysia</p>	<p>management program among equals online in the Basque Country (in Spanish) Estibaliz Gamboa Moreno, Osakidetza- Basque Health Service</p> <p>647 (ORAL PAPER 15') Supporting community recovery and reducing readmission risk following critical illness in ICU survivors Jo Thompson, Royal Infirmary of Edinburgh/University of Edinburgh</p> <p>773 (ORAL POSTER 5') Consumer engagement to maximise the impact of public reporting of hospital performance data in Australia Margaret Kelaher, University of Melbourne, Australia</p> <p>454 (ORAL POSTER 5') Perceptions of healthcare services and preference of factors related to care planning among active older persons Åsa Engström, Lulea University of Technology</p>	<p>build a healthy future environment Dr Pamela Garrett, Sydney Local Health District, Australia</p> <p>864 (ORAL PAPER 15') Implementing de-escalation in emergency units in psychiatric and general hospitals in Slagelse – a pilot study Margreth Smidth, Naestved, Slagelse and Ringsted Hospital, Denmark</p> <p>826 (ORAL POSTER 5') Early development of an integrated oral health (OH) care program with people who inject drugs (PWID) in a primary health care setting Ana Ivanovic, North Richmond Community Health (NRCH), Australia</p> <p>389 (ORAL POSTER 5') Exploring the integration of a nurse practitioner led mental health service in rural Australia Frances Barraclough, University of Sydney, Australia</p> <p>725 (ORAL POSTER 5') Evaluation of a community intervention with ProCC Methodology for men in vulnerable situations (in Spanish)</p>
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18.30 – 20.00	Welcome Drinks Reception: San Telmo Museum (ticket holders only)				

## 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: Approaches to Care Coordination that Enable Integrated Social, Medical and Vocational Support to People with Stroke and Dementia – 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 4 + 5</b>	<b>Room D</b>	<b>Room 10</b>	<b>Room 1</b>	<b>Room 8 + 9</b>	<b>Room 2</b>
<p>Chaired by John Eastwood, Sydney Local Health District, Australia</p> <p>The integration of system-wide health and social care policies and services has long been seen as the answer to improved efficiency and outcomes for consumers of health and social care services.</p> <p>The participants will learn some of the policy and academic foundations of Integrating Health and Social Care.</p> <p>The workshop will define the scope and purpose of a SIG for Integrating Health and Social Care.</p>	<p>Chaired by Leo Lewis, International Foundation for Integrated Care (IFIC)</p> <p>This breakfast session will provide the opportunity for delegates to learn about the work of the Bevan Commission and Bevan Academy from its Director and its innovative work and role as a disruptive leader in transforming health and care in Wales, through a series of short presentations and videos from a number of Bevan Exemplars. The work of the Bevan Commission is world leading in transforming care delivery from a largely medical model to Wales' Prudent Social Model of Health through a new way of "Thinking, ... Planning, and ... Doing".</p>	<p>Chaired by Tenorio-Laranga Jofre, Osatek, Basque Country</p> <p>The goal of this workshop is, through a participative process, obtain a map of factors and opportunities for the absorption of ICT technology by remote care services. The specific goal is to evaluate how virtual agents and related tools can provide support and home-based solution for elderly people suffering cognitive impairment. We believe that such innovations can extend the autonomy of the patients and their life at home.</p>	<p>Chaired by Dr Nick Goodwin, International Foundation for Integrated Care (IFIC)</p> <p>Contributors: Ellen Nolte, LSHTM, UK Walter Wodchis, University of Toronto, Canada Mirella Minkman, Vilans, Netherlands Anne Hendry, IFIC Scotland</p> <p>This workshop focuses on emerging approaches to effective care coordination in support of people with stroke and/or dementia. The workshop will focus on four key aspects: emerging models of integrated service provision; how these are managed and organised; how data and information is being integrated to support care</p>	<p>Chaired by Enrique Bernal, Institute for Health Sciences in Aragon, IACS</p> <p>In this workshop, researchers from REDISSEC, the Spanish Network on Health Services Research, will reflect on how RWD reuse may foster the implementation of learning health systems. The workshop will cover three objectives: 1) Showcasing the capabilities of RWD to improve chronic care and patients' outcomes; 2) Raising current and future challenges when using RWD; and, 3) Discussing how to build learning health systems upon RWD.</p>	<p>Chaired by Karen Patterson and Jane Cockburn, South Eastern Sydney Local Health District, Australia</p> <p>This workshop will provide details of our test of change framework and current status of the project. We will share our learnings and also key co-design tools and frameworks we have used in this and other projects to embed codesign from the very beginning. Participants will have the opportunity to test and contribute to at least one tool or framework in the workshop. Participants will be provided with materials at the end of session to help apply some of our learnings</p>

			coordination and how to assess performance; and the role and impact of new funding models and financial incentives. A key focus of the workshop will be on how people with complex needs gain access to effective rehabilitation and reablement services, including return to work. The workshop will include 30 minutes of testimony from international experts, followed by a 30-minute facilitated discussion.		within their own environment.
<b>TBW.G Integrated Care Pathways (ICPs) as an 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 Career-panel discussion on Integrated Care for the Next Generation of Researchers and Professionals (314) - workshop</b>	<b>TBW.J Children Youth and Families (CYF) – SIG Meeting</b>	<b>TBW.K Intermediate Care</b>	
<i>in partnership with MSD</i>	<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 3</b>	<b>Room E2</b>	<b>Room 3</b>	<b>Auditorium</b>	<b>Chamber</b>	
<p>Chaired by Elena Urizar, Deusto Business School Health</p> <p>Presenters: Massimiliano Panella, European Pathway Association (Italy) Carles Blay, Medicine Faculty at Vic University Ornela Bardhi, Marie Curie Juan Gallud, Department of Health Valencia, Strategy for the development of integrated care pathways (ICP) in the Valencian Community (Spain) 2016-2018</p>	<p>Chaired by Dr Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation, University of Toronto, Canada</p> <p>This workshop will serve as the launch of the Third Sector focused Special Interest Group (SIG), fostering networking and the identification of topical priorities.</p>	<p>Chaired by Hannah Johnson and Mudi Kadu, Emerging Researchers in Integrated Care (ERIC)</p> <p>Panel members: Cara English, CEO &amp; Director, Doctor of Behavioural Health Program, Cummings Institute</p> <p>Lynne Sinclair, Innovative Program and External Development Lead, University of Toronto, Centre for Interprofessional Education &amp; Educational Consultant</p>	<p>Chaired by Frank Tracey, Children's Hospital Queensland, Australia</p> <p>This session will bring together delegates interested in finding out more about the Children, Youth and Families (CYF) Special Interest Group (SIG).</p>	<p>Chaired by Mandy Andrew International Foundation for Integrated Care (IFIC)</p> <p>688 (ORAL PAPER 15') The SUSTAIN project: lessons learned from improving integrated care for older people living at home in Europe Annerieke Stoop, National Institute for Public Health and the Environment (RIVM), Netherlands</p> <p>706 (ORAL PAPER 15') Frailty, a new challenge to be</p>	

<p>Latest international evidence on ICPs implementation Carles Blay, Family Physician, Director of Medicine Faculty at Vic University (Spain)</p> <p>Key learnings from ICPs implementation in Spain Ornela Bardhi, Marie Curie PhD Fellow at Cancer: Activating Technology for Connected Health (Albania)</p> <p>Understanding and mapping the 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>Mandy Andrew, Senior Programme Manager for the European Joint Action on Frailty (ADVANTAGE JA) and an Associate Director with the Health and Social Care Alliance Scotland (The Alliance)</p> <p>Robin Miller, Deputy Director Health Services Management Centre, University of Birmingham</p> <p>The audience will have the opportunity to hear and learn from the experiences of four experienced academics and professionals as they navigated the field of integrated care. Workshop participants will have ample opportunity to ask questions and network with the panel members.</p>		<p>tackled in order to improve integrated care in older people. The Advantage Joint Action recommendations M<sup>a</sup> Ángeles Caballero, Hospital Universitario de Getafe</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>	
9.00 – 10.30	<b>PARALLEL SESSIONS 4</b>				
<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>

Room 1	Room 4 + 5	Room 6 + 7	Auditorium	Room 3	Room 2
<p>Welcome and introduction Donna Henderson, Scottish Government, Scotland</p> <p>SCIROCCO tool to facilitate twinning and coaching Dr Andrea Pavlickova, Scottish Government, Scotland and Jon Txarramendieta, Kronikgune</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>Chaired by Anne Mills, Hospice Isle of Man</p> <p>427 (ORAL PAPER 15') Nursing Home Integration Experience in the Integrative Health Organisation of Barrualde-Galdakao (in Spanish) Virginia Plaza Hernández, Osakidetza- Basque Health Service</p> <p>640 (ORAL PAPER 15') Basque Government Palliative Care Plan implementation in a Hospital at Home Service (in Spanish) Jose Irurzun, Osakidetza- Basque Health Service</p> <p>130 (ORAL PAPER 15') Patients who went up a mountain but came down a hill: Simplifying chronic pain care circuits (in Spanish) Enrique Bárez, Osakidetza</p> <p>355 (ORAL PAPER 15') The New Health Foundation method for transforming the provision of care to people living with complex chronic conditions: NEWCARE© Dr Arturo Alvarez-Rosete, New Health Foundation</p> <p>510 (ORAL POSTER 5') Palliative care in an integrated environment: Beyond barriers (in Spanish)</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 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>Chaired by Oliver Groene, OptiMedis AG, Germany</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 Gabe Orthous, Himformatics</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 Hester van Dorst, RIVM, Netherlands</p> <p>806 (ORAL POSTER 5') Smart Healthy Age-Friendly Environments - funding models and best practices Carina Dantas, Cáritas Diocesana de Coimbra</p>	<p>Presenters: Bianca Buurman, Janet MacNeil Vroomen, Rosanne van Seben and Marthe Ribbink, University of Amsterdam, Department of Internal Medicine, Section of Geriatric Medicine, Amsterdam Public Health Research Institute, Netherlands</p> <p>The Acute Geriatric Community Clinic (AGCC) was designed to address geriatric symptoms, multiple chronic conditions and functional decline in older patients. These are factors frequently associated with costly hospital readmissions and institutionalization.</p> <p>339 (ORAL PAPER 15') "She was just lying in bed for three days" The experiences of caregivers of patients who are stuck in hospital Kerry Kuluski, Sinai Health System, Canada</p>	<p>Presenters: Marianne Brennan, Rhona Millar and Roseann Logan, Health and Social Care Alliance Scotland</p> <p>Workshop participants will use Unfold the Future Toolkit and a facilitated session will be delivered considering the question 'how do we ensure that empowered people and communities are engaged in the design and delivery of integrated care?'</p>

	<p>Alberto Meléndez Gracia, Osakidetza- Basque Health Service</p> <p>591 (ORAL POSTER 5') Living at Home: integrative care for ageing at home (in Spanish) Álvaro, García Soler, Matia Instituto Gerontológico</p> <p>176 (ORAL POSTER 5') The emergency department in a subacute hospital: an innovative project in an innovative hospital (in Spanish) Pedro García Peña, Osakidetza- Basque Health Service</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>			
<b>4.G Discover Basque Country: 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 8 + 9</b>	<b>Room E1</b>	<b>Chamber</b>	<b>Room 10</b>	<b>Room D</b>	
Chaired by Albert Alonso, International Foundation for Integrated Care (IFIC)	Chaired by Carolyn Steele Gray, Lunenfeld-Tanenbaum Research Institute, Canada	251 (ORAL PAPER 15') Clinician perspective as a key for the stratification of levels of	Chaired by Jodeme Goldhar, The Change Foundation	Chaired by Robin Miller, Health Services Management Centre, University of Birmingham	



<p>580 (ORAL PAPER 15') "Donostia lagunkoia" (Friendly Donostia): a city planning (in Spanish) Eva Salaberria Artano, San Sebastian City Council</p> <p>344 (ORAL PAPER 15') Healthy walks as an opportunity for integration (in Spanish) Sebas Gartziaarena Lasarte, Osakidetza- Basque Health Service</p> <p>376 (ORAL PAPER 15') Activity prescription Programme in the Integrated Health Organisation of Donostialdea (in Spanish) Gemma Estévez Martínez, Osakidetza- Basque Health Service María José Goñi Agudo, Osakidetza-Basque Health Service</p> <p>583 (ORAL PAPER 15') Study EFICANCER: Physical exercise to improve the quality of life of people under treatment by tumor processes: Nere Mendizabal Gallastegui, Osakidetza- Basque Health Service</p> <p>513 (ORAL PAPER 15') Health related social determinant inclusion in the healthcare strategy in the Basque Country (in Spanish) Elena Aldasoro, Ministry for Health, Basque Government</p>	<p>438 (ORAL PAPER 15') My Health Memory - A lifetime medical record in the hands of patients and carers Emma Dickens, Sydney Children's Hospital Network</p> <p>670 (ORAL PAPER 15') Digital health initiatives and the policy context in European integrated health systems Niamh Lennox-Chhugani, Optimity Advisors</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>845 (ORAL PAPER 15') Telehealth and machine learning for COPD patient care Cristóbal Esteban, Cambrian Intelligence SLU</p>	<p>care in patients with chronic diseases (in Spanish) José David Cerdeño Arconada, Servicio Madrileño de Salud</p> <p>257 (ORAL POSTER 5') Regional Strategic Planning of Care in Flanders based on population needs Solvejg Wallyn, Flanders Agency for Care and Health, Belgium</p> <p>870: (ORAL POSTER 5') Competences for population health management Marc Bruijnzeels, Leiden University Medical School, Netherlands</p> <p>537 (ORAL PAPER 15') Using whole population data to put integrated care into practice: The North West London experience, Dr Parashar Ramanuj, Imperial College Health Partners, Dr Kushal Barai, Harrow Integrated Care, Dr Shirlene Oh, Imperial College Health Partners.</p> <p>548 (ORAL PAPER 15') Planning health services for the 21st Century; using population health intelligence to guide integrated strategic planning and investment Frank Tracey, Children's Hospital Queensland, Australia</p>	<p>386 (ORAL PAPER 15') Citizen sensitisation campaign to promote patients' participation in their own safety (in Spanish) Rosa María Añel Rodríguez, Osakidetza- Basque Health Service</p> <p>329 (ORAL PAPER 15') Building enabled communities in Singapore Caroline Lim, Singapore University of Social Sciences</p> <p>588 (ORAL PAPER 15') Health systems and genuine engagement: experiences and outcomes of a New Zealand Community Health Council Sarah Derrett, University of Otago, New Zealand</p>	<p>198 (ORAL PAPER 15') "Sacred consultations" in Primary Health Care: how can we improve emotional dimension care? (in Spanish) Mikel Baza Bueno, Osakidetza- Basque Health Service</p> <p>183 (ORAL PAPER 15') Building integrated teams to address mental and behavioral health needs in rural primary care: The Western Colorado COEARTH project *Michael Olson, Angela Ammon, Christine Page and Lilia Larkin, Valley View Hospital, USA</p> <p>403 (ORAL PAPER 15') Integration of health and social care services for persons in opioid substitution therapy – results of a case study in Austria Miriam Reiss, Institute for Advanced Studies (IHS), Austria</p> <p>553 (ORAL PAPER 15') Implementation and cost effectiveness evaluation of an integrated mental health stepped care service for adults in primary care Josephine Anderson, Black Dog Institute, Australia</p>
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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>	<b>Auditorium</b>				
	<p>Chaired by Dr Nick Goodwin, International Foundation for Integrated Care (IFIC) and Joaquin Fuentes, Chief of the Child &amp; Adolescent Psychiatry Unit, Policlínica Gipuzkoa and Research Consultant of Gautena (Gipuzkoa Autism Society), Donostia / San Sebastián</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>  Excelentísima Señora Dr. María Ángeles Durán, Professor of Sociology, Higher Council for Scientific Research (CSIC)</p>				
12.30 – 14.00	<b>Buffet lunch, exhibition, posters, networking and lunchtime workshops</b>				
13.15	<b>Healthy Lunch Time Stroll</b>				
Meeting Point – Registration Desk	<p>Take a healthy lunchtime stroll around the beautiful city of San Sebastian. An opportunity to take a break from the buzz of the conference and meet other participants in a more casual setting while keeping fit! It will also be a chance to meet the vibrant and dynamic people participating group in “TipiTapa” (Step by step, in Basque). TipiTapa is a programme included in the Health Plan 2013-2020 of the Basque Country and involves Public Health, Basque Health Service, Municipalities and volunteers. The programme offers walks for different communities across the Gipuzkoa region with the main goal of physical activity promotion and socializing.</p>				
	<b>Lunchtime Workshops</b>				
<b>TLW.A Pioneers of Integrated Care in Europe: Consolidating and sharing “good practice” for upscaling Care Coordination and Telehealth – ACT@Scale Final Conference - workshop</b>	<b>TLW.B The OMIS Room: I Patients with Non-oncological Chronic Conditions: Improving End-of-Life Care through Integrated Care and Early Palliative Care Provision (627) - workshop</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 – roundtable</b>	<b>TLW.E Intermediate Care – SIG Meeting</b>	<b>TLW.F Regulating and Inspecting Integrated Care on a client level and on a system level (458) – SIG Meeting</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 Intermediate Care SIG</i>	<i>In association with Regulating and Inspecting SIG</i>

12.30 – 13.30	12.30 – 13.30	12.30 – 13.30	12.30 – 13.30	12.30 – 13.30	12.30 – 13.30
Room 1	Room 4 + 5	Room 6 + 7	Room 2	Room E1	Room D
<p>Welcome. ACT@Scale coordination. Introductions. Setting the stage –experience in telehealth and care coordination from one ACT@Scale region. Collaborative methodologies.</p> <p>The workshop showcases do's and don'ts in upscaling integrated care based on three years of practical experience from 16 programmes in 6 European regions. We will discuss how other services can use our experiences and present our recommendations for using collaborative methods and distributed evaluation as successful tools for implementation.</p> <p>Round table- Panel discussion</p>	<p>Presenters:          María Soledad Giménez Campos, Hospital Universitari i Politècnic La Fe          Ascensión Doñate Martínez, University of Valencia,          Polibienestar Research Institute</p> <p>This workshop is focused on early palliative care among patients with chronic conditions through an updating of state-of-the-art approaches, followed by experiences gained at different healthcare systems. Also, the aim is to discuss barriers and facilitators to implement palliative care to patients with life limiting conditions due to advanced chronic conditions</p>	<p>Chaired by Mirella Minkman          VILANS</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          Viola Burau, Aarhus University, Denmark</p> <p>700 (ORAL POSTER 8')          Co-creation of a Model for Intersectoral Health Care delivery on type II diabetes – A collaboration between patients, healthcare professionals, and researchers          Anne Bendix Anderson, Regional Hospital Central Jutland, Viborg, Denmark</p> <p>482 (ORAL PAPER 10')          Obesity and complications in children and adolescents:          Implementation of a multifactorial lifestyle intervention involving specialist and municipalities          Rasmus Møller Jørgensen, Randers Hospital, Denmark</p>	<p>Chaired by Andrew Terris, International Foundation for Integrated Care (IFIC)</p> <p>Panelists (TBC):          Häli Tarum, Estonia          Ellen Nolte, LSHTM, UK          Ri de Ridder, Belgium          Stephen Shortell, Berkeley, USA          Andrew Smith, COBIC/Optimedis          Jeroen Struijs, RIVM, Netherlands</p> <p>This round-table brings together a panel of experts on the funding and financing of integrated care. The focus of the roundtable will be to debate the issues in how best incentivise integrated service provision, specifically as it pertains to people with vulnerable needs (e.g. for long-term care for people with dementia and/or to those people of working age recovering from a stroke). Ellen Nolte from the London School of Hygiene and Tropical Medicine will first reflect upon the scope of financial incentives that have been used to support integrated care before a panel is then convened for a roundtable discussion with attending delegates. The format of the roundtable will then be convened in a question and</p>	<p>Chaired by Anne Hendry, IFIC Scotland and Marco Inzitari, Universitat Autònoma de Barcelona, Spain</p> <p>Panelists:          Bianca Buurman, University of Amsterdam, the Netherlands          Kerry Kuluski, Sinai Health System, Toronto, Ontario, Canada          Sara J.T. Guilcher, University of Toronto, Toronto, Ontario, Canada          Janet Bettger, scientist, Duke Global Health Institute, US</p> <p>The workshop will focus on managing transitions of care from hospital to home. Delegates will have an opportunity to:</p> <p>Reflect on models of transitional care in Europe and North America</p> <p>Compare and contrast practices in different acute and community settings</p> <p>Consider outcomes for patients, caregivers and systems</p> <p>Meet with other members of the Special Interest Group</p>	<p>Chaired by Patricia Sullivan-Taylor, Executive Lead for Policy and Partner Engagement, Accreditation Canada.</p> <p>Welcome and brief introduction by Patricia Sullivan setting out the challenges that regulators, inspectorates and accreditors face when changing from assessing health or social care providers to assessing integrated care.</p> <p>Janet Ortega, Head Integrated Care of the Care Quality Commission in England will share the learning from the Commission's work on reviewing local systems. The Care Quality Commission looked at how services within an area worked together to provide seamless care for older people. Coordinating inspectors of the Dutch Health and Youth Care Inspectorate Elvira van Eijk and Heleen Buijze will present on how the Dutch Health and Youth Care Inspectorate reviews integrated care on a client level to learn about the necessary changes within a system. The Inspectorate looked at integrated care for</p>

		503 (ORAL POSTER 8') Shared care for patients with type 2 diabetes across general practice, hospital and municipality Julie Grew, Intersectoral Research Unit for Health Services, Frederiksberg Hospital, Denmark	answer format. As the roundtable is in support of Estonian reform efforts to further integration of services, Hali Tarum, Head of the Social Welfare Department at the Ministry of Social Affairs, will pose the key questions to the panel.	Shape the 2019 -2020 workplan for the SIG	people with chronic mental illness and for frail elderly people.  Kees Reedijk, strategic inspector of the Dutch Health and Youth Care Inspectorate will close with a brief overview of the newly launched Special Interested Group on Regulating and Inspecting Integrated Care to which new members are welcome.
<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 Integrating Health and Social Care in the Basque Country: How to Achieve Implementation Success</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 partnership with IBM Watson Health</i>	<i>In association with Integrated Care Academy©</i>	
13.00 – 14.00	13.00 – 14.00	13.00 – 14.00	13.00 – 14.00	13.00 – 14.00	
<b>Room 8 + 9</b>	<b>Room 10</b>	<b>Room 3</b>	<b>Auditorium</b>	<b>Chamber</b>	
Chaired by John Eastwood, Sydney Local Health District, Australia and Roelof Ettema, Hogeschool, Utrecht  This workshop will support evaluators and researchers to use realist methods in large scale and complex evaluations.	Chaired by Jose Maria Quintana. Unidad de Investigación. Hospital Galdakao-Usansolo. REDISSEC Coordinator  Integrated patient-centered care is a call for fundamental shift in how health care services are	Chaired by Eilish McAuliffe, Professor of Health Systems, University College Dublin, Dublin  The PlayDecide: Patient Safety (PPS) game employs an embedded learning approach, presenting real-world case stories of events and incidents,	Chaired by Dr Nick Goodwin, International Foundation for Integrated Care (IFIC) and Dr Hector Upegui, IBM Watson Health  Speaker Panel Carlos Sola, Deputy Director of Health Care, Osakidetza-Basque Health Service	Chaired by Michale Calabro, European Health Management Association  362 (ORAL PAPER 15') Creating a culture of improvement for better care (Video Link) Melanie Bionion, Senior Improvement Advisor, Sountcentral Foundation, Alaska	

<p>Because realist evaluation (RE) was initially developed using smaller-scale programs, methods need to be modified for large scale programs, while remaining consistent with underlying methodological principles. The workshop will discuss the value of and the dilemmas involved in using realist methods for large and complex programs, and demonstrate strategies to address the dilemmas.</p>	<p>delivered as it is believed to improve patient outcomes and experience. Patient-Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs) are powerful tools as they provide validated information on patient's perception. The workshop will:</p> <p>Provide an overview of the use of PROMs and PREMS in different situations and patient's profile.  Reflect on their advantages and disadvantages, problems or limitations.  Discuss how to incorporate them into clinical practice in an integration health care environment.</p>	<p>incorporating the perspectives of healthcare professionals and patients. Players are tasked with exchanging and discussing perspectives and information, then working towards a shared group policy position around error reporting and patient safety.</p> <p>This workshop aims to familiarise attendees in using the PPS game, with the objective of improving awareness of good professionalism and driving increased reporting, as well as encouraging them to use the game with teams at their own institutions.</p>	<p>Amaia Saenz de Ormijana, Araba Integrated Healthcare Organization, Osakidetza-Basque Health Service  Inés Gallego, EEC Integrated Healthcare Organization, Osakidetza-Basque Health Service  Aranzazu Gonzalo, Bilbao-Basurto Integrated Healthcare Organization, Osakidetza-Basque Health Service</p> <p>There is widespread agreement that the Basque Country has been a leader in bringing forward innovation and policy in integrated care. As countries around the world are going on this journey and experiencing their own challenges, this round-table seeks to exchanging experiences on the progress that has been made to-date in the Basque Country as a means to understand key challenges and solutions to implementing integrated care in policy and practice. The round-table is part of a series of country-specific meetings being hosted by IFIC and IBM Watson Health to examine the similarities and differences that exist in different parts of the world – specifically including round-tables across the UK, Ireland and the Nordic Countries. These experiences will be collated into a report to be published towards the end of 2019.</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  Caroline Nicholson, Mater Research Institute - University of Queensland, Australia</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  Olufunmilola Odewumi, Dublin Institute of Technology, Ireland</p>
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14.00 – 15.30	<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 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 1</b>	<b>Room 4 + 5</b>	<b>Room 6 + 7</b>	<b>Chamber</b>	<b>Room 3</b>	<b>Room 2</b>
<p>Chaired by Toni Dedeu, International Foundation for Integrated Care (IFIC)</p> <p>820 (ORAL PAPER 15') Facilitating coordinated Care for Multi-morbidity patients through integrated preventive Clinical Decision Support (C3-Cloud) Dr George Despotou, University of Warwick, UK.</p> <p>693 (ORAL PAPER 15') Bridging the gaps between health, social and local services, to improve care for people living with rare and complex conditions: key findings of the EU-funded INNOVCare project and its case management pilot Raquel Castro, EURORDIS, France</p>	<p>Chaired by Anne Mills, Hospice Isle of Man</p> <p>783 (ORAL PAPER 15') Building a narrative on how people approach death and Dying. The experience of Getxo Zureki Naomi Hasson, Fundacion Dobleonorisa (Basque Country)</p> <p>318 (ORAL PAPER 15') Integration of the end of life at home Dra. Rebeca, Garcia Montes, Servicio Vasco de Salud (Osakidetza)</p> <p>517 (ORAL PAPER 15') Seville, compassionate city Christina Castillo Rodríguez, New Health Foundation</p> <p>296 (ORAL PAPER 15') Testing a holistic system for community palliative care:</p>	<p>Chaired by Morten Charles, MD, Lecturer, Department of Public Health, Denmark; Co-chair: Anelli Sandbæk</p> <p>818 (ORAL PAPER 15') Evaluating data across care boundaries: integrated care in the context of multi-morbidity Timothy Robbins, University of Warwick</p> <p>Building the path to integrated diabetes care in Mexico: A mixed methods study. Dr Galileo Perez-Hernandez, National College of Integrated Medicine (CONAEMI) and Board Member, International Foundation for Integrated Care (IFIC)</p> <p>Keynote address: Future perspectives for collaboration GPs and hospitals in prevention of diabetes</p>	<p>Chaired by Roberto Nuño Solinis, Director Health, Deusto Business School</p> <p>Moderator: Stephen Shortell, University of California, Berkeley</p> <p>Keynote Speaker: Roberto Nuño, Deusto University, Basque Country Núria Mas, IESE -Navarra University Catalonia Ana Miquel, Rey Juan Carlos University Madrid</p> <p>Further Insights and US applications Stephen Shortell and Richard Scheffler, University of California, Berkeley</p>	<p>Chaired by Marco Inzitari, Universitat Autònoma de Barcelona, Spain</p> <p>719 (ORAL PAPER 15') Impact of “Enhanced” Intermediate Care located in a Health &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 Kheng Hock Lee, Singapore General Hospital</p> <p>258 (ORAL PAPER 15') The impact of a Reablement Service Programme on</p>	<p>Chaired by Rachele Kaye, International Project Coordinator, CONNECARE, Israel</p> <p>Presenters: Ofer Chen, Samson Assuta Ashdod, Israel Keren Shechter Azulay, Maccabi Healthcare Services, Israel Reut Ron, Assuta Institute for Health Services Research and CONNECARE Project Assistant, Israel</p> <p>How to resolve conflicts of interest that prevent integrated care – an interactive workshop to generate solutions for shared dilemmas, based on real-life experience</p>

	<p>SPARC -Supportive and Palliative Action Register in the Community Susanne Gray and Vicki Cloney, Renfrewshire Health and Social Care Partnership</p> <p>425 (ORAL POSTER 5') Care at the end of life in patients with advanced dementia institutionalized Javier Alaba, Matia Instituto Gerontológico</p>	<p>complications in a Danish context Morten Charles, MD, Lecturer, Department of Public Health, Denmark</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: Dr Galileo Hernandez-Perez Mickael Bech Jannik Hilsted Anelli Sandbæk</p> <p>Network-session Gather groups interested in networking on key-topics such as integrated care for vulnerable patients, integrated care for type 1 diabetes patients. Integrated care for young diabetes patients etc. (continued through refreshment break)</p>		<p>physical ability and care plan packages Dr Robert Brown, Western Health and Social Care Trust</p> <p>424 (ORAL POSTER 5') The effect of a pilot Discharge to Assess process on unscheduled care performance, Salman Anwer, Professor Paul Edwards, Aneurin Bevan University Health Board in Wales</p> <p>490 (ORAL POSTER 5') Association between cultural factors and readmissions: the mediating effect of the quality of transitional care Nosaiba Rayan-Gharra, University of Haifa, Israel</p> <p>466 (ORAL POSTER 5') Implementation and evaluation of an integrated hospital-to-home transitional care intervention for older adults with stroke and multimorbidity: a feasibility study Dr Maureen Markle-Reid, McMaster University, Canada</p> <p>366 (ORAL POSTER 5') Understanding transitions of care in older adults with hip fractures: A qualitative multiple-case study in Ontario Sara Guilcher, University of Toronto, Canada</p>	
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<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>	<b>5.L In the skin of the patient</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 8 + 9</b>	<b>Room 10</b>	<b>Room D</b>	<b>Room E1</b>	<b>Auditorium</b>	<b>Zurriola Room</b>
<p>Chaired by Ana M Carriazo, Regional Ministry of Health of Andalusia</p> <p>620 (ORAL PAPER 15') New care service for the elderly, with fragility or functional limitation in Primary Care: first results (in Spanish) Marianela Bayón Cabeza, Gerencia Asistencial de Atención Primaria de Madrid</p> <p>659 (ORAL PAPER 15') The pathway for the elderly from 75 years old and above: experimental implementation and evaluation of an integrated model care in France Alina Morgoci, National Agency to support the Performance of Healthcare institutions and medico-social facilities, ANAP, France) Damien Bricard, Institute of Research and Information on Health Economics, RDES, France</p> <p>514 (ORAL PAPER 15') Think local, act personal: Lessons</p>	<p>Chaired by Renee Lyons, University of Toronto, Canada</p> <p>711 (ORAL PAPER 15') Integrated comprehensive care-bundled care and funding: transition from hospital to home Dr Carolyn Gosse and Carrie Anne Beltzner, Integrated Care St. Joseph's Health System, Canada</p> <p>578 (ORAL PAPER 15') Claims based risk adjusted budget allocation in integrated care in Belgium Henri De Ridder, Belgium</p> <p>746 (ORAL PAPER 15') Challenges of an attempted cross-national comparison of healthcare and social care utilization and costs in patients with congestive heart failure in the United States and Netherlands Dr Michelle Carlson, University of Minnesota</p> <p>687 (ORAL POSTER 5') East Sussex Better Together (ESBT) Alliance: Delivering a shift to</p>	<p>Chaired by Dr Albert Alonso, Chair, International Foundation for Integrated Care (IFIC)</p> <p>111 (ORAL POSTER 5') The associations between neighborhood characteristics and the self-rated health and life satisfaction of community-dwelling older adults in China Shiyn Lu, University of Hong Kong, China</p> <p>377 (ORAL PAPER 15') Healthy ageing in Lezo (in Spanish) Gemma Estévez Martínez, Osakidetza- Basque Health Service and Arkaitz Angiozar Unanue, Lezo Town Council</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>Chaired by Mandy Andrew, International Foundation for Integrated Care (IFIC)</p> <p>699 (ORAL PAPER 15') Reframing healthcare services through the lens of Co-Production: teaching health professionals to explore the link between patient care, coproduction, and the Social Quality Model Bradley Bart Hennepin County Medical Center, Minneapolis and Hub Wollersheim, IQ healthcare</p> <p>279 (ORAL PAPER 15') Integration of Patient Self-care into Integrated Care: From users to shapers -the Sweden Co-Care project and patient integrated pathways Eskil Degsell, Karolinska Institutet</p> <p>507 (ORAL PAPER 15') Effects of the patient education strategy - Learning and Coping - in cardiac rehabilitation on mortality and readmissions: a</p>	<p>Chaired by Hannah Johnson, Children's Health Queensland Hospital and Health Service, Australia</p> <p>535 (ORAL PAPER 15') Integrated attention to childhood psycho-affective problems: Is it possible to improve your approach by working as a team of paediatric and child psychology? (in Spanish) Elena Larrea Tamoyo, Osakidetza- Basque Health Service</p> <p>394 (ORAL PAPER 15') Integrated care initiative to improve management of paediatric asthma Emma Dickins, Stephanie Hodgson Sydney Children's Hospitals Network, Australia</p> <p>311 (ORAL PAPER 15') Improving practices for management of ADHD using an integrated primary care model</p>	<p>An experiential workshop looking at the experiences of palliative care.</p> <p>Repeat x 3 with a Final conclusion</p>



<p>from an integrated primary care initiative for frail, older people Dr Julie MacInnes, University of Kent, UK</p> <p>536 (ORAL PAPER 15') Implementing a new model in primary care for older Canadians living with frailty Dr Jacobi Elliott, University of Waterloo, Canada</p> <p>336 (ORAL POSTER 5') Multi-criteria decision analysis of a proactive person-centred integrated primary care program care for frail elderly in the Netherlands: U-PROFIT Dr Willemijn Looman, Erasmus School of Health Policy &amp; Management, Netherlands</p> <p>649 (ORAL POSTER 5') The Self-Management Fund for Scotland: supporting the development and evaluation of person led self-management approaches across Scotland for ten years</p>	<p>integration in the context of financial challenge Vicky Smith, East Sussex Better Together</p> <p>515 (ORAL POSTER 5') Financing an integrated care “network-physician” by preventing ambulatory care sensitive hospitalizations: Results of a health-economic modelling approach based on data from an integrated care system Timo Schulte, OptiMedis AG, Germany</p>		<p>randomised controlled trial (LC-REHAB), Vibeke Lynggaard, Regional Hospital West Jutland, Denmark</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>Andrew Cook and Teryn Bruni, University of Michigan Medicine</p> <p>761 (ORAL PAPER 15') Families as Partners: Co-design of a localised model of care for children with medical complexity living in rural Australia and evaluation using the Paediatric Integrated Care Survey (PICS) Yvonne Zurynski, Macquaire University, Australia</p> <p>364 (ORAL PAPER 15') Modelling the integration of care among professionals for children assisted with Long-Term Ventilation: A MOCHA study, Fabrizio Pecoraro, National Research Council, Italy</p>	
15.30 – 16.00	<b>Refreshments, exhibition, posters and networking</b>				
16.00 – 17.30	<b>PLENARY 3: Integrated Care and its Dimensions: Models of Care that work for People and Communities</b>				
<b>Room</b>	<b>Auditorium</b>				
	<p>Chaired by Dr Viktoria Stein, Director of Education and Training, International Foundation for Integrated Care (IFIC)</p> <p>Reframing the management and organization of health care: from interventionist and episodic cures to dedicated and continuous care A conversation with Henry Mintzberg, Cleghorn Chair of Management Studies at McGill University, Canada</p>				

	<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>Questions and discussion</p> <p>"Etxean Bizit" programme: redesigning the care model for frail and/or dependent people that wish to keep living in their communities and homes Mayte Sancho, Planning Director, Matia Fundazioa</p> <p>Questions and discussion</p>
19.30 – 23.30	Gala Dinner: Miramar Palace

## Wednesday, 3 April

8.00 – 9.00	<b>Breakfast sessions</b>				
<b>WBW.A Polypharmacy – SIG Meeting</b>	<b>WBW.B Volunteers and Voluntary Sector</b>	<b>WBW.C Integrated Care in a Small Island Community (191) - workshop</b>	<b>WBW.D Self-management and Co-production</b>	<b>WBW.E Discover the Basque Country: 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 Small Island Community SIG</i>	<i>In association with Self-management and Co-production SIG</i>	<i>Stream supported by Tunstall Healthcare</i>	
<b>Room E2</b>	<b>Room E1</b>	<b>Room 1</b>	<b>Room D</b>	<b>Room 4 + 5</b>	<b>Room 8 + 9</b>
<p>Chaired by Alpana Mair, Scottish Government</p> <p><i>This session will bring together delegates interested in the field of polypharmacy and will discuss the future work programme of the Special Interest Group (SIG).</i></p>	<p>Chaired by Dr Michelle Nelson, Sinai Health System/Institute of Health Policy, Management and Evaluation, University of Toronto, Canada</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</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>The Isle of Man is an Island community of approximately 85,000 people living in a mix of</p>	<p>Chaired by Mandy Andrew, International Foundation for Integrated Care (IFIC)</p> <p>301 (ORAL PAPER 15') Esther: person centred integrated system change Anne Tidmarsh, Kent County Council</p> <p>330 (ORAL PAPER 15') Integrated Care on the</p>	<p>Chaired by Rosa González Llinares, Osakidetza-Basque Health Service</p> <p>125 (ORAL PAPER) Personal health records; helping to the integration (in Spanish) Dabi Santano, Osakidetza-Basque Health Service</p> <p>435 (ORAL PAPER 15') Basque Electronic Health Record: toward a</p>	<p>Chaired by Monica Sørensen, International Foundation for Integrated Care (IFIC)</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 John Eastwood, Sydney Local Health District, Australia</p> <p>412 (ORAL PAPER 15')</p>

	<p>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 Manfred Zahorka, Swiss Tropical and Public Health Institute</p> <p>852 (ORAL PAPER 15') Who cares? Uncovering social Support Needs and Resources of malignant CNS Tumour Patients and their informal Caregivers Marie Dahlberg Karolinska Institute</p> <p>694 (ORAL POSTER 5') The role of volunteers in improving rehabilitation patients' experiences and outcomes Rachel Thombs, University of Toronto, Canada</p>	<p>urban and rural settings. It is a self-governing nation.</p> <p>In 2015 the Department of Health and Social Care published a strategy on the future of health and social care, and in 2016 Commissioning Intentions for older people services. In 2018 the Department reorganised and Mental Health, Primary Care and Social Care became one directorate.</p> <p>An area of the Island was chosen to pilot an integrated care model. It was selected due to it having a representative demographic profile, mix of urban and rural living, a single General Practitioner Surgery, community resilience and 10% of population.</p> <p>The project aim is to improve outcomes for service users by improving their satisfaction levels through simplifying access and navigation of services.</p>	<p>Gold Coast: How design thinking supported the development of people centred integrated models of care Dr Rachael Smithson, Centre for Health Innovation (CHI) – Gold Coast Health, Australia</p> <p>544 (ORAL POSTER 5') Peer-to-peer interactions for better customer experience Caroline Lim, Singapore University of Social Sciences</p>	<p>sustainable, participative and modern health care system (in Spanish) Erika Céspedes Suzuki, Osakidetza- Basque Health Service</p> <p>157 (ORAL PAPER 15') Demand that cannot be delayed: management plan for Primary Health Care in Donostialdea (in Spanish) Edurne Lizarazu Casamayor, Osakidetza- Basque Health Service</p>	<p>An intersectoral intervention to detect and treat selected somatic chronic diseases in patients with severe mental disease Anne Marie Lyngsø, Frederiksberg Hospital, Denmark</p> <p>201 (ORAL POSTER 5') Big Data Evaluation of an Integrated Care Initiative for Vulnerable Families John Eastwood, Sydney Local Health District</p>
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<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>WBW.K Hospital, Primary and Service Integration</b>	
<b>Stream supported by Tunstall Healthcare</b>					
<b>Room 2</b>	<b>Room 3</b>	<b>Room 10</b>	<b>Chamber</b>	<b>Room 6 +7</b>	
<p>Chaired by Ricard Gavaldà, Amalfi Analytics S.L.</p> <p>Delegates will learn how new tools based on Big Data to assess the suitability of programs and resources for multilevel care. How they can be used to integrate knowledge from different sources, in a flexible way, according to the decision process in each case. And above all, how to ensure the protection patients with highest needs and risk.</p> <p>748 (ORAL POSTER 5') Anticipatory care and predictive analytics; sensemaking in the emerging world of 'big data' Carmel Martin, Monash Medical Centre, Australia</p>	<p>Chaired by Melissa Tinsley, NSW Agency for Clinical Innovation, Australia</p> <p>This interactive workshop will take participants through the journey of embedding PRMs into routine care. Tools and resources will be shared that increase consumer, clinician and manager capability and support the meaningful use of experiences and outcomes.</p> <p>Participants will participate in facilitated discussions and small group activities about practical strategies for implementing PRMs into 'business as usual' and considerations for scalability and sustainability, including barriers and enablers for co-designing and implementing a digital platform across care settings for real-time</p>	<p>Chaired by Dr Alberto Barceló, Universidade Federal de Juiz de Fora, Minas Gerais, Brazil</p> <p>This workshop is addressed to novel users of the Chronic Care Model and focuses on the evaluation of the different practice components using various tools. Experienced CCM users are welcomed to share their experience in evaluating services linking process to care outcomes</p>	<p>Chaired by Koldo Piñera Elorriaga, Basque Foundation for Health Innovation and Research (BIOEF)</p> <p>341 (ORAL POSTER 5') Macro-level institutional entrepreneurship in the implementation of integrated care models for older adults in a top-down and bottom-up context Paul Wankah, Université de Sherbrooke, Canada</p> <p>479 (ORAL POSTER 5') Implementation of the Health Care Homes model in Australian primary care Dr.Tina Janamian, Australian General Practice Accreditation Limited, Australia</p>	<p>Chaired by Renee Lyons, University of Toronto, Canada</p> <p>521 (ORAL POSTER 5') Integrating acute and subacute care through dynamic adaption of care intensity: The Integrated General Hospital Pilot in Singapore Jeanette Ting, Alexandra Hospital</p> <p>545 (ORAL POSTER 5') Associations between primary care continuity and acute care utilization among adult inpatients Shelly Vik, Alberta Health Services, Canada</p> <p>573 (ORAL POSTER 5') A qualitative study of a local care system to identify issues and strategies for integrating Emergency Department and General Practice care Andrew Knight, The South Western Sydney Local Health District, Australia</p> <p>607 (ORAL POSTER 5') Public reporting to facilitate integration of physical and mental care for hospital patients Nazlee Siddiqui, University of Tasmania-Australian, Australia</p> <p>702 (ORAL POSTER 5') Investigating Central American older adult service systems for people with dementia: a social network analysis</p>	

	<p>feedback, including an IT demonstration.</p> <p>Key findings from the PRMs evaluation will be shared along with lessons learned from our experience of implementing PRMs within complex healthcare systems.</p>		<p>689 (ORAL POSTER 5') Is it worth reorganizing cancer services on the basis of network-based models to produce integration at the point-of-care? Lessons learned from Quebec Dominique Tremblay, U de Sherbrooke</p> <p>878 (ORAL POSTER 5') Supporting Patients through the rehabilitation continuum of care: The NRH Pre-admission Coordinator Caitríona Begley, National Rehabilitation Hospital, Ireland</p>		
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 1</b>	<b>Room 4 = 5</b>	<b>Chamber</b>	<b>Room D</b>	<b>Auditorium</b>	<b>Room 2</b>
Chaired by Dr Arturo Alvarez-Rosete, New Health Foundation	Chaired by Christina Castillo Rodríguez, New Health Foundation	Chaired by Helen Murdoch, Hanover Scotland	Chaired by Naomi Hasson, Fundacion Doblesonrisa, Basque Country	Chaired by Ester Sarquella, Business Development Director for Digital Health, Tunstall Healthcare Group - Southern Europe	Chaired by Anne Wojtak, University of Toronto, Canada  During this workshop, authors of a Canadian article on leadership

<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 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</p>	<p>609 (ORAL PAPER 15') Electronic prescription "e-rezeta" implantation in nursing homes (in Spanish) Jon Iñaki Betolaza, Ministry for Health, Basque Government</p> <p>171 (ORAL PAPER 15') Evolution of the health record in the Basque Country. From the paper to an intelligent-integrated eHR Asier Mitxelena, Osakidetza-Basque Health Service</p> <p>789 (ORAL PAPER 15') Personalised Teleassistance Model Development through artificial intelligence (in Spanish) Lide Amilibia, Ministry for Employment and Social Policies, Basque Government</p> <p>584(ORAL PAPER 15') Technology as a cornerstone in population health management programs Susana Serrano, Marín Ribera Salud</p> <p>322 (ORAL POSTER 5') Implementation of digital health tools for scalability of a prehabilitation service Dr Isaac Cano, IDIBAPS, University of Barcelona</p>	<p>154 (ORAL PAPER 15') The challenges of integrating housing and care for older people Eleanor Johnson, University of Bristol</p> <p>110 (ORAL PAPER 15') Variables that Modulate Home Care Effectiveness in Patients with Chronic Cardiovascular Disease Donata Kurpas, Wroclaw Medical University</p> <p>506 (ORAL PAPER 15') "Center of Geriatric Care" project- the development of the interdisciplinary home-based care model for elderly patients in Gdansk, Poland. Pilot study Hanna Kujawska-Danecka, Medical University of Gdansk,</p> <p>242 (ORAL PAPER 15') Core principles of integration of healthcare and social services that support continuity of care for vulnerable seniors with Canadian case study: home-at-last Christina Bisanz, CHATS-Community &amp; Home Assistance to Seniors, Canada</p> <p>222 (ORAL PAPER 15') Building a model of integrated care (ic) in home care (hc) Juan Carlos Contel Segura Department of Health Barcelona</p>	<p>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 Raghu Lingam, University of New South Wales, Australia</p> <p>837 (ORAL PAPER 15') Implementing and Evaluating the CYPHP Evelina London new care model to improve health, healthcare quality, and patterns of service use among children and young people Ingrid Wolfe, King's College London</p> <p>666 (ORAL PAPER 15') New integrated care models to improve health, healthcare quality, and patterns of service use among children and young people Ingrid Wolfe, King's College London</p> <p>582 (ORAL PAPER 15') A systematic review and meta-analysis of chronic</p>	<p>769 (ORAL PAPER 15') Delivering the digital backbone for integrated care in Ontario, Canada Shiran Isaacksz and Melissa Chang, University Health Network, Canada</p> <p>857 (ORAL PAPER 15') Qualitative research on the factors affecting transferability of digital solutions for integrated care Maite Ferrando, AAATE</p> <p>179 (ORAL PAPER 15') NHS Calderdale Clinical Commissioning Group: The Quest for Quality in Care Homes Fay Lambert, Tunstall Healthcare (UK) Ltd</p> <p>673 (ORAL PAPER 15') AUTAPP Project: developing a Clinical Decision Support System for personalizing psychosocial interventions in ASD patients through scientific evidence and mobile technologies Dr Noemí Robles, Universitat Oberta de Catalunya (UOC)</p> <p>664 (ORAL PAPER 15') The co-creation in the design and use of a dashboard to develop a population health approach: initial experience from</p>	<p>competencies for integrated care will review their competency framework and will invite panellists who are leading different integrated care systems to share their perspectives on the skills, behaviours and competencies needed to lead and support integrated systems of care in this environment. We will present and discuss real-life leadership scenarios and experiences both to validate the competency framework and to engage the audience in a discussion on what it takes to lead in an integrated care system.</p> <p>885 (ORAL PAPER 15') Managing integration: business as usual? Competencies in Leadership Dr Viktoria Stein, International Foundation for Integrated Care (IFIC)</p>
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<p>chances of reaching these groups increase when organisations and services from all sectors align, coordinate their actions and work together.</p>	<p>565 (ORAL POSTER 5') "IEMAC" (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) Olga Solas Gaspar, MSD, Spain</p> <p>617 (ORAL POSTER 5') Differences in the control of chronic pathologies between institutionalized and non-institutionalized patients from a Scorecard (in Spanish) Elena Bartolomé Benito, Servicio Madrilen0 de Salud</p>		<p>and integrated care models to improve child health Rose-Marie Satherley, Kings College London</p> <p>760 (ORAL PAPER 15') Care coordination for children with medical complexity results in savings for the healthcare system and for families Yvonne Zurynski Macquarie University, Australia</p> <p>274 (ORAL PAPER 15') Towards Integrated Youth Care in the Netherlands: An Action Research Laura Nooteboom, Leiden University Medical Center, Netherlands</p>	<p>Integreo program in Belgium Lucia Alvarez Irusta, UCL_FAITH.be, Belgium</p> <p>869 (ORAL POSTER 5') Priority management, waiting list and population management in a commune of Chile (in Spanish) Sergio K0nig, CITGS eHealth, Chile</p>	
<p><b>6.G Systems Transformation</b></p>	<p><b>6.H Evaluating Integrated Care</b></p>	<p><b>6.I Networks and Integrated Care</b></p>	<p><b>6.J Evaluating Primary Care Plus Interventions in the Netherlands: Discussion of Methods and Results regarding the Quadruple Aim (328) - workshop</b></p>	<p><b>6.K 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></p>	
		<p><i>In association with Integrated Care Academy©</i></p>			
<p><b>Room 6 + 7</b></p>	<p><b>Room 8 + 9</b></p>	<p><b>Room E1</b></p>	<p><b>Room 10</b></p>	<p><b>Room 3</b></p>	

<p>Chaired by Toni Dedeu, International Foundation for Integrated Care (IFIC)</p> <p>434 (ORAL PAPER 15') A systematic analysis of the multi-annual journey of Badalona towards integrated care Angelo RossiMori, Federsanità, Italy</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 Richard Lewanczuk, Alberta Health Services, Canada</p> <p>134 (ORAL PAPER 15') A system approach to designing intermediate tier service improvements Joanne Street and Cheryl Thompson, Bolton NHS Foundation Trust</p> <p>321 (ORAL POSTER 5') How Warrington has created a new integrated model of care that has been designed and implemented seamlessly by</p>	<p>Chaired by Albert Alonso, International Foundation for Integrated Care (IFIC)</p> <p>316 (ORAL PAPER 15') Models of community based integrated care for people with a learning disability and/or autism: evaluation findings from a national implementation programme Aidan Moss, ICF</p> <p>528 (ORAL PAPER 15') Can the jointly collection of PROMs and PREMs improve integrated care? The changing process of the assessment system for the hearth failure path in Tuscany Region Francesca Pennucci, Sant'Anna School of Advanced Studies – Pisa, Italy</p> <p>661 (ORAL PAPER 15') The integrated care performance assessment tool: a co-design approach Mariana Dates, Optimity Advisors</p> <p>596 (ORAL POSTER 5') Evaluation of a patient-centred organizational model for multimorbidity in general practice in Denmark - a feasibility study Hanne Birke, University of Copenhagen, Denmark</p>	<p>Chaired by Igor Zabala Rementeria, head of the Integrated Care and chronicity Service, Basque Health Service</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, New Zealand</p> <p>738 (ORAL PAPER 15') The Pan American Chronic Care Observatory (PACCO) Dr Alberto Barceló, Universidade Federal de Juiz de Fora, Minas Gerais, Brazil</p> <p>753 (ORAL PAPER 15') The implementation of a cross-jurisdictional clinical network for congenital heart disease Áine Carroll, National Rehabilitation Hospital, Ireland</p> <p>872 (ORAL PAPER 15') IntegraSarea: developing innovation support networks for implementing People Centred</p>	<p>Presenters: Dirk Ruwaard, Tessa Quanjel, Esther van den Bogaart, Daan Westra, Niels Hameleers and Mariëlle Kroese, Maastricht University, Netherlands</p> <p>The aim is to present and discuss the evaluation and results of the PC+ interventions in two Dutch pioneer sites measured according to the Quadruple Aim outcomes (experiences of patients and healthcare providers, population health and costs). The results are based on the evaluation, which started in 2013 and will be finished in 2018. At the ICIC 2016 in Barcelona, results of a PC+ pilot and preliminary results of the implementation of the PC+ centres were presented and during this workshop we will present the final results and lessons learned.</p>	<p>Presenters: Denise Ferrier and Dr Chris Hamilton, Victorian Department of Health and Human Services Donald Campbell, Monash University, Australia</p> <p>This is a workshop for policy makers and health care practitioners to share funding and policy approaches to stimulate alternative models of care for people with chronic and complex health conditions and discuss data science techniques to identify and stratify patients with multiple complexities</p>
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multiple partners across a system Carole Hugall and Rachel Mellor, Warrington Together		Care across the Basque Health Service (in Spanish) Maite Paino Ortuzar, Osakidetza-Basque Health Service		
10.30 – 11.00	<b>Refreshments, exhibition, posters and networking</b>			
11.00 – 12.30	<b>PLENARY 4: Realising the Impact of Digital Health to Support Real Integration - Stream supported by Tunstall Healthcare</b>			
<b>Room</b>	<b>Auditorium</b>			
	<p>Chaired by Leo Lewis, Head of Research and Senior Fellow, Digital Health, International Foundation for Integrated Care (IFIC) and Andoni Arcelay, Healthcare Manager, Osakidetza-Basque Health Service</p> <p>Creating a sensible flow between clinical and personal data to realise truly integrated and personalised care Professor George Crooks OBE, CEO, Digital Health &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 Shane Fitch, Founder and Director, Lovexair Ester Sarquella, Business Development Director for Digital Health, Tunstall Healthcare Group - Southern Europe Venan Llona, Patient and Digital Coach</p>			
12.30 – 13.00	<b>Conference Celebration</b>			
	<b>Auditorium</b>			
	<p>Chaired by Fiona Lyne, Director of Communications, International Foundation for Integrated Care (IFIC)</p> <p>Conference handover Juan Luis Diego, General Manager, Osakidetza-Basque Health Service</p> <p>Launch of APIC2, Melbourne, Australia 12-14 November 2019 David Perkins, Director, Centre for Rural and Remote Mental Health, University of Newcastle</p> <p>Launch of ICIC20, Šibenik, Croatia 27-29 April 2020 Antonija Balenović, Director, Health Care Center Zagreb</p> <p>Launch of NACIC1, Toronto, Canada 5-7 October 2020</p>			

	Jodeme Goldhar, Executive Lead, Strategy and Innovation, The Change Foundation Ross Baker and Wlaler Wodchis, University of Toronto				
	Closing comments Dr Nick Goodwin, CEO, International Foundation for Integrated Care (IFIC)				
13.00 – 14.30	<b>Buffet lunch, exhibition, posters, networking and lunchtime workshops</b>				
13.15	<b>Healthy Lunch Time Stroll</b>				
Meeting Point – Registration Desk	Take a healthy lunchtime stroll around the beautiful city of San Sebastian. An opportunity to take a break from the buzz of the conference and meet other participants in a more casual setting while keeping fit! It will also be a chance to meet the vibrant and dynamic people participating group in “TipiTapa” (Step by step, in Basque). TipiTapa is a programme included in the Health Plan 2013-2020 of the Basque Country and involves Public Health, Basque Health Service, Municipalities and volunteers. The programme offers walks for different communities across the Gipuzkoa region with the main goal of physical activity promotion and socializing.				
	<b>Lunchtime Workshops</b>				
<b>WLW.A Scaling-up integrated care: A joint EU project workshop to explore opportunities for capacity building, technical support and twinning- workshop</b>	<b>WLW.B Care about Physical Activity (CAPA) Improvement Programme: Working with Older Adults to Improve Quality of Life (218) - workshop</b>	<b>WLW.C Intermediate and Transitional Care</b>	<b>WLW.D Discover the Basque Country: Providing Integrated Care in Prisons</b>	<b>WLW.E Evidence-based Integrated Care (EbIC) (441) – SIG Meeting</b>	<b>WLW.F Leadership and Integrated Care</b>
<i>Supported by the European Commission</i>	<i>In association with Frailty SIG</i>	<i>In association with Intermediate Care SIG</i>		<i>In association with EbIC SIG</i>	<i>In association with Integrated Care Academy©</i>
13.00 – 14.00	13.00 – 14.00	13.00 – 14.00	13.00 – 14.00	13.00 – 14.00	13.00 – 14.00
<b>Room 1</b>	<b>Room 2</b>	<b>Chamber</b>	<b>Room 4 + 5</b>	<b>Room E1</b>	<b>Room 6 + 7</b>
Chaired by Leo Lewis, International Foundation for Integrated Care (IFIC)  Workshop to bring together regions and care authorities from the VIGOUR, DigitalHealthEurope and Scirocco Exchange projects as well as any other	Chaired by Louise Kelly, Care Inspectorate, Scotland  Participants will be involved in an interactive and engaging workshop and leave with personal pledges/ideas. They will understand and have practiced how to have good conversations and involve	Chaired by Kerry Kuluski, Sinai Health System, Canada  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	Chaired by Rosa María Añel Rodríguez, Osakidetza- Basque Health Service  357 (ORAL PAPER 15’) Implementation of the colorectal cancer screening program in	Chaired by Roelof Ettema, SIG Lead for Evidence-based Integrated Care, Netherlands  This workshop will bring together delegates interested in joining or finding our more about the Evidence-based Integrated	Chaired by Dr Aine Carroll, IFIC Ireland and University College Dublin (UCD)  117 (ORAL PAPER 15’) Integrated Care Pathways and Networks: Implementing Governance Innovations in Quebec’s Health and Social Services System Lara Maillet, ENAP, Canada

interested delegates from other regions, to share their needs and requirements for technical assistance and support and explore potential twinning opportunities.	<p>people to support them to move more often and improve quality of life based on CAPA results.</p> <p>867 (ORAL PAPER 15') Co-creating wellbeing and community connections: understanding what matters to older housing residents Ben Hallett Community, Hanover Scotland</p>	<p>538 (ORAL PAPER 15') Urgency in emergency cases in elderly care, applying the Kings Fund model in the Netherlands Monique Spierenburg and Dr Barbara de Groen, Knowledge Centre of Long-term Care, Vilans, Netherlands</p>	<p>the Araba Prison Center / Álava (in Spanish) Asier López de Arcaute Trincado, Osakidetza-Basque Health Service</p> <p>710 (ORAL POSTER 5') Integrative care for mental health issues in prisoners in Araba as an example (challenge) for vulnerable population integration (in Spanish) Valentina Ivanova Dimitrova, Osakidetza-Basque Health Service</p> <p>140 (ORAL PAPER 15') Colorectal cancer screening programme in people in prison (in Spanish) Lamiaran Uriarte Larrea, Osakidetza-Basque Health Service</p>	<p>Care Special Interest Group (SIG). During the session at the conference we will discuss our proposal with the participants for improving a new definition of Evidence-based Integrated Care.</p>	<p>250 (ORAL PAPER 15') Leadership in integrated care networks: A literature review and opportunities for future research, Matthias Mitterlechner, Anna-Sophia Bilgeri University of St. Gallen,</p>
<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>SITE VISITS (pre-booked)</b> An opportunity to visit working health and care sites delivering real-time integrated care in the Basque region	
<i>In association with Polypharmacy SIG</i>	<i>Stream supported by Tunstall Healthcare</i>		<i>In association with CYF SIG</i>	<b>Bus departs at 14.00</b>	
13.30 – 14.30	13.30 – 14.30	13.30 – 14.30	13.30 – 14.30		
<b>Room 8 + 9</b>	<b>Room 3</b>	<b>Auditorium</b>	<b>Room D</b>		
<p>Chaired by Alpana Mair, Scottish Government</p> <p>276 (ORAL PAPER 15') Implementation of patient prioritisation tools: impact on</p>	<p>Population risk stratification has been presented as useful tool to (i) help to identify high-risk patients (ii) facilitate services design and (iii) ensure appropriate coverage</p>	<p>Chaired by Caroline Nicholson, Mater Research Institute - University of Queensland, Australia</p> <p>Presenters:</p>	<p>Chaired by Frank Tracy, Children's Hospital Queensland, Australia</p> <p>208 (ORAL PAPER 15') Learning from</p>	<p><b>Ibiltzen Benta Berri Psico Social Rehabilitation Centre</b> This psychosocial rehabilitation centre is a mental and social care resource aimed at people with severe mental disease with problems with their psychosocial behaviour and integration in the community. Its goal is the improvement of the autonomy and skills of the people cared for. The centre works in the development of the development of the</p>	

<p>integrated pharmaceutical care provision Dr Pamela Mills, NHS Ayrshire and Arran</p> <p>413 (ORAL POSTER 5') Multidisciplinary review and discussion of Drug Related Problems in polypharmacy patients in an emergency department Iosu Barral, Biodonostia Health Research Institute</p> <p>270 (ORAL POSTER 5') Implementation of a collaborative project between primary and secondary care to minimize inappropriate polypharmacy in Donostialdea Integrated Health Care Organization Arritxu Etxeberria, Osakidetza-Basque Health Service</p>	<p>of prevention and care interventions. However, lacklustre results have been presented and few stratification tools have been scaled up in Europe. The workshop will analyse recent experiences in Spain and UK. What are the main issues? Are there any common lessons? What impact has on performance and outcomes?</p> <p>Introduction: Population risk stratification, main challenges Esteban Manuel Keenoy, Kronikgune, Basque Country, Spain</p> <p>Catalonian experience: Adjusted Morbidity Group David Monterde, Generalitat Catalunya, Spain</p> <p>Developments in the Basque Population Risk Stratification. Eduardo Millán, Osakidetza-Basque Health Service</p> <p>Learnings from PRISMATIC and EARP projects Alison Porter and Mark Kingston, Swansea University, UK</p> <p>Risk stratification - learnings from New Care Models vanguards Samantha Hinks, NHS England</p> <p>Q&amp;A and discussion</p>	<p>Utilising the governance elements for integrated health care –the impact of a frailty team in ED on system outcomes Caroline Nicholson, Mater Research Institute-University of Queensland</p> <p>Safely transferring hospital COPD care into the community Dr Albert Alonso, Hospital Clinic of Barcelona Research and Innovation Directorate</p> <p>Integrating care by payment reforms Dr Jeroen Struijs, National Institute of Public Health and the Environment, Leiden University Medical Center Campus the Hague</p> <p>The Symposium will highlight the challenges faced in implementing models of integrated care and how they may be overcome</p>	<p>vulnerable families to improve healthcare and child protection responses, Zia Tayebjee, NSW, Health Sydney Local Health District, Australia</p> <p>550 (ORAL PAPER 15') A question of equity; Partnering across Government agencies to improve health outcomes for vulnerable children and young people – Navigate your Health Frank Tracey, Children's Hospital Queensland, Australia</p> <p>542 (ORAL PAPER 15') The use and satisfaction with healthcare services of Aboriginal and Torres Strait Islander students at boarding schools: Baseline results Dr Roxanne Bainbridge, CQ University, Australia</p>	<p>relationship with the community in the best possible conditions of returning to normality, independence and quality of life. To do so, the centre offers psychosocial behavior and community support improvement programmes. It is a 40 places resource and it is run by AGIFES (The Association of Relatives of people with mental disease of Gipuzkoa) and commissioned by the Regional Government of the region.</p> <p><b>Social and Health Care Centre Red Cross</b> This health and social care centre of the Red Cross, commissioned by the Regional Government of Gipuzkoa, offers a 73 places health and social care unit (14 places psychogeriatric), a 25 places rehabilitation unit for people with severe mental disorder, and a 32 places nursing unit.</p> <p><b>Integrated Healthcare Organization Donostialdea</b> One of the 22 healthcare service organizations of the Basque Health Service. It emerges as a deployment of the Strategy of integration of healthcare organizations of the Basque health service of the Basque Government. Currently, with 31 Primary Care centers and the Donostia University Hospital, its workforce of 4,660 professionals serves more than 3 million primary care consultations and performs more than 56,200 hospital admissions, with a € 525 million budget.</p> <p>The visit consists of knowing how we develop the integrated care model for chronic patients, cancer patients and the social-health model and community intervention. They will also present experiences such as MAPAC (Improvement of the Adaptation of the Care and Clinical Practice) for the sustainability of the system and the improvement of integrated care.</p> <p><b>The Integrated Health Organization Bidasoa</b> Bidasoa IHO, located on the border of France, assists more than 85,000 citizens, with a basic service both in primary care and in hospital care. This IHO was created in 2011, being a pioneer in the integration process of the organizations that has been carried out in the Basque Country.</p> <p>The integration has allowed to develop services like the unit of continuity of care that will be the object of the visit. It is a multidisciplinary unit that, through the attention of reference professionals, aims at the approach of complex chronic patients, in order to improve the quality of life of these patients avoiding hospitalizations and care in Emergency services.</p>
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<b>14.30 – 16.30</b>	<b>INNOVATION ZONE</b> – Delegates are invited to move between the 13 zones at their own space – an opportunity to network, share ideas, be inspired and learn from others in a creative space				
<b>1. Health Watch!</b>	<b>2. Experiencing Parenthood in health services</b>	<b>3. Reaching out to our most vulnerable</b>	<b>4. Their voices, our voices</b>	<b>5. The Digital Health Dragons Den</b>	<b>6. Early Career Researchers in Integrated Care (ERIC)</b>
14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30 Repeated x2 (60minutes)	14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30
<b>Room 6 + 7</b>	<b>Room 8 + 9</b>	<b>Room 3</b>	<b>Room 4 + 5</b>	<b>Room E1</b>	<b>Room 1</b>
Preparing our future generation for future health challenges. An interactive activity for children under 11	How to manage different stages of our children's lives, a discussion with parents from around the world and the Basque country.	Peer-to-peer learning grounded in people's lived experiences on how and where to reach out to our most vulnerable.	An audio-visual journey and interactive workshop to explore how citizens and patient groups are organizing themselves around the world to achieve better health.	Participants with proposed apps, and digital interventions present their ideas for improved digital health to the toughest jury of all: ICIC Participants! (In English Only)	<p>Chaired and presented by Paul Wankah and Nereide Alhena Curreri, Knowledge Exchange Lead and Research and Development Lead for Emerging Researchers in Integrated Care (ERIC)</p> <p>Participants will have the opportunity to learn how to formulate and deliver the ultimate elevator pitch to different audiences. Next step, speed networking using your newly formed and highly effective elevator pitch! Get to know your colleagues from around the world.</p> <p><b>Part I: Speed Networking 14.30 – 15.30</b> Early career researchers have a chance to network with other early career researchers to discuss their topics of interest.</p> <p><b>Part 2 – Research Pitches 15.30 – 16.30</b> Early career researchers pitch their research to the wider audience of ICIC.... See what happens!</p>

7. The C3 Cloud Personalised Guideline-Driven Care Plan	8. Augmented Reality	9. Experiences of ageing	10. In the skin of the patient	11. Meet the International Foundation for Integrated Care (IFIC)	12. ICIC Open Space	13. Community Hive
14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30 Repeated x 2 (60minutes)	14.30 – 16.30 Repeated x4 (30minutes)		Continuous over 2hrs Please feel free to join at any time	Continuous over 2hrs Please feel free to join at any time
Room D	Room 10	Chamber	Zurriola Room	Auditorium	Polyvalent Lobby	Room 2
<p>This Horizon 2020 project has established an ICT infrastructure to enable continuous coordination of patient-centred care activities by a multidisciplinary care team (MDT) and patients/informal care givers. Come see what it is all about.</p>	<p>Presenters will introduce the audience and engage the audience to work with four different applications of augmented reality technology: in primary care, interdisciplinary collaboration, cross sectoral collaboration and electronic history taking!</p>	<p>A theatrical journey into and around the experience of ageing.</p>	<p>An experiential workshop looking at the experiences of palliative care.</p>	<p><b>Part 1 – Integrated Care Around the World (14.30 – 15.30)</b></p> <p>An open meeting to learn about the work of IFIC and its core priorities for the 2019-2021 period. Meet representatives from our collaborating centres IFIC Scotland, IFIC Australia, IFIC Ireland and IFIC Canada.</p> <hr/> <p><b>Part 2 – Integrated Care in the Asia Pacific Region (15.30 – 4.30)</b></p> <p>Bringing together delegates from Australia and the Asia-Pacific to learn more about IFIC's approach to developing collaborative centres and networking activities across the Asia-Pacific Region.</p>	<p>Come share your ideas for integrated care in the ICIC open space devoted to developing your ideas. Be ready to pitch, question, vent, reflect and (re)work. your ideas in this highly interactive and dynamic space</p>	<p>An interactive presentation on a community project initiated by the Municipality of San Sebastian in collaboration with students and professors from the Mondragon University.</p>

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

	Dra. Begoña Martínez Argüelles, Salud Pública del Area Sanitaria V (Gijón) en el Principado de Asturias
378	La Alianza de Salud Comunitaria, una red de intercambio de conocimiento y trabajo compartido Aitziber Benito Pérez de Mendiola, Ministry for Health, Basque Government
392	Trust me I am a midwife Marie Lewis, Consultant Midwife, Powys Teaching Health
402	Caminando hacia la salud: creación de una red local Susana Martín, Osakidetza-Basque Health Service
417	Early lessons from a Virtual Pulmonary Rehabilitation (VIPAR) Service
432	Co-producing a preventative intervention for children at risk of early language and behaviour difficulties Catherine Pape
439	Prevent skin cancer in the society, an evidence based integrated care approach Roelof Ettema, SIG Lead for Evidence-based Integrated Care
440	Early detection of malnutrition in community dwelling older people: An evidence based integrated care approach Roelof Ettema, SIG Lead for Evidence-based Integrated Care
450	Effectiveness of an exercise programme to improve the quality of life of patients with heart failure in primary care: The EFICAR study María Soledad Arietaleanizbeaskoa Sarabia, Osakidetza-Basque Health Service
493	Parents experiences with integrated family obstetric and neonatal level 2 care to improve patient empowerment Mireille Stelwagen, OLVG
516	Oncología de Enlace: resultados y retos futuros Jesus Manuel Blanco Alejo, Osakidetza-Basque Health Service
529	Qualitative inquiry into the experiences of diabetes management among low-income women in Singapore Nurliyana Daros, National University of Singapore
544	Peer-to-peer interactions for better customer experience, Caroline Lim, Singapore University of Social Sciences
642	Rural Maternity Day assessment and Ultrasound scanning service development Alice Hammond, Powys Teaching Health Board
655	Service selection approach in ACT@Scale project: methodology and results Jon Txarramendieta, Kronikgune
660	Experiencia en la creación de la Red Local de Salud de Oñati Angelica Ugarte Letur
672	Contribution of an arts-based approach in collaboration with Cirque du Monde, by Cirque du Soleil to the mobilization and understanding of research results in a rural community Julie Théberge, Université Laval-CISSS Chaudière-Appalaches
680	Provider values in the adoption of goal-oriented care: an international comparative case study Jennifer Im, Bridgepoint Collaboratory for Research and Innovation, Sinai Health System
684	The Social Quality Model and its impact on quality of life among patients with heart failure in the United States and the Netherlands: results from a cross-national survey Dr Brita Roy, Yale School of Medicine
700	Co-creation of a Model for Intersectoral Health Care delivery on type II diabetes – A collaboration between patients, healthcare professionals, and researchers Anne Bendix Anderson, Regional Hospital Central Jutland, Viborg, Denmark
722	Adherence to the treatment of first choice after hospital discharge by congestive heart failure (CHF), risk factors and socio-economic determinants Naiara Parraza Diez, Osakidetza-Basque Health Service
725	"Evaluación de una intervención comunitaria con Metodología ProCC para hombres en situación de vulnerabilidad" Raquel Ribón Liberal, Universidad Autónoma de Madrid



736	Health promotion education for children: an intersectoral project Debora de Souza Santos, Universidade Estadual de Campinas - Unicamp
741	La integración multidisciplinaria amplia el horizonte de la donación Lucía Elósegui Itxaso, Osakidetza-Basque Health Service
744	Community Programme to address the needs of the population aged 0-18 in situations of poverty and social exclusion in Bilbao: Caixa ProInfancia Programme María Mar Martínez Vázquez, Osakidetza-Basque Health Service
758	Outcomes in Specialist Rehabilitation Medicine and their impact of waiting times Caitriona Begley, National Rehabilitation Hospital
801	New Patterns Eirik Abildsnes, Kristiansand Municipality
822	Falls among older adults living in age-friendly environment in Singapore Elaine Qiao-Ying Ho, National University of Singapore, Saw Swee Hock School of Public Health
869	Gestión de prioridades, lista de espera y gestión poblacional en una comuna de Chile Sergio König, CITGS eHealth
	<b>2. Policy Development</b>
113	Leading change in the large-scale implementation of a service integration model in Québec Yves Cputurier, University of Sherbrooke
114	Health and social care influences on long hospital length of stay (los): a critical realist study in a large metropolitan hospital Bahare Moradi, Sydney Local Health District
137	Implantación de buenas prácticas en cuidados como punto de unión en la integración asistencial M. Angeles Cidoncha Moreno, Osakidetza-Basque Health Service
151	Intervención para la reducción del uso de inhibidores de la bomba de protones a dosis altas con la participación del paciente (envío de carta postal) Elena Valverde Bilbao, Osakidetza-Basque Health Service
153	The experience of setting an integrated people-centered health evaluation and care model in a community in Taipei Ko, Yun Chen, Taipei city hospital, Taiwan
160	Integrated Inspection Teams Kees Reedijk, Inspectie Gezondheidszorg en Jeugd (Health and Youth Care inspectorate)
168	Trentino Salute 4.0 - The Creation of a Competence Center on Digital Health Integrating Policy, Healthcare Trust and Research in Trentino Territory
190	Seguridad del Paciente e Integración Asistencial Enrique Peiró Callizo, Osakidetza-Basque Health Service
199	Building healthy strong communities: Integrating health and social care through system transformation
206	Which indicators could the Dutch Inspectorate use as proxies of quality of care networks for frail elderly people living at home? Heleen Buijze, Dutch Health and Youth Care Inspectorate
207	Inspecting integrated care in the Netherlands Heleen Buijze, Dutch Health and Youth Care Inspectorate
213	Use of patient involvement to improve/design healthcare strategies Jaione Sánchez Zugazua, Osakidetza-Basque Health Service
230	Privacy and integrated care: Sharing information within Australian interagency multidisciplinary teams John Eastwood, Sydney Local Health District
247	"Factors influencing multiprofessional team work"

	Helge Ramsdal Østfold Regional College
268	How to take into account people's values, preferences and views on healthcare services when designing the strategy on chronic and integrated care of Catalonia Roser Bosser i Giralt, Generalitat de Catalunya
288	The Colorectal Cancer Screening Programme in the Basque Country: obtaining a good performance by means of professional collaboration Isabel Portillo, Osakidetza-Basque Health Service
289	Aplicación experimental del "Protocolo sociosanitario para la promoción del buen trato y la detección e intervención ante el maltrato a personas mayores" del Principado de Asturias Diana Fernández Zapico, Consejería de Servicios y Derechos Sociales del Principado de Asturias
291	How does a new working method in the Norwegian Labour and Welfare Organization (NAV) succeed in reducing sick leave rates? Gunnar Vold Hansen, Østfold University College
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327	Guided meditations in the treatment of trauma-related sleep disorders in adjudicated adolescents in New Mexico Jackson Williams, New Mexico Children, Youth and Families Department
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410	A retrospective chart review of the School Clinic programme for children with intellectual disability Dr Jacqueline Small, Croydon Community Health Centre, Sydney, New South Wales, Australia
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654	Coordinación Sociosanitaria. Dos estructuras con un objetivo común: la persona Guillermo Quirce Escobar, Osakidetza-Basque Health Service
665	Piloting the “Rural Emergency 360” project in two emergency departments in Quebec, Canada: Can we really mobilize citizens, patients and multiple stakeholders to improve health care? Catherine Turgeon-Pelchat, Université Laval - CISSS Chaudière-Appalaches
710	Asistencia psiquiátrica integral de los reclusos con enfermedad mental en Centro Penitenciario de Araba/Álava como reto en la integración en población vulnerable Valentina Ivanova Dimitrova, Osakidetza-Basque Health Service
734	Addressing women's mental health disparities through an integrated midwifery model Cara English and Diane Ortega, Terra's Place, Belinda Hodder, Willow Midwife Center for Birth and Wellness
767	Differentiating specific health needs of recent homeless immigrants: moving forward from an integrated approach to placate the “healthy immigrant effect” Alejandro Gil-Salmerón, Polibienestar Research Institute, University of Valencia
793	Una forma de luchar contra el estigma social en el t.m.g., Vicente Hueso, Hospital Aita Menni (Basque Country)
796	Proyecto educa: intervención en sobrecarga del cuidador de personas con enfermedad mental y dependencian Ana Isabel Domínguez, Aita Menni (Basque Country)
826	Early development of an integrated oral health (OH) care program with people who inject drugs (PWID) in a primary health care setting Ana Ivanovic, North Richmond Community Health (NRCH)
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178	Implementing Assisted Decision-making in Healthcare in Ireland: Understanding Enablers, Barriers and Context from the perspective of patients and healthcare professionals, Deirdre O'Donnell, University College Dublin, Ireland
234	Evaluation of a geriatric assessment tool for multimorbid patients at home in primary care Christine Trischak, Competence Center Integrated Care (CCIC), Vienna, Austria
267	Family caregivers' involvement in Decision-making processes regarding admission to nursing homes for persons with dementia Lill Sverresdatter Larsen, UiT The Arctic University of Norway
269	Use of mHealth for promoting healthy ageing and supporting delivery of age-friendly care services: a systematic review Ben Harris-Roxas University of New South Wales
277	Care about Physical Activity (CAPA) improvement programme –improving older people's quality of life through engagement in movement meaningful to them Louise Kelly, Care Inspectorate
278	19 times too many - Integrated health and Social Care for people living with dementia in the UK

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335	Designing a virtual coach: Involvement of end-users from early design to prototype Jofre Tenorio-Laranga, Osatek
336	Multi-criteria decision analysis of a proactive person-centred integrated primary care program care for frail elderly in the Netherlands: U-PROFIT Dr Willemijn Looman, Erasmus School of Health Policy & Management, Netherlands
370	Study of the wellbeing of people with dementia living in residential care settings with Person Centered Care. The use of a new instrument: List of Indicators of Wellbeing (LIBE) Álvaro García-Soler, Matia Instituto Gerontológico
372	Valoración de la eficacia y factibilidad de un programa de ejercicio físico multicomponente en sujetos mayores frágiles desarrollado en el ámbito comunitario Marina Alapont Serrano, Osakidetza-Basque Health Service
380	Cuidadoras: formación y acompañamiento Inés Mendinueta and Lourdes Arrieta, Osakidetza-Basque Health Service
385	Frailty screening and relationship with oncogeriatric evaluation Laura Basterretxea Badiola, Osakidetza-Basque Health Service
415	Lkaleak, (re)tejiendo redes de apoyo comunitario en el barrio de Egia Eva Salaberria Artano, Ayuntamiento de Donostia San Sebastián
418	Comparative analysis of assistive technologies for Older People: Hoist or patients lifts Mikel Tellaeché Reparaz, Aita Menni (Basque Country)
419	Empowering communities through active ageing Tatiana Sorocan, supported by Viorica Danilescu, HelpAge Moldova
428	Contribution of community active ageing groups in reducing depression among older people Amela, Fočić, Swiss Red Cross in Bosnia and Herzegovina (SRC BIH)
446	Evaluating provider- and patient-related drivers of why care is not concordant with guidelines for patients with multiple chronic conditions Chandra Cohen-Stavi, Clalit Research Institute, Clalit Health Services
454	Perceptions of healthcare services and preference of factors related to care planning among active older persons Ingela Jobe, Birgitta Lindberg and Åsa Engström, Luleå University of Technology, Sweden.
461	Transforming care for people with dementia using the Internet of Things Mark Kenny, Surrey and Borders Partnership NHS Foundation Trust
504	Eficacia del papel de la enfermer@ gestor@ de casos (EGC) como modelo integrador para la reducción de comorbilidades en una unidad de atención al paciente diabético crónico
522	Person-centered and integrated care: a discussion of concepts Reham Abdelhalim, Institute of Health Policy Management and Evaluation (IHPME), University of Toronto, Canada
530	A case study exploring therapeutic communication as a mechanism for delivery of integrated care management (icm) by home healthcare (hhc) nurses Dianne Liebel, University of Rochester
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 Clive Thomas, Bevan Commission, UK
540	Evaluación de la calidad de vida y estado de salud percibido de una cohorte de pacientes crónicos en una unidad de continuidad asistencial Macarena Berroa Martín, Osakidetza-Basque Health Service
596	Evaluation of a patient-centered organizational model for multimorbidity in general practice in Denmark - a feasibility study Hanne Birke, Bispebjerg and Frederiksberg Hospital, Denmark
606	Community Health Post - Enabling seniors to better manage their health

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626	Mirada activa-Detectando situaciones de soledad entre las personas mayores Karmele Acedo Gilles, Grupo Servicios Sociales Integrados S. Coop. (Grupo SSI)
632	La farmacia como agente del sistema de salud Jon Iñaki Betolaza, Ministry for Health, Basque Government
636	Integration in home care, effects on worker stress Timo Sinervo, THL National Institute for Health and Welfare
685	Co-creating and implementing resources to improve family caregiver experiences in geriatric services Jacobi Elliott, University of Waterloo
691	Home based primary care services in Singapore Stephanie Q Ko, National University Health Systems, Singapore
702	Investigating central american older adult service systems for people with dementia: a social network analysis Nereide Alhena Curreri, University of Stirling UK
703	Elderly patients with Cancer, global assesment. Results of Nursing evaluation Helis Telleria Soret, Osakidetza
733	Addressing safety in integrated care programs for older people living at home: A systematic review Manon Lette, Amsterdam UMC
794	Programa de participación social "grupo de empoderamiento de las personas mayores en plaentxia", Jose Antonio Ezquerro, Aita Menni (Basque Country)
834	A new technology-driven concept of care. Insights from a Norwegian case-study Gloria Ziglioli, University of Pisa, Italy
855	Reducción de reingresos por la misma causa en la gente mayor; programa Transiciona Mónica Mesas Cervilla, Parc Sanitari Pere Virgili, Spain
860	Care of Older People - Preliminary design of a pharmaceutical care service aiming at the reduction of hospital readmissions and its financial aspects Aspasia-Athena Volakaki, Sotiria Hospital, Athens, Greece
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261	Integrating care for children and young people through Project ECHO® Frank Tracey, Children's Health Queensland Hospital and Health Service, Australia
273	A systematic review of facilitators and barriers for professionals in providing integrated care Laura Nooteboom, Leiden University Medical Center
285	Forming leaders to support transformation Francisca García-Lizana, SESCAM, Healthcare Service of Castilla La Mancha
300	A pilot program of integration of preventive foot care into comprehensive care of diabetic hemodialysis patients Nuno Moreira Fonseca, NephroCare APDP
306	Reducing the Burden of Non-Communicable Disease in Moldovan communities – the role of community nursing Manfred Zahorka, Swiss Centre for International Health,
309	PlayDecide: Patient Safety – A “serious game” learning tool to discuss medical professionalism in relation to reporting and patient safety Stephen Macdonald, University College Dublin

320	“Cuidando mi salud después del cáncer” de la teoría a la práctica. Implementación y evaluación Lourdes Ochoa de Retana García, Osakidetza
349	Health demand management in primary health care on OSI Donostialdea Xabier Sanz Cascante, Osakidetza-Basque Health Service
369	“Find your voice”: Studying the process of learning to speak up by lower level professionals Karin Kee, VU University Amsterdam
375	Desarrollo del factor humano en la organización sanitaria integrada tolosaldea Maria Luz Jauregui García, Osakidetza-Basque Health Service
390	Asap: appropriate skills for appropriate places Denise Williams, Powys Teaching Health Board
397	Estrategias de capacitación de la persona con una enfermedad crónica Mª del Carmen Jiménez Gómez, Servicio Madrileño de Salud
399	Enseñar al paciente a coger las riendas. Proyectos de educación estructurada Mª del Carmen Jiménez Gómez, Servicio Madrileño de Salud
426	Enhancing Children’s and Adolescents’ Learning, Engagement and Well-Being in Schools via Well-Being in Schools-specialization program for teachers, Prof. Niina Junttila, University of Turku
431	Applying Kinaesthetics in Home Based Care Sarafina Vilusic, Swiss Red Cross, Bosnia and Herzegovina.
448	Uso y valoración de aplicaciones móviles de salud por los profesionales sanitarios de Andalucía para la mejora de la continuidad asistencial y la comunicación Antonio Torres, Agencia de Calidad Sanitaria de Andalucía (ACSA)
505	Short- and long-term effects of the patient education - Learning and Coping - in cardiac rehabilitation: a randomised controlled trial Vibeke Lynggaard, Regional Hospital West Jutland
569	Interdisciplinary education and research as a basis for the integration of social and health care Miia Tuominen, University of Turku, Finland
694	The role of volunteers in improving rehabilitation patients' experiences and outcomes Rachel Thombs, University of Toronto, Canada
724	Inter-professional education in primary health care: the "culture circles" experience Debora de Souza Santos, Universidade Estadual de Campinas - Unicamp
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815	‘Value of Primary Health Care’ project: patient education in primary health care setting Marika Guzek, Medical and Diagnostic Centre, Sieldce
816	Utilising the Project ECHO® model of education to empower health professional in the management of Childhood Overweight and Obesity Frank Tracey, Children’s Health Queensland, Australia
833	Integrated Care Treatment for Opioid Use Disorder: Training Considerations Christine Suniti Bhat, Ohio University
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188	Desarrollo de un software de cribado automático de retinopatía diabética Marisa Merino, Osakidetza-Basque Health Service
201	Big Data Evaluation of an Integrated Care Initiative for Vulnerable Families, John Eastwood, Sydney Local Health District, Australia
310	Testing cultural change in primary care professionals: ready to support transformation? Explorando el cambio cultural en los profesionales de primaria: ¿Listos para la transformación? Francisca García-Lizana, SESCOAM, Healthcare Service of Castilla La Mancha
340	The Intersectoral Care Reported by Patients (ICRP) survey: a short and simple survey to assess patient perceptions of integrated care Dr Kirsten Smits, Radboudumc
424	The effect of a pilot Discharge to Assess process on unscheduled care performance Salman Answer, Aneurin Bevan University Health Board
452	Design and analysis of a scoreboard of quantitative indicators to assess the performance on integrated care in the Basque Health System Regina Sauto Arce, Basque Foundation for Health Innovation and Research (BIOEF)
511	Lessons from the English National Health Service new care models programme Samantha Hinks, NHS England
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554	Insights from health data - the national healthcare group chronic disease management system (singapore) Hsi-Yen Loke, National Healthcare Group
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595	Health system capacity to report on indicators fostering integrated people-centred HIV care: findings from six European countries Jeffrey Lazarus, University of Barcelona
608	Evaluating models of neighbourhood care Alec Murray, Christine Sutton, Healthcare Improvement Scotland (HIS)
617	Diferencias en el control de patologías crónicas entre pacientes institucionalizados y no institucionalizados a partir de un Cuadro de Mando Elena Bartolomé Benito, Consejería de Sanidad. Madrid
631	Data science approaches to targeting and measuring transformational change Christopher Gourley, The Health and Social Care Alliance Scotland (The ALLIANCE)/University of Strathclyde
634	Evaluating Triple Aim in integrated care through claims data Dr.Geert Goderis, KU Leuven
715	Developing a strategy for evaluating integrated Mental Health programmes in Catalonia Dr Noemí Robles, Universitat Oberta de Catalunya (UOC)
763	Realist-informed rapid-cycle evaluations for integrated care programs Walter Wodchis, University of Toronto
841	A tool for improving the delivery of integrated intensive health care performance Emilio Luque, Universitat Autònoma de Barcelona
848	Identifying Prospective Frequent Readmitters for Hospital to Home Intervention Using Machine Learning Cheryl Ng, Ministry of Health/ Integrated Health Information Systems
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343	La coordinación e integración entre profesionales para la mejora en la atención al paciente con necesidades paliativas Aitziber Barandiaran Igoa, Osakidetza-Basque Health Service
400	Comunidad y Documento de Voluntades Anticipadas (DVA), una realidad Mari Jose Ibars, Osakidetza-Basque Health Service
425	Care at the end of life in patients with advanced dementia institutionalized Javier Alaba, Matia Instituto Gerontológico
460	Cuidados paliativos en cruz roja Donostia Marta Calvo Darriba, Centro Sociosanitario Cruz Roja Donostia (Basque Country)
508	End of life care in a Central-Asian state: from public indifference to accepting Aidai Erikova, Red Crescent Society of Kyrgyzstan
510	Cuidados Paliativos en un entorno integrado. Saltando barreras Alberto Meléndez Gracia, Osakidetza
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782	Family carers in integrated care: A case study Dr Giovanna I Cruz, Hospice Isle of Man
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462	Actuación integral frente al retorno a domicilio Diana Garaloces Fernandez, centro sociosanitario cruz roja Donostia (Basque Country)
466	Implementation and evaluation of an integrated hospital-to-home transitional care intervention for older adults with stroke and multimorbidity: a feasibility study Dr Maureen Markle-Reid, McMaster University, Dr Maureen Markle-Reid, McMasters University, Canada
490	Association between cultural factors and readmissions: the mediating effect of the quality of transitional care Nosaiba Rayan-Gharra, University of Haifa, Israel
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728	Patient centred transitional care for patients transferred from intensive care unit to general ward: a mixed methods study Wentao Zhou, National university of Singapore

827	Device Selection for Vascular Access Guideline implementation at a regional hospital intensive care unit (ICU) Ana Yesica Fernandez Menéndez, Osakidetza