Welcome and Introduction to Virtual ICIC20

10.00 – 10.40 Central European Time

Live from ICIC20 Studio in Kerry, Ireland
Welcome to the virtual conference: An international movement for change
Fiona Lyne, Executive Director, International Foundation for Integrated Care (IFIC)
Philip Davies, Chair, International Foundation for Integrated Care (IFIC)
with Orla Snook O’Carroll, Digital Marketing Manager, International Foundation for Integrated Care (IFIC)

Live from ICIC20 Studio in Zagreb, Croatia
Welcome to the virtual conference from the Conference Host
Asst. Prof. Antonija Balenović, Director, Health Centre Zagreb

City welcome address: Mayor, City of Zagreb and Deputy Mayor, City of Zagreb
Country welcome address: Ministry of Health of Croatia
Keynote address: Use of cultural programmes to promote health (in the context of UNESCO World Heritage Sites, Horticulture, and other social programmes in Croatia)
Nina Obuljen-Koržinek, Minister of Culture of the Republic of Croatia

Plenary 1: A global approach to improving health outcomes beyond COVID 19 – where to next?

10.45 – 12.00pm Central European Time

Chaired by
Professor Áine Carroll, Professor of Healthcare Integration and Improvement, University College Dublin/National Rehabilitation Hospital, Co-Director, IFIC Ireland and Secretary and Vice-chair, International Foundation for Integrated Care (IFIC)
Asst. Prof. Antonija Balenović, Director, Health Centre Zagreb

What has the COVID 19 experience been like for me?
A selection of interviews with people who have been directly impacted by COVID 19 including patients, family members, health and care workers and managers

A partnership approach to increasing regional impact in improving health and care outcomes during and beyond COVID 19
Dr Natasha Azzopardi-Muscat, Director of the Division of Country Health Policies and Systems, WHO Europe

The Future of Healthcare – what are the challenges, opportunities and unknowns that need to be considered by health systems to future proof health and care services for patients – thinking about technology advancements, changes in demographics, attitudes/behavioural changes, international turmoil, climate change etc. – What is the leadership required – what are the impacts on the workforce – how can we achieve universal access to health services?

Panellists
1. Dr Clare Thomas, President of the Vasco da Gama Movement (VDM) for European young doctors, World Organisation of Family Doctors, WONCA
2. Josep Figueras, Director, European Health Observatory
3. Dr Donald Macaskill, CEO, Scottish Care
4. Representative from Health System Management in Croatia
### Parallel Session 1

**12.15pm – 1.45pm Central European Time**

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<tr>
<td><strong>Promoting Healthy Ageing</strong></td>
<td>Integration and Quality of care - 10-year evaluation of Gesundes Kinzigtal</td>
<td>The challenge of co-creating a Living Implementation Framework with Evaluation (LIFE)</td>
<td>Integrated Care and Diabetes - Session 1</td>
<td>Person-centred Care, Theory, and Integrated Care Transformation</td>
<td>The International Journal of Integrated Care – publication tips and tricks</td>
<td>Management of risk factors</td>
<td>Measurement, assessment, impact, and evaluation</td>
<td>Resource allocation and financing for Integrated Care - Session 1</td>
<td>Multidisciplinary policies and practices to support and empower informal carers in Europe</td>
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<td>EnBuenaEdad: Promotion of healthy aging through digital solutions</td>
<td>The EMBOLDEN study: Enhancing physical and mobility in older adults with health inequities using community co-design</td>
<td>The Challenge of Co-Creating a Living Implementation Framework with Evaluation (LIFE) to Deliver Integrated Care at Whole of System Scale in Ireland</td>
<td>Development and evaluation of a decision support system for integration of primary diabetes and periodontal healthcare</td>
<td>Services y sistemas centrados en las personas y sus comunidades</td>
<td>Monitoring integrated care for childhood overweight and obesity</td>
<td>Integration: the quest for true equity, beyond accessibility</td>
<td>Program “6-10-14 for Health” - as an example of an interdisciplinary model of care for a patient with excess body weight</td>
<td>Multidisciplinary policies and practices to support and empower informal carers in Europe</td>
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| 119 | 416 | 265 | 110 | 131 | 447 | 362 | 534 | 413 | 289 |
| Development of MORE: an evaluative tool for measuring value-based integrated care | Evaluation of the Project Advisory on Diet in the City of Zagreb | Exploring the quality paradigms in Integrated Care: the need for emergence and reflection | 93 Periodontal treatment and diabetes-related healthcare costs: Results from a large retrospective study | People-centred care in action: the world’s first integrated care standard for system, organization and community-level health care | Program “6-10-14 for Health” - as an example of an interdisciplinary model of care for a patient with excess body weight | What is the Added Value of Social Network Analysis when Developing and Evaluating Complex Interventions | Action Research Investigating the potential in adhering to the development and design of a new model for IEI based on innovative financing, in the context of countries facing budget cuts in social care |

### Networking Sessions

**2.00pm – 2.45pm Central European Time**
### Parallel Session 2

**3.00pm – 4.30pm Central European Time**

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<td><strong>Assessment for Ageing and Frailty</strong></td>
<td><strong>Reaching for the Quadruple Aim</strong></td>
<td><strong>What do people value in Integrated Care?</strong></td>
<td><strong>Achieving the next level of Integrated Care</strong></td>
<td><strong>Private Meeting</strong></td>
<td><strong>Experiences in delivering models of Integrated Care - Session 1</strong></td>
<td><strong>Evaluating Integrated Maternity Care in the Netherlands</strong></td>
<td><strong>What's a realist configuration?</strong></td>
<td><strong>Resource allocation and financing of Integrated Care - Session 2</strong></td>
<td><strong>Capacity Building in Integrated Care – Session 1</strong></td>
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<td>105 Who is safe? Welfare technology and the feeling of safety for older adults receiving reablement services at their homes and older adults with dementia living at their homes. Experiences from Norway.</td>
<td>489 Reaching for the Quadruple Aim – How to design effective whole system health service improvement?</td>
<td>29 What do people value in Integrated Care? Core Values and Normative Integration from around the World</td>
<td>377 Achieving the Next Level of Integrated Care: Governance, leadership and evaluation to drive scale and spread.</td>
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<td>328 Regional approaches for integrating health and social services in Finland</td>
<td>229 Lessons from the Basque Country: Contrasting Basque Integrated Care Health Policy with the New NHS Long Term Plan</td>
<td>37 What’s a realist configuration? Deciding which causal configuration to use, how and why</td>
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<td>364 Co-creating towards next-generation frailty assessment in community dwelling</td>
<td>490 An Evaluation of Geriatric Home Healthcare Depression Assessment and Care Management: Are OASIS-C Depression Requirements Enough?</td>
<td>28 Development of a logic model to guide the implementation of INSPIRE, a community-based integrated care model for frail older adults</td>
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### Networking Events

**4.30pm – 5.30pm Central European Time**