**IFIC Latin America: Shared Values and Visions**

Realising an Integrated Care approach to health and care system reform: lessons from Latin America

**Convenors**

- **Dr Galileo Pérez-Hernández**, Senior Consultant, National Center of Prevention Programs and Disease Control, Ministry of Health of Mexico
- **Dr Osvaldo Artaza Barrios**, Dean of the Faculty of Health and Social Sciences, University of the Americas
- **Prof Gaston Perman**, Internal Medicine specialist, Clinical Lead in Health and Social Care Integration, Hospital Italiano, Buenos Aires, Argentina
- **Dr Ingrid Gomez Duarte**, School of Public Health, Costa Rica; and **Dionne Alexandra Cruz Arenas**, Chairwoman, Colombian Association in Public Health.

**Panellists**

- **Dr James Fitzgerald**, Director, Health Systems and Services, PAHO
- **Professor María del Rocío Sáenz Madrigal**, Professor of Health Promotion, University of Costa Rica (Costa Rica)
- **María Soledad Barría**, former Minister of Health of Chile and Director of Primary Care of the Faculty of Medicine of the University of Chile (Chile)
- **Dr Luis Miguel Gutiérrez**, General Director National Institute of Geriatrics at the National Institutes of Health (Mexico)
# WEEK 1

## Monday, 3 May (2of2)

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## STREAM 1 – Visions and shared values: Reflections and contributions of the Southern Cone. (In Spanish)

**Facilitators**
- Galileo Perez-Hernandez
  - IFIC Latin America
- Nieves Ehrenberg
  - IFIC Latin America

- 64 Proceso constituyente en Chile y valores compartidos en atención y cuidados integrados
  - Osvaldo Artaza, Universidad De Las Américas, Chile

- 72 Los cambios hacia la integración en salud: un asunto más político que técnico
  - Osvaldo Artaza, Universidad De Las Américas, Chile

- 76 La necesidad de generar valores compartidos a escala global
  - Irene Torres, Fundación Octaedro, Chile

- 100 Estrategia de mapeo de activos para la salud y bienestar comunitario en la Ciudad de Buenos Aires
  - Natalia Pace, Hospital Italiano De Buenos Aires, Argentina

## STREAM 2 – Building resilient communities and new alliances in Latin America and Spain. (In Spanish)

**Facilitators**
- Yazmin Davila
  - University of British Columbia
- Henry Perez, CENAPRECE,
  - Secretaría de Salud, Mexico

- 193 Efectos en adultos mayores de su participación en un proyecto comunitario basado en activos para la salud
  - Ludmila Cané, Argentina

- 138 Evaluación integrada de intervenciones sanitarias: Rueda de Valor
  - Idoia BURUSCO, Merck Sharp & Dohme Spain
  - Cristina Ibarrola, Navarra

- 196 Mejora de la comunicación y confianza clínica entre médicos de diferentes niveles asistenciales en México
  - Julieta Lopez

- 75 Adaptations of the elderly for the access to healthcare during the COVID-19 lockdown: a qualitative study
  - Mariano Granero, Hospital Italiano De Buenos Aires, Argentina

## Workshop – 181 Respuestas actuales a los desafíos de la comunicación para la salud

**Facilitator**
- Federico Somoza
  - Hospital Italiano De Buenos Aires, Argentina
### WEEK 1
**Tuesday, 4 May (1 of 2)**

<table>
<thead>
<tr>
<th>Time</th>
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<tr>
<td>17:30 (Madrid)</td>
<td>Integrated care in rural, remote and island communities (Small Islands SIG)</td>
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<tr>
<td></td>
<td>Oliver Radford&lt;br&gt;Manx Care, Isle of Man</td>
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<td>Sally Shaw&lt;br&gt;Manx Care, Isle of Man</td>
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<tr>
<td>11:30 (Toronto)</td>
<td>120 How to develop a decentralized Integrated Community Care approach – The Moldova example&lt;br&gt;Tatiana Dnestrean, SDC Healthy Life Project implemented by Swiss TPH</td>
</tr>
<tr>
<td>12:30 (Buenos Aires)</td>
<td>59 The value of proximity to understand professional and clinical integration in the Quebec Cancer Network&lt;br&gt;Dominique Tremblay, Centre de recherche Charles-Le Moyne - Saguenay-Lac-Saint-Jean sur les innovations en santé, University of Sherbrooke, Canada</td>
</tr>
<tr>
<td>23:30 (Singapore)</td>
<td>14 Team Performance Training: Lessons from Alaska on Team-Based Care&lt;br&gt;Steve Tierney and Melissa Merrick, Southcentral Foundation (SCF), US</td>
</tr>
<tr>
<td>01:30 (+1) (Sydney)</td>
<td>98 Effectiveness of an integration program in urgent care in the health area of Lanzarote (Spain)&lt;br&gt;Jose Luis Aparicio Sanchez, Servicio Canario De La Salud, Spain</td>
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<th>Time</th>
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<tr>
<td>19:00 (Madrid)</td>
<td>Workshop – 79 Enabling Integrated Health and Social Care Through Quality Improvement Within a Canadian Context</td>
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<td>Siu Mee Cheng&lt;br&gt;Ryerson University, Canada</td>
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WEEK 1
Tuesday, 4 May (2of2)

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<td>VIRTUAL POSTER WALK 1: Latin America</td>
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<tr>
<td>14:30</td>
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<td>190 Effectiveness of a health and social care integration programme for home-</td>
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<td>dwelling frail older persons in Argentina</td>
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<td>Gaston Perman, Hospital Italiano De Buenos Aires, Argentina</td>
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<tr>
<td>15:30</td>
<td>(Buenos Aires)</td>
<td>192 La cogestión geriátrica y los cuidados transicionales redujeron los</td>
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<td>reintegros hospitalarios en adultos mayores frágiles en Argentina. Resultados de un ensayo clínico controlado aleatorizado</td>
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<td>187 Frequency of medication consumption in patients over 65 years of age in</td>
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<td>an HMO from Buenos Aires, Argentina</td>
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<td>189 Experience of a Performance-Based Risk-Sharing Arrangement for the</td>
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<td>Treatment of Rheumatoid Arthritis With Certolizumab Pegol</td>
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<td>Gabriela Buela, Hospital Italiano de Buenos Aires, Argentina</td>
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<td>186 Reducing falls through a multifactorial intervention in frail older</td>
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<td>Gimena Giardini, Argentina</td>
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<td>188 Prevalencia de Síndrome Post Internación en pacientes mayores de 65</td>
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<td>años evaluados por el Programa Gestión en Geriatría del Hospital Italiano</td>
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<td>Marcelo Schapira, Argentina</td>
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<td>117</td>
<td>Integrated Care</td>
<td>117 Integrated Care Hospital at Home: a 3 years’ experience of a geriatric H@H</td>
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<td>110 EFFECTIVENESS OF CARE IN AN ISOLATE HEALTH AREA during the COVID-19</td>
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<td>Tamara Contreras Del Pino, Hospital General Mateu Orfila, Spain</td>
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<td>Tamara Contreras Del Pino, Hospital General Mateu Orfila, Spain</td>
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Led by:
Albert Alonso
Fundació Clínic / Hospital Clínic de Barcelona
**WEEK 1**

**Wednesday, 5 May (1of1)**

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**Care Coordination**

**Facilitators**
Anne Wojtak  
Adaptive Strategy  
Partners  
Chad Boult  
International Foundation for Integrated Care (IFIC)

68 Integrated case management between hospitals and primary care clinics for frequent users of healthcare services  
Catherine Hudon, Université De Sherbrooke

124 Care coordination in primary healthcare for patients with complex needs: A comparative case study  
Marlène Karam, Université De Montréal, Canada

133 A Joint Danish – Dutch Chronic disease plan killing the silos  
Jacob Hofdijk, Casemix, Netherlands

61 How integrated care systems can move towards Patient-GP-Specialist 3-way video consultations  
Mando Watson, Connecting Care For Children, United Kingdom

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**Workshop – 51 Service Delivery Networks in the Philippines: Results of a Readiness Assessment**

**Facilitator**
Niamh Lennox-Chhugani  
Chief Executive, International Foundation for Integrated Care (IFIC)

**Panellists**
Lester Tan  
Bureau of Local Health Systems Development, Department of Health, Philippines

Alexo Esperato  
Health Systems Design, Gates Foundation

Anna Koziel  
World Bank

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**Speaker**
Gerard La Forgia  
Aceso Global, United States
WEEK 1
Thursday, 6 May (1of2)

STREAM 1 – Workshop – 9 The new era of management and leadership competencies for integrated care

Facilitator
Anne Wojtak
Adaptive Strategy Partners, Canada

Speakers
Jodeme Goldhar
Ontario Health

Robin Miller
University of Birmingham

STREAM 2 – Interventions and ICT support in polypharmacy (Polypharmacy and Medicines Adherence SIG)

Facilitators
Albert Alonso
Fundació Clínic / Hospital Clínic de Barcelona

Alpana Mair
Effective Prescribing and Therapeutics Division, Scottish Government

Ingo Meyer
PMV research group, University of Cologne

90 Assessment of ICT solutions to promote the management of polypharmacy in elderly people with multi-chronic
Olatz Albaina, Kronikgune, Spain

180 Multicomponent intervention in Elderly Patients Anticoagulated with Vitamin K Antagonists that were admitted to home care after hospital admission
María Florencia Cunha Ferré, Hospital Italiano de Buenos Aires, Argentina

191 Potentially inappropriate medication in people over 65 years of age during the SARS-Cov-2 pandemic period in a private health insurance provider in Buenos Aires
Dr. Cristina Elizondo, Hospital Italiano de Buenos Aires, Argentina
WEEK 1
Thursday, 6 May (2of2)

Mobile and Digital Support Tools

Facilitators
Carolyn Steele Gray
Lunefeld-Tanenbaum Research Institute & University of Toronto

Michelle Kearns
Boots Ireland

35 Evaluation of a digital resilience monitor for informal caregivers of persons with dementia to prevent crisis: a pilot study
Dorien Oostra, Radboudumc, Netherlands

69 Usability, acceptance and results of a digital solution based on DAPAS serious games among elderly
Amaia Mendez, University Of Deusto, Spain

122 Integrated personalized care for patients with advanced chronic diseases to improve health and quality of life (ADLIFE Project)
Dolores Verdo, Kronikgune Institute For Health Services Research, Spain

89 Assessment of a mobile health application to promote healthy ageing among elderly people
Olatz Albaina, Kronikgune, Spain

134 Digital Innovation on Integrated Care for Ageing: a qualitative case study in South Europe with NASSS Framework
Pedro Rocha, University Of Porto | Icbas – Cintesis, Portugal

Week 1 Round up with Fiona Lyne

Facilitator
Fiona Lyne
International Foundation for Integrated Care (IFIC)
WEEK 2
Monday, 10 May (1of3)

**00:00 (Madrid)**
18:00 (-1) (Toronto)
19:00 (-1) (Buenos Aires)
06:00 (Singapore)
08:00 (Sydney)

**Building workforce capacity and capability**

**Facilitators**
Anne Hendry
IFIC Scotland

**Facilitators**
Anne Wojtak
Adaptive Strategy Partners

146 Innovation Pollination: Empowering Health Care Staff to Solve Problems and Mine Opportunities Using Design Thinking Methodology
Pamela Stoikopoulos, VHA Home HealthCare, Canada
Leah Oliveira, AdaptiveX Inc

154 The Role of Interprofessional Education in Training Healthcare Providers for Integrated Healthcare: A Scoping Review
Sue Bookey-Bassett and Sherry Espin, Ryerson University

159 Co-creating education and training programs to build workforce capacity to support the implementation of integrated care initiatives
Tina Janamian, Australian General Practice Accreditation Limited (agpal), Australia

**01:30 (Madrid)**
19:30 (-1) (Toronto)
20:30 (-1) (Buenos Aires)
08:30 (Singapore)
10:30 (Sydney)

**Integrated palliative care in action (Palliative and EoLC SIG)**

**Facilitators**
Fiona Lyne
International Foundation for Integrated Care (IFIC)

183 Advance care planning and use of hospital resources among COVID-19 nursing home patients in an integrated care programme for the elderly
Cristina Elizondo, Hospital Italiano de Buenos Aires, Argentina

18 Elevating the consumer voice by developing an integrated digital solution for advance care planning across clinical teams in five health authorities
Carla Arkless, Nelson Marlborough Health, New Zealand

101 Structural Constraints towards Integrated Palliative Care in Low and Middle-Income Countries: A Qualitative Review
Hartiah Haroen, Faculty of Nursing, Universitas Padjadjaran, West Java, Indonesia

20 Incorporating the person’s voice into their healthcare record - the story of a New Zealand district health board Advance Care Planning service for clinical teams and consumers, promoting joined up person-centred care
Carla Arkless, Nelson Marlborough Health, New Zealand
### WEEK 2
**Monday, 10 May (2 of 3)**

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<tr>
<td>15:00 (Madrid)</td>
<td><strong>STREAM 2</strong> – Designing integrated care for older people (Ageing and Frailty SIG)** <img src="image" alt="link" /></td>
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**Facilitators**

**Anne Hendry**
IFIC Scotland

**Jason Yap**
Saw Swee Hock School of Public Health

**151 Designing for integrated older persons’ care across systems, networks and people**
Kelly Kay, Provincial Geriatrics Leadership Ontario, Canada

**3 Co-designing integrated value-based eHealth technology for people living with frailty in Ireland**
Andrew Darley, University College Dublin, Ireland

**175 Frailty Matters to Me: involving older citizens as person centred co-coaches**
Mandy Andrew, Health And Social Care Alliance Scotland, United Kingdom

**118 What’s Next - Integrating Health and Care for the Elderly in China under Healthy China 2030**
Linlin Hu, Peking Union Medical College, China

**148 Elderly in nursing homes and COVID-19: organization of a unique strategy and opportunity to improve integrated care in Long Term Care Facilities**
Mireia Massot and Miquel Angel Mas Bergas, Institut Català de la Salut

**STREAM 2 – Virtual Care** ![link](image)

**Facilitators**

**Carolyn Steele Gray**
Lunefeld-Tanenbaum Research Institute & University of Toronto

**Niamh Lennox-Chhugani**
International Foundation for Integrated Care (IFIC)

**Sonja Mueller**
empirica

**115 Phone assessment in view of telemedicine approach for NCD patients**
Blerta Haxha-Mahmutaj and Genc Ymerhalili, Accessible Quality Healthcare Project, Stph, Kosovo

**135 Volunteer Coaching for Virtual Care Readiness**
Dawn Ashford, VHA Home Healthcare, Canada
## WEEK 2
### Monday, 10 May (3 of 3)

<table>
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<tr>
<th>Time</th>
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<tr>
<td>16:30 (Madrid)</td>
<td>Workshop – 19 Removing the roadblocks on the way to Integrated Care: a perspective workshop on reflexivity. A Personalised Integrated Care Approach</td>
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**Facilitators**
- Marlou de Kuiper
  - University of Applied Sciences
  - Utrecht
- Mirella Minkman
  - Vilans/Tilburg University

**Speakers**
- Everard van Kemenade
  - Utrecht University Of Applied Sciences, Master Integrated Care Design, Netherlands
WEEK 2

Tuesday 11 May (1of3)

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<tr>
<td>00:00</td>
<td>Approaches to enabling and enhancing self-management for improved outcomes (Self-management and Co-production SIG)</td>
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| 18:00    | 13 Alaskan Innovation: Full Integration of Behavioral Health Services in Primary Care  
            Steve Tierney and Melissa Merrick, Southcentral Foundation, United States |
| 19:00    | 176 An equitable, person directed approach to delivering wellbeing focused allied health enablement services in the community. The journey to transform clinical practice and gain the trust of a community.  
            Emma Green, Bay of Plenty District Health Board, New Zealand |
| 06:00    | 194 SMILE – Supporting multi-morbidity self-care through Integration, Learning and eHealth  
            Mary Burke, Caredoc, Ireland |

Facilitators
David Somekh  
EHFF  
Australia rep TBC
ICIC21 | Virtual Conference Scotland | May 2021

WEEK 2
Tuesday 11 May (2of3)

**IFIC Scotland**
Population Health and Wellbeing and Resilient Communities
Facilitated by Professor Anne Hendry, Director, IFIC Scotland

**Plenary themes**

1. Improving Population Health and wellbeing in the context of a global pandemic
2. Community led health and an Equally valued Third sector
3. Ensuring no one is left behind on basis of age, gender, ethnicity or economic opportunity

**Keynote: Building a Wellbeing Economy**

- **Dr Katherine Trebeck**, Advocacy and Influencing Lead, Wellbeing Economy Alliance

Panellists respond to the keynote and explore the three themes:

- **Dr Bola Owolabi**, Director, Health Inequalities, NHS England and NHS Improvement

- **Dr Toni Dedeu**, Senior Expert, WHO European Office for Primary Health Care, Division of Country Health Policies and Systems, World Health Organization Regional Office for Europe

- **Ian Welsh**, Chief Executive, Health and Social Care Alliance Scotland

- **Angela Leitch**, Chief Executive, Public Health Scotland

- **Dr Anna Dixon**, Chief Executive, Centre for Ageing Better and Author of The Age of Ageing Better? A Manifesto for Our Future
## System-wide approaches to Integrated Care

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<tbody>
<tr>
<td>16:30 (Madrid)</td>
<td>10:30 (Toronto)</td>
<td><strong>26 Achieving person-centered care through integrated care</strong>&lt;br&gt;Richard Lewanczuk, Alberta Health Services, Canada</td>
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<tr>
<td>11:30 (Buenos Aires)</td>
<td>22:30 (Singapore)</td>
<td><strong>60 Integrating care in Irish paediatric dermatology services: an analysis of GP experiences</strong>&lt;br&gt;Nicole Fagan, St. James’s Hospital, Ireland</td>
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<td>22:30 (Singapore)</td>
<td>00:30 (+1) (Sydney)</td>
<td><strong>126 Scaling-up principles leading to a pervasive integrated care ecosystem</strong>&lt;br&gt;Angelo Rossi Mori, Cnr-irpps, Italy</td>
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<td>00:30 (+1) (Sydney)</td>
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<td><strong>143 Canadian Policy Context – Driving the Design of an Integrated People-Centred Health Systems Standard</strong>&lt;br&gt;Patricia Sullivan-Taylor, Health Standards Organization, Canada</td>
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### Facilitators
- **Niamh Lennox-Chhugani**<br>International Foundation for Integrated Care (IFIC)
- **Chad Boult**<br>International Foundation for Integrated Care (IFIC) Board Member
- **Jason Yap**<br>Saw Swee Hock School of Public Health
IFIC Australia
System wide Governance, Leadership and Aligned Payments

Welcome and introduction
Frank Tracey, Chief Executive, Children’s Health Queensland and IFIC Board member
Niamh Lennox-Chhugani, Chief Executive, International Foundation for Integrated Care (IFIC)

Leading and managing integrated care programmes successfully: lessons from international evidence and experience
Prof Nick Goodwin, Director, Central Coast Research Institute for Integrated Care, University of Newcastle and the Central Coast Local Health District, Australia

Achieving value-based healthcare: re-orienting funding and financial incentives
Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association

Panel discussion
• How can governance models account for complexity and interdependencies of ever complicated and evolving organisation of health and care systems?
• How can governance arrangements break down barriers between services, enable collaboration, and facilitate the move towards a model of co-operation over competition?
• What do we need to do to ensure that current and future leaders are adaptable to crisis and are able to work with multiple stakeholders in complex situations in a compassionate, inclusive and dynamic manner?
• What more can we do to move from a volume to value-based care and reward and encourage care coordination?

Panellists:
Prof Nick Goodwin, Director, Central Coast Research Institute for Integrated Care, University of Newcastle and the Central Coast Local Health District, Australia
Alison Verhoeven, Chief Executive, Australian Healthcare and Hospitals Association
Melissa Fox, Chief Executive Officer, Health Consumers Queensland
Tamsin Greulich-Smith, Director, School of X, DesignSingapore Council
Helen Parker, CEO, Pinnacle Midlands Health Network (MHN), New Zealand
### WEEK 2

**Wednesday 12 May (2of2)**

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<tr>
<td>15:00 (Madrid)</td>
<td>Supporting a preventative and risk stratification approach to improving health outcomes</td>
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| 09:00 (Toronto) | 164 Care-Test: A Risk Evaluation Programme to Detect Risks Factors of Diabetes and Cardiovascular Diseases at the Community Pharmacy  
Sarah Rondeaux, Université Libre De Bruxelles, Belgium |
| 10:00 (Buenos Aires) | 62 Identifying “high need” patients with multimorbidity within primary healthcare to initiate a proactive person-centred care process  
Mieke Rijken, Nivel / University of Eastern Finland, Netherlands |
| 21:00 (Singapore) | 4 Lack of social health determinants on risk prediction tools for cardiovascular disease: A systematic review of systematic reviews  
Iván Dueñas-espín, Pontificia Universidad Católica Del Ecuador, Ecuador |
| 23:00 (Sydney) |                                                                  |

**Facilitators**

**Albert Alonso**  
Fundació Clínic / Hospital Clínic de Barcelona

**Walter Wodchis**  
University of Toronto
### WEEK 2
**Thursday 13 May (1of2)**

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<td>STREAM 2 – Role of professionals and patients in polypharmacy (Polypharmacy and Medicines Adherence SIG)</td>
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<tr>
<td>99 Understanding medication self-management in community-dwelling adults with chronic medication experience: An exploratory concept mapping Study</td>
<td></td>
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<td>Kadesha James, University Of Toronto, Canada</td>
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<td>140 Better transfer of medication information between care settings: involvement of the patient</td>
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<td>Marleen Haems, KOVAG, Belgium</td>
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**Facilitators**

Albert Alonso  
Fundació Clinic / Hospital Clínic de Barcelona  
Alpana Mair  
Effective Prescribing and Therapeutics Division, Scottish Government

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<td>Workshop – 103 Accomplishing Community-Oriented Integration at Scale – Strategies for Success</td>
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<tr>
<td>Laura Calamos</td>
<td>William Nicholson</td>
<td>Baljeet Ruprah-Shah</td>
<td>Paul Thomas</td>
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<td>Three Chelsea Docs, United States</td>
<td>COIN - Community Oriented Integration Network</td>
<td>Accomplish Consultancy</td>
<td>Imperial College London</td>
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**WEEK 2**

**Thursday 13 May (2of2)**

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**Workshop – Latin America Position Paper on Integrated and People-Centred Health Services (By invitation)**

**Facilitators**
- **Galileo Perez-Hernandez**
  IFIC Latin America
- **Nieves Ehrenberg**
  IFIC Latin America

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**Week 2 Round up with Fiona Lyne**

**Facilitator**
- **Fiona Lyne**
  International Foundation for Integrated Care (IFIC)
WEEK 3

Monday, 17 May (1 of 2)

Primary Care Interventions (Ageing and Frailty SIG)

**Facilitators**
- Donata Kurpas
  Wroclaw Medical University
- Mandy Andrew
  Health and Social Care Alliance Scotland
- Marco Inzitari
  Parc Sanitari Pere Virgili

46 The Impact of a Patient-Centred Medical Home (PCMH) on Healthcare Utilization of Complex Needs Patients in Singapore
Silvia Sim, Geriatric Education And Research Institute, Singapore

36 Network-based primary care decreases the number of crisis admissions of persons with dementia
Dorien Oostra, Radboudumc, Netherlands

41 Integrating care for health equity: a third sector initiated primary care innovation in Singapore
Zoe Lim and Mumtaz Md Kadir, Geriatric Education And Research Institute, Singapore

93 Challenges in establishing integrated oral care for elderly receiving home-based health care
Silje Havrevold Henni, University of Oslo, Faculty of Medicine, Department of Nursing Science

STREAM 1 – Achieving best value in coordinated care delivery

**Facilitators**
- Anne Hendry
  IFIC Scotland
- Helen Howson
  Bevan Commission

102 Dental Health Services Victoria’s Co-designed Value Based Health Care Framework: Leading Patient Centred Care in Public Dental Sector
Susan McKee, Dental Health Services Victoria, Australia

88 Development of a questionnaire for measuring the advance in Value-based Digital Health
Marisa Merino Hernandez, OSI Tolosaldea-Osakidetza

87 Towards integrated care in the complex healthcare system of Belgium: an implementation strategy based on vicinity networks and a mixed financing model
Marie Van De Putte, Zorgzaam Leuven, Apb, Belgium
Gijs Van Pottelbergh, Kuleuven

130 Implementation of innovations in healthcare: lessons from a literature review
Marta Ballester, Avedis Donabedian Research Institute – UAB, Spain

56 The pros and cons of integrated care implementation in Central and Eastern Europe – a perspective from 9 CEE countries
Donata Kurpas, Wroclaw Medical University, Poland
### WEEK 3

**Monday, 17 May (2of2)**

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<td>STREAM 2 – How advances in technology and information sharing are advancing integrated care</td>
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</table>
| Facilitators  |                               | **53 Implementation and transfer of successful digitally enabled integrated person-centred care solutions across Europe – The JADECARE Joint Action**  
| Edelweiss Aldasoro | International Foundation for Integrated Care (IFIC)  
| Albert Alonso | Fundació Clinic / Hospital Clinic de Barcelona  
| Katrine Vedel | Healthcare DENMARK | **24 Artificial intelligence as a driver of shifting power towards patients – How could new technology enable integrated person-centered care?**  
|                |                               | Niamh Lennox-Chhugani, Chief Executive, International Foundation for Integrated Care (IFIC), United Kingdom  
|                |                               | **144 How does the installation of DACs contribute to the integration of the healthcare system and to shared values and vision in a territory?**  
|                |                               | Francois Barriere, Association Alliage, France  
| 14:00 (Madrid)| 08:00 (Toronto)               | **16 iRAD: Real-time health information exchange across the health sector**  
|                |                               | Alessandro Luongo, South Western Sydney PHN, Australia  
| 09:00 (Buenos Aires)| 20:00 (Singapore) | **128 Integration of sex and gender in public health and welfare policies: an analysis of the French National Authority of Health**  
|                |                               | Anne-sophie and Thomas Suarez, Grenouilleau, Haute Autorité De Santé, France  
| 20:00 (Singapore)| 22:00 (Sydney) | **128 Integration of sex and gender in public health and welfare policies: an analysis of the French National Authority of Health**  
|                |                               | Anne-sophie and Thomas Suarez, Grenouilleau, Haute Autorité De Santé, France  
| 22:00 (Sydney)      |                               | **144 How does the installation of DACs contribute to the integration of the healthcare system and to shared values and vision in a territory?**  
|                |                               | Francois Barriere, Association Alliage, France  
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|                |                               | Alessandro Luongo, South Western Sydney PHN, Australia  

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**SIG Discourse**

**Joint SIG networking session - Ageing and Frailty and Intermediate Care**

**Facilitator**

Anne Hendry  
IFIC Scotland
### Supporting children and families (CYF SIG)

**Facilitators**
- Edelweiss Aldasoro, International Foundation for Integrated Care (IFIC)
- Niamh Lennox-Chhugani, International Foundation for Integrated Care (IFIC)

- **57 A novel model of integrated care that aims to reduce avoidable hospital presentations for children with medical complexity through partnerships between primary and tertiary care providers**
  - Lilian Tamas, Children’s Health Queensland, Australia

- **161 A new approach to parental education during the COVID19 pandemic**
  - Serena Braccio, Imperial College Healthcare NHS Trust, United Kingdom

- **91 Improving the empowerment and knowledge about chronic diseases of children and adolescents through the use of a video game**
  - Sonia García, Fundacion Instituto de

- **104 Indigenous youth and service provider perceptions of the availability and appropriateness of services to promote Indigenous youth mental health**
  - Janya McCalman, Central Queensland University, Australia

### STREAM 1 – Transparency of Progress, Results and Impact

**Facilitators**
- Mandy Andrew, Health and Social Care Alliance Scotland
- Pilar Gangas, International Foundation for Integrated Care (IFIC)

- **169 Implementation of the Integrated Care for People with Chronic Conditions (ICPCC) program in practice in Sydney, Australia**
  - Cathy O’Callaghan, University Of New South Wales, Australia

- **108 Measuring What Really Matters - Revisiting Health System Performance Measurement**
  - Jason Yap, Saw Swee Hock School of Public Health, Singapore

- **22 “It’s one of our primary responsibilities to ensure that patients are safe.” Perspectives and strategies of technical aid providers to establish and maintain patient safety in home mechanical ventilation**
  - Susanne Stark, Charité - Universitätsmedizin Berlin, Germany

- **65 Using a Learning Health System Approach to Evaluate an Integrated Model of Care in East Toronto**
  - Sara Shearkhani, East Toronto Health Partners, Canada
WEEK 3
Tuesday, 18 May (2of2)

12:30 (Madrid) | 06:30 (Toronto) | 07:30 (Buenos Aires) | 18:30 (Singapore) | 20:30 (Sydney)

STREAM 2 – VIRTUAL POSTER WALK 2 – Europe 🌍

Led by Anne Hendry IFIC Scotland

107 Medication review by community pharmacists, general practitioners and nurses in the province of Luxembourg: an integrated approach
Isabelle De Wulf, Apb / Association Pharmaceutique Belge, Belgium

165 Developing the Care-Test toolbox for Engaging Patients to Reduce their Risk of Developing Diabetes and Cardiovascular Diseases
Ramune Jacobsen, University of Copenhagen

80 Feasibility of the pharmacist-led pharmaceutical care service at the surgical department of the National Hospital of the Faroe Islands
Ramune Jacobsen, University of Copenhagen, Denmark

111 Rehab|DK - integrated rehabilitation
Emil Hoestrup, Health Innovation Centre of Southern Denmark, Denmark

32 Person-centeredness and person-centred care in practice: an overview of reviews
Caroline Feldthusen, University Of Gothenburg, Sweden

66 Living Life to The Full, keeping smiling for Type 2 Diabetes through Self-management
JUNFEI HU, VOX Scotland, United Kingdom

73 Tackling childhood flu vaccination hesitancy with community engagement and co-production
Christopher Gilmartin, Connecting Care for Children, Imperial College Healthcare NHS Trust, United Kingdom

14:00 (Madrid) | 08:00 (Toronto) | 09:00 (Buenos Aires) | 20:00 (Singapore) | 22:00 (Sydney)

Workshop – Model for Implementation and Normalization of Care Pathways 🌐

Facilitator
Dr Ruben van Zelm
HU University of Applied Sciences, Utrecht
# WEEK 3

## Wednesday, 19 May (1 of 3)

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## Welcome and Introduction

**Dr Sloan Harper**, Chair, IFIC Ireland  
**Prof Aine Carroll**, Director, IFIC Ireland  

### The Three Numbers You Need to Know in Healthcare: the 60-30-10 Challenge

**Professor Jeffrey Braithwaite**  
NHMRC Leadership Fellow, Professor of Health Systems Research; Founding Director, Australian Institute of Health Innovation; Director, Centre for Healthcare Resilience and Implementation Science; President, International Society for Quality in Health Care (ISQua)

### Questions and Discussion

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## IFIC Ireland

**Digital Solutions and Transparency of Progress, Results and Impact**

### Panellists:

- **Donna Henderson**, President, EHTEL  
- **Martin Curley**, HSE Digital Transformation  
- **Dan West**, Digital Health and Care Northern Ireland  
- **Leo Lewis**, Director of Research, International Foundation for Integrated Care (IFIC)  
- **Carolyn Steele Gray**, Scientist, Bridgepoint Collaboratory for Research and Innovation and Assistant Professor, Institute for Health Policy, Management and Evaluation, University of Toronto  
- **Michelle Kearns**, Head of I.T., Boots Ireland
### WEEK 3
#### Wednesday, 19 May (2of3)

<table>
<thead>
<tr>
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<tr>
<td>12:30 (Madrid)</td>
<td>STREAM 1 – Supporting and measuring what matters to people (Self-management and Co-production SIG)</td>
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**STREAM 1** – Supporting and measuring what matters to people (Self-management and Co-production SIG)

**Facilitators**
- **Edelweiss Aldasoro**
  - International Foundation for Integrated Care (IFIC)
- **Mandy Andrew**
  - Health and Social Care Alliance Scotland
- **Jacqui Browne**
  - IFIC Ireland

| 173 People at the Centre of Scotland's Independent Adult Social Care Review
| Louise Coupland, The Health and Social Care Alliance Scotland, United Kingdom |

| Georgina Charlton, Health And Social Care Alliance Scotland (the Alliance), United Kingdom |

| 178 Activating people to partner in health and self-care: The use of the Patient Activation Measure
| Tina Janamian, Australian General Practice Accreditation Limited (agpal), Australia |

- **127 Are we measuring what matters to people?: A review of PROMs and PREMs used to evaluate self-management interventions**
  - Marta Ballester, Avedis Donabedian Research Institute – UAB, Spain

- **48 Integrated social care for families with multiple and complex problems: ‘A Personalised Integrated Care Approach’**
  - Marcel Van Eck, University Of Applied Sciences Utrecht, Netherlands

**STREAM 2** – Partnership approaches to improving Population health

**Led by**
- **Viktoria Stein**
  - Leiden University Medical Centre
- **Alejandro Gil-Salmerón**
  - International Foundation for Integrated Care (IFIC)

| 81 The transfer of organisational innovations to ethnic minorities through woman centered care and active involvement: the case of pregnant Chinese users in Tuscany
| Chiara Barchielli, Scuola Superiore Sant'anna, Italy |

| 44 Partnerships for sustainable development of integrated care
| Felix Cillessen, Hospital Rivierenland |

- **28 Why families present to a Queensland tertiary paediatric emergency department: Social Needs Assessment and Identifying Linkages in the Emergency Department (SNAIL-ED) – Phase 2**
  - Kelsa Laughlin, Australia

- **125 Relationship among social support, physical activity and quality of life**
  - Phyllis Young, Tung Wah College, Hong Kong
## WEEK 3
### Wednesday, 19 May (3 of 3)

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<td><strong>Workshop</strong></td>
<td>A Personalised integrated Care Approach (Evidence Based Integrated Care SIG)</td>
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<td><strong>Workshop</strong></td>
<td>Perceptions and experiences about Integrated People-Centered Health Services in Chile, Costa Rica, and Mexico – In Spanish</td>
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<td>Ingrid Gomez</td>
<td>Osvaldo Artaza</td>
<td>Julieta Lopez &amp; Galileo Perez-Hernandez</td>
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<td>University of Americas, Chile</td>
<td>Instituto De Salud Pública, Universidad Veracruzana</td>
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**WEEK 3**  
**Thursday, 20 May (1 of 3)**

### Supporting vulnerable adults

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<tr>
<th>Time</th>
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</table>
| 11:00 (Madrid)| 137 First steps to develop a care model for people with Mental Health Disorders and Addictions with high complexity care needs: a collaborative process between families, professionals, and policy makers  
Eugénie Pirat, Avedis Donabedian Research Institute (fad and Universitat Autònoma De Barcelona, Spain |
| 05:00 (Toronto)| 67 "StrIDeS: Implementing an integrated model of service to improve health outcomes for people with intellectual disability  
Maria Heaton, Sydney Local Health District, Australia |
| 06:00 (Buenos Aires)| 58 Mothers, injecting drug use, hepatitis C and integrated healthcare  
Sharon Reid, Drug Health Services, RPAH, Sydney Local Health District, Australia |
| 17:00 (Singapore)| 52 Understanding the carer role and challenges in Central and Eastern Sydney in Australia: a population based linked cohort study of people age 45 years and over  
Ben Harris-roxas, Unsw Sydney, Australia |
| 19:00 (Sydney)| 25 Participatory action research as a driver for change on health and wellbeing in a deprived neighbourhood in The Hague: a quest towards regaining trust, sustainable citizen participation and co-creation  
Wilma Van Der Vlegel- Brouwer, Wilma van der Vlegel onderzoek en advies/7Senses, Netherlands |

### STREAM 1 – People as partners in care: creating a people and community centred approach

<table>
<thead>
<tr>
<th>Time</th>
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| 12:30 (Madrid)| 119 Evolving how we Partner with Patients, Family Members/Caregivers and Community Members in Designing Integrated Care in East Toronto  
Yordanos Woldemariam, Woodgreen Community Services, Canada |
| 06:30 (Toronto)| 77 Integrated person-centred systems of care for complex needs - Moving forward towards person-centred integrated care  
Andrew Harvey, Community Options Australia, Australia |
| 07:30 (Buenos Aires)| 55 Understanding the carer role and challenges in Central and Eastern Sydney in Australia: a population based linked cohort study of people age 45 years and over  
Ben Harris-roxas, Unsw Sydney, Australia |
| 18:30 (Singapore)| 38 Collaborative Community-Based Planning for Integrated Primary Health Services  
Richard Colbran, NSW Rural Doctors Network, Australia |
| 20:30 (Sydney)| 25 Participatory action research as a driver for change on health and wellbeing in a deprived neighbourhood in The Hague: a quest towards regaining trust, sustainable citizen participation and co-creation  
Wilma Van Der Vlegel- Brouwer, Wilma van der Vlegel onderzoek en advies/7Senses, Netherlands |
### WEEK 3

**Thursday, 20 May** (2 of 3)

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**STREAM 2 – System-based approaches to Population Health**

- **166 Population Health Needs Assessment in the pursuit of accountable care: a scoping review of tools applied for a whole-system perspective**
  - Daria Bucci, Universita’ Vita-salute San Raffaele, Italy

- **155 Eliciting preferences of providers in primary care settings for post hospital discharge patient follow-up: a discrete choice experiment**
  - Xin Wang, Sun Yat-sen University, China

**Facilitators**

- Anne Hendry, IFIC Scotland
- Niamh Lennox-Chhugani, International Foundation for Integrated Care (IFIC)
- Ruben van Zelm, University of Applied Sciences Utrecht

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**STREAM 1 – Making integrated care happen: governance and workforce enablers**

- **177 Transforming the medical model: the workforce skills and competencies for implementing a biopsychosocial model of care**
  - Jim Phillips, Centre For Empowering People and Communities/Personalized Care Institute, United Kingdom

- **37 Conditions for interprofessional collaboration in integrated primary care: relationships between different condition types and how they influence the success of interprofessional collaboration in a Danish municipality**
  - Andreas Hald, Aarhus University, Denmark

**Facilitators**

- Edelweiss Aldasoro, International Foundation for Integrated Care (IFIC)
- Walter Wodchis, University of Toronto
- Anne Hendry
- Niamh Lennox-Chhugani
- Ruben van Zelm
- Walter Wodchis
- Edelweiss Aldasoro
- Anne Hendry
**WEEK 3**

**Thursday, 20 May (3of3)**

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Week 3 Round up with Fiona Lyne

*Facilitator*

**Fiona Lyne**

International Foundation for Integrated Care (IFIC)
STREAM 1 – Healthy Ageing (Ageing and Frailty SIG)

145 Integrating Falls Screening into a Mobile Flu Clinic for Seniors
Amber Prowse-zwegers and Cailin Anderson, VHA Home Healthcare, Canada

63 Self-organizing peer coach groups to increase daily physical activity in community dwelling older adults
Paul Van De Vijver, Leyden Academy On Vitality And Ageing, Netherlands

121 The future of social health communities to enable ageing-in-place
Janice Chia, Ageing Asia Pte Ltd, Singapore

78 Multiple Case Study on Integrated Health and Social Care Initiatives for Older Adults in Canada
Siu Mee, Cheng Ryerson University, Canada

The workshop will specifically focus on the following aims:
- Disseminate EU digital health and care initiatives and raise awareness of digital health solutions and their benefits available for regions/organisations.
- Provide insights into what capacity and capabilities are required to implement digital solutions and what support is available.
- Identify significant challenges that still need to be addressed.

STREAM 2 – Workshop – Digital initiatives to support person-centred, integrated care: Key learnings for their deployment in Europe

Facilitators
Alejandro Gil-salmerón
International Foundation for Integrated Care (IFIC)

Edelweiss Aldasoro
International Foundation for Integrated Care (IFIC)

Speakers
Lizhen Ye and Dr Mireia Ferri
ValueCare

Cláudia Louro
ProCare4Life

Jon Txarramendieta Suarez
JADECARE

Marie Sherman
C3Cloud

Belen Sotillos Gonzale
mHealthHub
### WEEK 4

**Monday, 24 May (2of2)**

<table>
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<tr>
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<tr>
<td>16:00</td>
<td>Madrid</td>
<td>11:00</td>
<td>Buenos Aires</td>
<td>22:00</td>
<td>Singapore</td>
<td><strong>STREAM 1</strong> - Workshop – 131 Expanding Access to PACE (Program for All Inclusive Care for the Elderly) in a post-COVID Environment – Evolution and Growth of a Fully Integrated Model of Care</td>
</tr>
<tr>
<td>Facilitator</td>
<td>Shawn Bloom</td>
<td>Speakers</td>
<td>Peter DeGolia</td>
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<td></td>
<td>Shawn Bloom, National Pace Association, United States</td>
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<td></td>
<td>Ye Fan Wang Glavin</td>
<td>Case Western Reserve University / Peking</td>
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<td>Ye Fan Wang Glavin, Case Western Reserve University / Peking</td>
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<td>Ye Fan Wang Glavin, Case Western Reserve University / Peking</td>
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**STREAM 2** – Building back better in Latin America: Shared leadership and collaboration in research and development. (In Spanish)

**Speakers TBC**
WEEK 4

Tuesday, 25 May (1 of 2)

14:30 (Madrid) 08:30 (Toronto) 09:30 (Buenos Aires) 20:30 (Singapore) 22:30 (Sydney)

Workshop: Implementing the Health Navigator Model among the Homeless Population in Europe – the CANCERLESS Project

Speakers
Alejandro Gil-salmerón
International Foundation for Integrated Care (IFIC)

Edelweiss Aldasoro
International Foundation for Integrated Care (IFIC)

Igor Grabovac
Medical University Of Vienna

STREAM 1 – Risk stratification and population based health

Facilitators
Chad Boul
International Foundation for Integrated Care (IFIC) Board Member

Ingo Meyer
PMV research group, University of Cologne

Walter Wodchis
University of Toronto

179 In depth analysis of health insurance data for the planning of integrated service networks - a territorial analysis
Colin Majean, CPAM Bas-Rhin

21 Identifying the individuals who might benefit from integrated care: The case of Finland
Juha Koivisto, National Institute For Health and Welfare, Finland

174 A Scotland-wide conversation: People’s attitudes about sharing data on social determinants for health and wellbeing outcomes
Carmen Paputa-Dutu, The Health and Social Care Alliance Scotland United Kingdom

174 The “Score Bebé” as a proposal for enhancing neonatal risk stratification from an integrated care approach: a nationwide retrospective study
Iván Dueñas-espín, Pontificia Universidad Católica Del Ecuador, Ecuador
## WEEK 4

**Tuesday, 25 May (2of2)**

<table>
<thead>
<tr>
<th>Time (City)</th>
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<tr>
<td>16:00 (Madrid)</td>
<td>STREAM 2 – VIRTUAL POSTER WALK 3 – North America</td>
<td>Led by Carolyn Steele Gray, Lunefeld-Tanenbaum Research Institute &amp; University of Toronto and Mandy Andrew, Health and Social Care Alliance</td>
</tr>
<tr>
<td>10:00 (Toronto)</td>
<td>54 Integrated self-management support of persons with physical chronic diseases and common mental disorders by primary care nurses: A scoping review</td>
<td>Jeremie Beaudin, University of Sherbrooke, Canada</td>
</tr>
<tr>
<td>11:00 (Buenos Aires)</td>
<td>47 A digital companion (eCARE-PD platform) for people living with Parkinson: A co-design study</td>
<td>Sylvie Grosjean, University of Ottawa, Canada</td>
</tr>
<tr>
<td>22:00 (Singapore)</td>
<td>184 Taking a Community Approach to Developmental Monitoring and Screening for Early Identification of Developmental Delays and Disabilities</td>
<td>Kate Barlow, American International College, United States</td>
</tr>
<tr>
<td>00:00 (+1) (Sydney)</td>
<td>105 Training Student Volunteers as “Community Resource Navigators” to Integrate Health and Social Care in Primary Care</td>
<td>Diwas Gautam and Kate Kutzer, Duke University, US</td>
</tr>
<tr>
<td>17:00 (Madrid)</td>
<td>55 Process mining for the analysis of a 10-year Cardiovascular Disease Risk Registry to Improve Risk Stratification and Self-Management Support on an Integrated Assertive Community Treatment Team</td>
<td>Nicolas Nelson, Southeast Healthcare, United States</td>
</tr>
<tr>
<td>11:00 (Buenos Aires)</td>
<td>95 Effectiveness of Telehealth Collaboration between Academic, Health Provider and Community towards People’s Participation for COVID-19 Self-reporting</td>
<td>Neti Juniarti, Universitas Padjadjaran, Indonesia</td>
</tr>
<tr>
<td>22:00 (Singapore)</td>
<td>31 A data-driven approach of population segmentation in complex frequent admitters</td>
<td>Mimaika Luluina, Ginting, Geriatric Education And Research Institute, Singapore</td>
</tr>
<tr>
<td>00:00 (+1) (Sydney)</td>
<td>49 ASSESSMENT OF A RAPID REFERRAL CANCER COLORRECTAL PATHWAY WITH PROCESS MINING IN AN INTEGRATED AREA IN GALICIA (SPAIN)</td>
<td>Modesto Martinez Pillado, Area Sanitaria De Pontevedra E O Salnes, Spain</td>
</tr>
<tr>
<td>17:00 (Madrid)</td>
<td>39 Improving health inequalities and wellbeing through the development of NHS Anchor Institutions – the Advancing Quality Alliance (aqua) prototype Anchor Institution Framework to support NHS organisation assess their readiness to engage and build collaborative capacity with place-based partners to create social value</td>
<td>Rachel Volland, Advancing Quality Alliance (aqua), United Kingdom</td>
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### WEEK 4
#### Wednesday, 26 May (1 of 3)

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<tr>
<th>14:30 (Madrid)</th>
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**STREAM 1 – Exploring models of Transitional and Intermediate Care (Intermediate Care SIG)**

- **Facilitators**
  - Anne Hendry
    - IFIC Scotland
  - Marco Inzitari
    - Parc Sanitari Pere Virgili
  - Michelle Nelson
    - Sinai Health System

- **150 The implementation of a virtual care program for rehabilitation in a community context**
  - Brydne Edwards, VHA Home Healthcare, Canada

- **158 Being Your Best – an innovative, co-designed and holistic approach to frailty**
  - Maja Green, Bolton Clarke, Australia

- **97 Evaluating a transitional care programme for the average and the oldest old: a presentation of results from the quantitative phase of a mixed methods study**
  - Wilma Van Der Vlegel-Brouwer, advies/ 7Senses, Netherlands

- **168 ED to Community Program: Pre-Intervention Assessment Study in Sydney Australia**
  - Cathy O’Callaghan, University of New South Wales, Australia
## WEEK 4

**Wednesday, 26 May (2of3)**

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<tr>
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**STREAM 2 – VIRTUAL POSTER WALK 4 – Europe 🌍**

**Led by**
Oliver Groene  
OptiMedis  

Mandy Andrew  
Health and Social Care Alliance

### 92 ARMED TO ESCAPE COVID-19: An evaluation of the impact of COVID-19 on a novel feasibility study to evaluate the effect of a self management weight, education and exercise programme on pain, weight and physical function in patients with knee OA at the primary/secondary interface
Brenda Monaghan, Tcd, Ireland

### 109 Sharing value and vision among the integrated care chain: how puglia region fosters the collaborative capacity of different stakeholders starting from integrated care maturity assessment
Serena Mingolla, Aress Puglia, Italy

### 160 The use of Burden of Diseases for improving population health and accountable care: a scoping review
Fabrizio Giovanni, Vaccaro, GSD Healthcare, Italy

### 34 Development of a Model for Implementation and Normalization of Care Pathways
Ruben Van Zelm, University Of Applied Science Utrecht, Netherlands

### 94 How measurements on the Rainbow model of integrated care support us with implementing integrated care in the Netherlands! Lessons for care networks and Health Research and Development programs
Sanne Lubbers, Q-consult, Netherlands

### 112 CORAL – Connecting ORAL health-and home care service for patients receiving home care in Norway
Silje Havrevold Henni, University of Oslo, Faculty Of Medicine, Department Of Nursing Science, Norway

### 70 “frAAGiLe”: The platform that monitors and mitigates frailty
Iñaki Bartolome, Ideable Solutions, Spain

### 8 Sailgility: eGame for physical stimulation against frailty in mobile devices
Señora Begoña Garcia Zapirain, Ingeniera, Universidad de deusto, Spain

### 71 “Chop it! Game”: Nutritional approach against physical frailty implemented as a game in a tablet
Señora Begoña Garcia Zapirain, Ingeniera, Universidad de deusto, Spain

### 7 SAPA: Gamification strategy against cognitive frailty
Señora Begoña Garcia Zapirain, Ingeniera, Universidad de deusto, Spain

### 113 Family centres in Finland – a new integrated service model for families with children and adolescents
Katja Joronen, University Of Turku, Finland

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**Led by**
Oliver Groene  
OptiMedis  

Mandy Andrew  
Health and Social Care Alliance
WEEK 4

Wednesday, 26 May (3of3)

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<th>17:00 (Madrid)</th>
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STREAM 1 – Discourse session - Collaborative Deliberation. Do we need new ways of communication for integrated care? Why? or why not?

Facilitators

**Mariou de Kuiper**  
University of Applied Sciences, Utrecht

**Everard van Kemenade**  
University of Applied Sciences, Utrecht

**Ruben van Zelm**  
University of Applied Sciences, Utrecht

STREAM 2 – Workshop – 116 Catch of the day: a unique and creative integrated care journey

Facilitator

**Mirella Minkman**  
Vilans and Tilburg University

Speakers

**Jessica Michgelsen**  
Vilans, Netherlands

**Nick Zonneveld**  
Vilans & Tilburg University
**WEEK 4**  
**Thursday, 27 May (1 of 3)**

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**STREAM 1 – People as partners in care: improving experience of health and care systems**

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<tr>
<th>Facilitators</th>
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<td>Marlou de Kuiper</td>
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<td>University of Applied Sciences Utrecht</td>
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<td>David Somekh</td>
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<td>EHFF</td>
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<td>Mandy Andrew</td>
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<td>Health and Social Care Alliance</td>
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106 Understanding for whom, how and why Sydney Local Health District’s integrated response was effective in addressing COVID-19: a qualitative study  
Hueiming Liu, Sydney Local Health District, Australia

23 Exploring the health and wellbeing needs and experiences of people who use and deliver integrated health and social care in the community: a multi-case study  
Louise Henderson, Robert Gordon University, United Kingdom

30 A first demonstration of the Patient-Centered Medical Home (PCMH) care model in Singapore: A Qualitative study on Patient’s Experience  
Mimaika Luluina Ginting, Geriatric Education And Research Institute, Singapore

170 Psychosocial needs and preferences of individuals with hereditary cancer syndromes: Practice implications for the healthcare responsiveness  
Eliana Silva, Faculty of Psychology and Education Sciences, University of Porto, Portugal

**STREAM 2 – Values and Principles in Integrated Care (Values of Integrated Care SIG)**

<table>
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<th>Facilitator</th>
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<td>Nick Zonneveld</td>
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<td>Vilans &amp; Tilburg University</td>
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<td>Alejandro Gil-Salmerón</td>
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40 Integration knowledge for a Personalised Integrated Care Approach  
Roelof Ettema, HU University of Applied Sciences Utrecht, Netherlands

139 From Design to Practice: Implementing the World’s First People-Centred, Integrated Care Standard  
Patricia Sullivan-Taylor, Health Standards Organization, Canada

195 The Adoption and Adaptation Methodology for Sustaining innovation  
Rupa Chilvers, Bevan Commission, United Kingdom
IFIC Canada
Workforce and People as Partners in Care

Welcome and introduction

Jodeme Goldhar
Strategic Advisor, Ontario Health
Co-founder IFIC Canada

Walter Wodchis
Professor, University of Toronto
Co-founder IFIC Canada

Integrated care systems need to partner with patients and caregivers at point of care, across health and social care organizations, and at a system level. Developing new systems of care requires new roles, skills and capabilities on the part of health system providers and patients and caregivers to engage in codesign and implement new delivery models.

Session Goals:
1. Understand what it means for people to be partners in health and care. How is this different from current paradigms of (non-integrated) care.
2. Understand what new roles and competencies are needed to deliver integrated care.
3. Understand how patients becoming partners in care affects the roles, skills and competencies required to deliver integrated care.
4. Provide examples of how integrated care delivery systems are enhancing the skills and bringing in new roles: from the system, organization and at the front lines of care delivery.

People as Partners Panellists:

Dr Kerry Kulski, Dr Mathias Gysler Research Chair in Patient and Family centered Care at the Institute for Better Health at Trillium Health Partners and Associate Professor at the Institute of Health Policy, Management and Evaluation at the University of Toronto

Christa Haanstra, Principal, Clarity Hub

Philiz Goh, Patient Representative

Workforce Capacity and Capability Panellists

Dr Viktoria Stein, VM Partners Integrating Health and Care (Editor, IJIC)

Professor Robin Miller, Director of Global Engagement for College of Social Sciences, University of Birmingham (Editor, IJIC)

Dr Anne Wojtak, Lead, Integrated Care, East Toronto Health Partners
**WEEK 4**

**Thursday, 27 May (3of3)**

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<td>Closing Ceremony</td>
<td>North American Conference on Integrated Care</td>
<td>ICIC22</td>
<td>International Conference on Integrated Care</td>
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<td>NACIC21 Toronto, Canada</td>
<td>4th–7th October 2021</td>
<td>Odense, Denmark</td>
<td>23–25 May 2022</td>
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<td>Jodeme Goldhar</td>
<td>Chief Executive, Healthcare DENMARK</td>
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<tr>
<td>Strategic Advisor, Ontario Health and Walter Wodchis, Professor, University of Toronto; Co-founders IFIC Canada</td>
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**ICIC22** | Odense, Denmark |
| Jakob Skaarup Nielsen |
| Chief Executive, Healthcare DENMARK |