Interactive Programme

CONFERENCE THEMES

- **THEME 1**: Change management implementation
- **THEME 2**: Person-centred care
- **THEME 3**: Collaboration
- **THEME 4**: Engaging everybody
- **THEME 5**: Population health approach

SESSION TYPE

- Plenary
- Oral Paper
- Workshop
- Off-site

PRESENTATION FOCUS

- Research
- Policy
- Practice
- Education & Training

ASSOCIATES AND COLLABORATORS

- International Journal on Integrated Care
- Emerging Researchers and Professionals in Integrated Care
- Integrated Care Academy
- Ageing & Frailty SIG
- Intermediate Care SIG
- Digital Health and Data Enabling SIG
- Palliative and End of Life Care SIG
- Volunteers and Voluntary Sector SIG
- Polypharmacy, multimorbidity and adherence SIG
- Evidence-based Integrated Care SIG
- Self-management and Co-production SIG

ROOM LOCATION

Live Stream

ICIC23
INTERNATIONAL CONFERENCE ON INTEGRATED CARE
22-24 May 2023
Antwerp, Flanders

23rd
Monday, 22 May

Welcome to the 23rd International Conference on Integrated Care (ICIC23)
Dr Niamh Lennox-Chhugani, Chief Executive, International Foundation for Integrated Care (IFIC)
Prof. Aine Carroll, Interim Chairperson, International Foundation for Integrated Care (IFIC)

Welcome to Flanders
Hilde Crevits, Deputy Minister-President of the Government of Flanders, Flemish Minister for Welfare, Public Health, and Family
Karine Moykens, Secretary-General of the Department of Care, Flemish Administration

9.30am – 10.45am PLENARY 1 Person-centred care: focus on integration of goals and needs
Queen Elizabeth Hall

What do we mean by goal-orientated care and why is it so important? – in conversation with Carolyn Steele Gray
Prof Jan De Maeseneer, Emeritus Professor in Family Medicine and Primary Care in the Department of Public Health and Primary Care, University of Ghent Belgium
James Mold, Department of Family and Preventive Medicine, College of Medicine, University of Oklahoma USA
Pauline Boeckxstaens, Family Physician, Community Health Centre Botermarkt and Assistant Professor, Department of Public Health and Primary Care, Ghent University Belgium
Caroline Verlinde, Director, VIVEL Belgium
Dr Héctor Upegui, Worldwide Market Development Executive & Chief Health Officer, Merative Colombia
Edith Madela-Mntla, Senior Lecturer and Researcher, University of Pretoria South Africa
Cees Smit, Patient Advocate, Dutch Patient Alliance for Rare and Genetic Diseases and Patient Expert, EHC Think Tank Netherlands

Goal-orientated Care and Integrated Care: making it work
Dr Carolyn Steele Gray, Scientist at the Bridgepoint Collaboratory in Research, and Innovation at the Lunenfeld-Tanenbaum Research Institute, as well as an Investigator with the Health System Performance Research Network at the University of Toronto Canada and SIG Lead, IFIC Digital Health and Data Enabling Integrated Care Special Interest Group Canada

Panels:
- Introduction to the session by Prof Jan De Maeseneer
- The art of ageing with comorbidities: experience of living with a long-term condition by Cees Smit
- What do we mean by goal-orientated care and why is it so important? – in conversation with Carolyn Steele Gray by Prof Jan De Maeseneer
- James Mold’s presentation
- Panel Response by Pauline Boeckxstaens, Caroline Verlinde, Dr Héctor Upegui, Edith Madela-Mntla, Cees Smit

Registration, exhibition, posters, and networking
9.00am – 9.30am OFFICIAL OPENING CEREMONY

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### Day 1

**Monday, 22 May**

**UPDATED:** 19 May 2023

<table>
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<tr>
<th>Time</th>
<th>Activities</th>
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<tbody>
<tr>
<td>10.45am – 11.15am</td>
<td><strong>Refreshments, exhibition, posters, and networking</strong></td>
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<tr>
<td>11.15am – 12:45pm</td>
<td><strong>PARALLEL SESSIONS 1</strong></td>
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</tbody>
</table>
| **1.A Inter-professional Co-design** | 411 ‘Nothing about us, without us’  
200 The complexity of co-designing and implementing a Transmural Care Pathway  
401 Development of a toolkit to improve interprofessional collaboration  
589 Towards complementary and integrated care through collaboration  
126 Stakeholders’ involvement in the development and planning of an intervention  
393 Speed dating in a Primary Care Zone |
| **1.B Integrated Care Frameworks** | 204 Development and implementation of a Unified Care Model Performance Framework  
124 Transdisciplinary assessment frame as leverage for integrated care  
657 Development of the Centering-Based Group Care Adaptation Framework  
263 Hypertension cascaded across three healthcare systems  
607 Validating McCormack and McCance’s Person-Centred Practice Framework  
454 A rationing framework for Integrated Care Systems |
| **1.C Better outcomes for older people in the community** | 284 Hearing Care, as part of basic care in a senior home  
73 Development and feasibility of the Geriatric Activity Program  
344 Prioritized health outcomes of acutely hospitalized older patients  
326 An example of conducting participatory action research  
468 Population segmentation of older adults with a hip fracture  
184 Prevalence and recognition of cognitive impairment in hospitalized older patients |
| **1.D Working with community partners** | 24 Creating a system-wide third sector: Health system partnership  
489 The role of citizens in the development of an inclusive, caring society  
758 Building bridges between organisations and the local community  
747 Guidelines for disclosure of TM use to AMPs  
245 Development of remote person-centred care |
| **1.E 19 The many roles of people with lived experience (World Café)** | This workshop will explore the many roles that people with lived experience of health and social care can play in shaping the vision, planning and implementation of integrated care and consider what supports would enable them to fulfil these roles. |
Monday, 22 May

11.15am – 12:45pm  PARALLEL SESSIONS 1

1.F 688 Holding still, together - Parkinson's care Portrayed
The research project was co-developed with people with Parkinson's and professionals. This workshop aims to develop healthcare practitioners in becoming reflective practitioners.

1.G 647 Co-building diverse and inclusive patient partnerships
This workshop is designed to introduce participants to challenges and opportunities in diverse patient engagement. Participants will learn about the Equity-Mobilizing Partnerships in Community (EMPaCT) model.

1.H 174 Community health workers as bridge builders
The workshop aims to integrate the vision of various participants: policy makers, researchers, clinicians, citizens, patients, and caregivers who are interested in the potential of Community Health Workers (CHWs) in integrated care.

1.I 593 Towards an integrated policy for welfare and healthcare for children, youth and families
236 Implementing an integrated care pathway for Somatic Symptoms and Related Disorders (SSRDS)
486 Learning from parents' experiences and expectations of speech and language therapy services for autistic children
260 Integrated care in families with multiple and enduring problems
432 New patterns for low-income families
778 The Teleton Integrated Care approach to deliver rehabilitation services

1.J 282 Utilizing Community Health Ambassadors to improve COVID-19 vaccine uptake
96 How caring communities become part of the health system of the future
579 Practices constituting resilient communities
The Neurostute Recovery College: 'Tredegarising' Healthcare 2.0
270 How can a local government boost prevention and inclusive primary care for its citizens?

1.K 606 Towards goal-oriented care with Goal Finder
412 Why and how Flanders wants to roll out goal-oriented, integrated care based on life goals
469 Goal-oriented care in an integrated care organization
405 The development of a web-based patient decision aid
475 Goal-oriented care through the eyes of people with chronic conditions
573 The impact of breast surgeon information on women's breast outcome

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11.15am – 12:45pm  PARALLEL SESSIONS 1

1.L Prevention  🍎 🍎 🍎

641 A Pathway to Prevention

253 Collaborative community-based prevention  🍎

269 Community-based COVID vaccination centre ready for the switch to prevention

799 Strategies for integrating the Making Every Contact programme  🍎

Live Streamed  🌐 Queen Elizabeth Hall

1.M 794 How to solve the problem of medical deserts in Europe?  🍎

Participants will be able to discuss different reasons for shortages of HWF in medical deserts and approaches to mitigate them, to further, improve a taxonomy on approaches to mitigate medical deserts. 🛑

Gorilla 2

1.N Guided walk through a neighbourhood in Antwerp  🧥

A walk through one of the most talked about, most interesting and liveliest neighbourhoods in Antwerp with a wide range of care and welfare organizations.

Site visit

1.O Guided visit to a residential care facility  🧥

Guided visit to a residential care campus with various residential care facilities.

Site visit

12.45pm – 2.30pm  Buffet Lunch, exhibition, posters, and networking  🌐

1.00pm - 2.00pm  City Walk  🧥

A walk in the vicinity of the conference location with attention to preventive health and how to tackle this complex challenge in our city.  🌐

Meet at Information Desk
### Monday, 22 May

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<tr>
<td>12.45pm – 2.30pm</td>
<td><strong>PARALLEL SESSIONS 2</strong></td>
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<tr>
<td></td>
<td><strong>2.A 46 The Health System Transformation Playbook</strong> Okapi 1</td>
</tr>
<tr>
<td>1.05pm – 2.05pm</td>
<td>The session aims to co-create new knowledge on Health System Transformation (HST) methodologies that can accelerate whole health systems change and transformation.</td>
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<td><strong>2.B 678 Value-based care at the level of the person and the population</strong> Okapi 2</td>
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<tr>
<td>1.05pm – 2.05pm</td>
<td>An exploratory debate with international stakeholders, clarifying the contribution of Integrated Care to enhance value-based care.</td>
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<td><strong>2.E Integrated Care Academy</strong> Gorilla 3</td>
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<tr>
<td>1.05pm – 2.05pm</td>
<td>The Integrated Care Academy promotes learning, sharing ideas and networking and our programmes are unique in the inclusion of all the people who are partners in care. Want to know more? Come join us in this workshop!</td>
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<td><strong>2.F 679 The Translational Work of Interoperability</strong> Gorilla 4</td>
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<tr>
<td>1.05pm – 2.05pm</td>
<td>In this meeting, delegates will work together to unpack the translation problem of interoperability in terms of translating information between stakeholders, between disciplines, and between sectors, with the aim to share current work and identify knowledge and practice gaps that we can address as a SIG for the next year.</td>
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<td><strong>2.G 285 Integration knowledge and skills for providing person centred care</strong> Gorilla 5</td>
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<tr>
<td>1.25pm – 2.25pm</td>
<td>Knowledge and skills for providing care in dynamic networks are lacking. This workshop looks at how we can we achieve co-creation and collaboration with clients, informal carers and various professionals in dynamic networking?</td>
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<td><strong>2.H 434 Collaboration between Health and Education and Training in Flanders</strong> Nightingale</td>
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<tr>
<td>1.25pm – 2.25pm</td>
<td>This workshop will look a network in Flanders that aims to achieve the health objectives determined by the Flemish Government by enhancing cooperation and better understanding, thus generating more impact on school health policy.</td>
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### Day 1

**Monday, 22 May**

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<tr>
<td>Change Management</td>
<td>Person-centred Care</td>
<td>Collaboration</td>
<td>Engaging Everybody</td>
<td>Population health approach</td>
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**PARALLEL SESSIONS 2**

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<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
<th>Description</th>
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<tbody>
<tr>
<td>1.25pm – 2.25pm</td>
<td>2.I 172 Belgian Integrated Health Record (BIHR)</td>
<td>Toucan</td>
<td>BIHR is a ‘Moonshot’: the expert group defined four major groups that are essential to bring BIHR to a successful project: the citizens, the healthcare providers, the various governments, and partners from the industry. This workshop will bring together a panel to discuss successes and lessons learnt.</td>
</tr>
<tr>
<td>1.25pm – 2.25pm</td>
<td>2.J 510 Measuring What Matters</td>
<td>Pelican</td>
<td>This workshop is a collaboration between IFICs Intermediate Care and Ageing and Frailty SIGs. It will provide practical insights into the challenge of evaluating new models of care across the dimensions of the Quadruple Aim.</td>
</tr>
<tr>
<td>1.25pm – 2.25pm</td>
<td>2.K 737 Empowering rural communities</td>
<td>Darwin Hall</td>
<td>This workshop will provide participants with insight into the compass on local empowerment and explore different ways professionals and local leaders can empower communities.</td>
</tr>
<tr>
<td>1.25pm – 2.25pm</td>
<td>2.L Oral Poster Session</td>
<td>Live Streamed Queen Elizabeth Hall</td>
<td>752 A collaborative impact approach to improving physical health of people with mental illness. 203 Co-design of an integrated home-based primary care model. 347 Adapted physical activity as a tool for integrated care. 378 Implementation of blood pressure and blood glucose telemonitoring in the elderly population. 464 What are older adults’ perspectives and experiences of care transitions? 746 IA model for the creation of automatic and personalized health literacy plans.</td>
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<tr>
<td>1.25pm – 2.25pm</td>
<td>2.M Joint Flanders and Bevan Commission, Wales Poster Session</td>
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<tr>
<td>2.30pm – 4.00pm</td>
<td><strong>PARALLEL SESSIONS 3</strong></td>
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<td><strong>3.A Involving Stakeholders in Research and Design</strong></td>
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<td>205 Experience of utilizing a human-centred design approach to create a patient navigation program</td>
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<td>628 Involving patients in research funding schemes</td>
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<td>235 Investigative facility?: An equal partnership between youth, their network, professionals, and researchers</td>
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<td>12 Addressing the patient experience through Human-Centred Design</td>
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<td>339 Partnering with People in participatory evaluation of an integrated virtual navigation support service</td>
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<td><strong>3.B Evaluating Integrated Care</strong></td>
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<td>217 Evaluating integrated maternity care policies</td>
<td>Okapi 2</td>
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<td>667 Integrated care team to support refugee patients as they transition from temporary to permanent primary care</td>
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<td>353 Scale-up integrated care for chronic diseases in Belgium</td>
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<td>587 Process evaluations for the scale-up of complex interventions</td>
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<td>650 Co-creating and evaluating the potential of digital neighbourhood platforms</td>
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<td>634 A process evaluation of Flinders Program using RE-AIM framework</td>
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<td><strong>3.C End of Life Care and Palliative Care as a model of person-centred integrated care</strong></td>
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<td>713 Reform of palliative care as a model of integrated care</td>
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<td>160 Neighbourhood civic engagement around serious illness, death, and loss</td>
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<td>Creative collaboration: From hackathon to a &quot;Last Year of Life&quot; population dashboard</td>
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<td>83 Facilitating the creation of compassionate cities in Flanders</td>
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<td>223 The role of Hospice Care at the end of life</td>
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<td>28 Developing a training program to support community-based volunteers in their palliative care signposting role</td>
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<td><strong>3.D Cross-sector Collaboration</strong></td>
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<td>776 Developing a patient-focused integrated data dictionary and repository</td>
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<td>618 A case study of enabling integrated care through total workspace innovation</td>
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<td>499 The HOP Pilot: A collaboration to develop an integrated person-centred model for vulnerable people</td>
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<td>5 From qualitative reflection to reflexive quality: an intersectoral approach to quality of care</td>
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<td>325 Integrated Care Systems in England</td>
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<td>727 Using integrative thinking techniques to design integrated care programming</td>
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<td><strong>3.E 113 Building a foundation of engagement to support healthcare transformation</strong></td>
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<td>This workshop will provide attendees with an understanding of where to begin when looking to develop an engagement strategy and embed engagement practices and principles into their work at an organizational and system level.</td>
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Monday, 22 May

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Theme 1 
Change Management
Theme 2 
Person-centred Care
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Theme 4 
Engaging Everybody
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Population health approach
Plenary 1
Parallel Sessions 1
Parallel Sessions 2
Parallel Sessions 3
Parallel Sessions 4
Close of day

2.30pm – 4.00pm
PARALLEL SESSIONS 3

3.F 728 Integrated Care and Population Health Management 💻
Gorilla 4
This work aims to identify tangible enablers that must be established if a health system is to be successful in achieving its goals of Integrated Care and Population Health Management; and establish a framework by which a system can assess their capacity to be successful. 🎤

3.H 676 Digitizing Integrated Care – Aligning technology to values 📱
Nightingale
This workshop will build on an international integrated knowledge translation project that seeks to advance meaningful adoption of digital health services to enable delivery of high-quality and equitable person-centred integrated care. 🎤

3.I Integrated Care during maternity and infancy 🌟
Toucan
780 Model of Qualified Care: humanized management and cultural relevance in the maternity wards 🎤
50 Born in Belgium: Professionals shared platform towards integrated care 🎤
190 Integrated antenatal care pathway 🎤
526 Policies, Leadership, and Funding: improving perinatal care access and integration 🎤
556 Integration of maternity care as a part of social welfare and health care reform 🎤
558 Reflexive dialogues of multidisciplinary care professionals and clients as part of the development of integrated maternity care 🎤

3.J Bringing Experience to Life 🌟
Pelican
559 Vlaamse Patiënten Peiling 🎤
34 Digital presentation of the patient voice in pursuit of person centred, integrated and proactive care 🎤
596 Implementation of experts by experience in hospitals 🎤
119 Value of integrating emojis into healthcare communication 🎤

3.K Co-designing Mental Health 🎤
Darwin Hall
255 Technology-Enabled Collaborative Care for Diabetes and Mental Health (TECC-D) 🎤
476 Co-designing action-oriented mental health conversations 🎤
710 A novel partnership for proactive person-centred anticipatory care 🎤
700 Primary care factors that increase best practices and collaborative approaches to care 🎤
20 Co-creative care quality management in community mental health care centres 🎤

3.L Innovations in Primary Care 🎤
Queen Elizabeth Hall
149 Towards local integrated care through the convention for a psychological offer in primary care 🎤
314 Web appointment tool in Osakidetza for demand management in Primary Care 🎤
225 Implementation of interprofessional pharmaceutical care initiatives 🎤
710 A novel partnership for proactive person-centred anticipatory care 🎤
700 Primary care factors that increase best practices and collaborative approaches to care 🎤
121 Caring for Long Covid patients in Belgian primary care 🎤
Monday, 22 May

2.30pm – 4.00pm  PARALLEL SESSIONS 3

3.M 288 How to increase the role of welfare work within integrated care? 🌏
Round table discussion in which the different perspectives of the implementation of integrated working are discussed from different practical examples.

3.N 682 What is the Role of the Third Sector in Integrated Care - Provider, Partner, or Both? 🌏
The purpose of this interactive workshop is to discuss the current role of third sector organizations in integrated care and debate the merit and/or limitations of being seen as a system partner or a service provider; is there a value proposition for both positions? The session will be structured to enable both large and small group structured conversations through deliberative dialogue and table debates.

3.O Guided Visit to Community Health Centre De Regent 🌍
The community health center focuses on a neighborhood-oriented approach, interdisciplinary cooperation and guidance of the patient in the medical field, psychosocial well-being and health promotion.

4.00pm – 4.30pm  Refreshment Break
### Monday, 22 May

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#### Theme 1 Change Management
- **Day 1**
  - **Plenary 1**
  - **Parallel Sessions 1**
  - **Parallel Sessions 2**
  - **Parallel Sessions 3**
  - **Parallel Sessions 4**
  - **Close of day**

#### Theme 2 Person-centred Care
- **Day 1**
  - **Plenary 1**
  - **Parallel Sessions 1**
  - **Parallel Sessions 2**
  - **Parallel Sessions 3**
  - **Parallel Sessions 4**
  - **Close of day**

#### Theme 3 Collaboration
- **Day 1**
  - **Plenary 1**
  - **Parallel Sessions 1**
  - **Parallel Sessions 2**
  - **Parallel Sessions 3**
  - **Parallel Sessions 4**
  - **Close of day**

#### Theme 4 Population Health Approach
- **Day 1**
  - **Plenary 1**
  - **Parallel Sessions 1**
  - **Parallel Sessions 2**
  - **Parallel Sessions 3**
  - **Parallel Sessions 4**
  - **Close of day**

#### Theme 5 Education & Training
- **Day 1**
  - **Plenary 1**
  - **Parallel Sessions 1**
  - **Parallel Sessions 2**
  - **Parallel Sessions 3**
  - **Parallel Sessions 4**
  - **Close of day**

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<td>4.30pm – 6.00pm</td>
<td><strong>PARALLEL SESSIONS 4</strong></td>
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<td><strong>4.A Inter-professional Education and Training</strong></td>
<td>663 Towards a better understanding of goal-oriented care</td>
<td>Okapi 1</td>
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<td></td>
<td>722 Strategies for interprofessional education in integrated care</td>
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<td></td>
<td>351 Providing integrated care within an interprofessional learning and innovation network</td>
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<td>11 Asset-based leadership of practice</td>
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<td>474 Collaborative action for the transformation of the undergraduate</td>
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<td><strong>4.B Digitally Enabled Care</strong></td>
<td>41 Rural healthcare kiosks with telemedicine connectivity</td>
<td>Okapi 2</td>
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<td>785 Paediatric behavioural health care utilization in integrated primary care and hospital-based clinics during the pandemic</td>
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<td>427 From smart to caring technologies</td>
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<td></td>
<td>295 Patients’ Perspectives regarding Digital Health Technology</td>
<td>Okapi 2</td>
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<td><strong>4.C Frailty</strong></td>
<td>242 Co-designing a conversational agent to enhance ageing in place through self-management and empowerment</td>
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<td>380 EMBOLDEN: A novel co-designed community-based intervention to enhance mobility</td>
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<td>23 An IT-supported multidimensional approach for frailty screening in community-dwelling older adults</td>
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<td>547 Adaptations of a community-based integrated care model for frail home-dwelling older adults</td>
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<td>446 Reducing health inequalities for older people by improving access to oral care and integrated oral care</td>
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<td>445 Needs and barriers for interprofessional collaboration in oral health care</td>
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<td><strong>4.D Improving health outcomes for low-income communities</strong></td>
<td>542 Building a caring network of formal and informal help</td>
<td>Gorilla 1</td>
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<td>416 Gezond Ge(s)maakt: Skills and knowledge around healthy eating and cooking</td>
<td>Gorilla 1</td>
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<td>215 Health Ambassadors: The bridge between professionals and vulnerable groups</td>
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<td>114 Community health workers improving access to healthcare for people living in vulnerable circumstances</td>
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<td></td>
<td>472 Involving community oral health workers to serve as a link between vulnerable groups and dental professionals</td>
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<td>793 Shared medical appointments (SMA) for metabolic syndrome patients</td>
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<tr>
<td><strong>4.F Join IJIC’s journey back in time</strong></td>
<td>Are you curious about the development of integrated care and the scope of the evidence in the International Journal of Integrated Care (IJIC) over the past 10 years? And would you like to know how impact measurements and participation in research has changed over time, and help shape what the direction should be for the next decade? Then come join our workshop!</td>
<td>Gorilla 4</td>
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*Updated: 19 May 2023*
4.30pm – 6.00pm  PARALLEL SESSIONS 4

4.G 165 Engaging youth in research, education, and practice

The workshop is based on the results of a systematic review on youth peer support and experiences from multiple projects in child and youth psychiatry in The Netherlands. Participants will learn about the various roles youth can play and preconditions that should be met to optimize collaboration in practice.

4.H 175 Caring neighbourhood and loneliness

The goal of this workshop is to gain more insight into the relation between the neighbourhood and loneliness.

4.I Living with a Neurodegenerative Disorder

This workshop will provide an opportunity to learn about integrated care experiences from a diverse range of countries. You will learn about the unique challenges faced in different systems and the priorities that guide their approach to integrated care.

4.J Advancing Integrated Care Around the Globe

This workshop will provide an opportunity to learn about integrated care experiences from a diverse range of countries. You will learn about the unique challenges faced in different systems and the priorities that guide their approach to integrated care.
4.30pm – 6.00pm  PARALLEL SESSIONS 4

4.M 132 Bringing companions together: how we support, develop, and spread Open Dialogue practice ⛱️

The main goal of this workshop is to exchange together on the values of the Open Dialogue approach, from the different perspectives and experiences of professionals, people with lived experience and people with family experience.

4.N 463 Research on integrated and personalized care, sharing values and perspectives (World Café) 🍂

The research group aims to contribute to integration knowledge which can facilitate changes towards the customization of integrated healthcare service delivery in the Netherlands on micro, meso and macro level of health and social care.

6.00pm  CLOSE OF DAY 1

6.00pm – 7.30pm  CONFERENCE DRINKS RECEPTION
Tuesday 23 May

7.00am - 7.45am  Zoo Antwerp Morning Walk
Start the day with a refreshing walk in the park right before the start of the conference! Start and Finish at Zoo Entrance.

8.00am – 9.00am  PARALLEL SESSIONS 5

5.A 436 Sharing the results of the JADECARE Joint Action
This workshop presents the general results of the implementation process of JADECARE and explores the key elements to support the sustainability of good practice transfer beyond the Joint Action.

5.B 731 Flexible care pathway for eating disorders
This workshop will cover the development of a new integrated care organization and care strategy. Using the pathway of eating disorders as a case, it is of special interest to policy makers, care providers, but also to experts by experience and their families.

5.C Involving Stakeholders in Research and Design
120 The co-creation of a PhD project with patients and relatives 189 Building a research unit for and with patients and relatives 333 Co-production of a rehabilitation programme for young adult cancer survivors

5.E 418 Goal-oriented care and life goals in social services
This workshop will focus on supporting persons with disabilities, presenting real live cases which will explore both care and life goals using recently developed instruments based on the common basic attitude typical of goal-oriented care.

5.F 651 Self-management and Co-production Special Interest Group
Participants will explore their goals for self-management and how these can be connected or shared to improve and enhance self-management support and person and community centred approaches globally.

5.G Polypharmacy and Medicines Management Special Interest Group
The workshop will provide the opportunity for participants to understand and use the tools used from the iSIMPATHY EU funded project that delivered person centred reviews to over 6000 citizens across three European countries living with multimorbidity.

5.H 495 The extended care team for people with multimorbidity as a complex adaptive system
This workshop will describe a case vignette of a patient with multimorbidity to start a theoretically underpinned reflection on how teams can be supported to adapt to changing contexts.
Tuesday 23 May

1.05pm – 2.05pm
5.I International Journal of Integrated Care (IJIC) – Meet the Editors

This workshop is an opportunity to meet the IJIC Editors and to find out more about the scientific process involved in submitting papers to the journal, the reviewing process. It will also provide an overview of recent trends in submissions and what we can deem from these movements in topic areas.

5.J 426 Caring Neighbourhoods: a coaching tool

This workshop will discuss the main challenges and learnings from the coaching and training of 133 caring neighbourhoods and present a coaching tool that challenges reflection and action in the caring neighbourhoods.

5.K Enablers for co-ordinated health & social outcomes: international reflections on trends & challenges

This workshop will bring together an international panel of experts to reflect on the trends and challenges in the journey towards integrated care in order to improve patient-centred outcomes around the world.

5.M 40 Societal cost-benefit analysis in health care and social welfare

Engage in an innovative session to transform your clinical, fiscal, and quality focus. Learn how the Wholistic Health Equity Quality Roadmap© fulfils organizational requirements to provide ethical, inclusive, quality-driven, patient-centered, and concordant care.
Tuesday 23 May

PLENARY 2 Engaging everybody: caring neighbourhoods and compassionate communities

Chaired by
Professor Anne Hendry, Director, IFIC Scotland and Isabelle Van Vreckem Flemish Department of Care

Caring Neighbourhoods Initiative
Dr Kira Fortune, Regional Advisor - Healthy Cities, Health Promotion and Well-being, Pan American Health Organization (PAHO/WHO)
Bert D’hondt, Flemish Ministry of Welfare, Public Health and Family

Panel response
Alison Bunce, Programme Lead, Compassionate Inverclyde
Sonia Hsiung, Director, Canadian Institute for Social Prescribing
Emily Verte, Founder, Primary Care Academy (Academie voor de Eerste Lijn)
Liesbeth De Donder, Professor in Adult Education Services, Vrije Universiteit Brussel

11.00am – 11.30am Refreshments, exhibition, posters, and networking

Atrium
**Tuesday 23 May**

**UPDATED:** 19 May 2023

### Theme 1: Change Management
- **6.A Multi-disciplinary Learning**
  - Transdisciplinary is the new multidisciplinary
  - Enablers and barriers to delivering a motor neurone disease multidisciplinary clinic
  - Multidisciplinary approaches to delivering care in the community
  - Implementing new teamwork models in primary care
  - Integrated Team-Based Care for the management of COPD

### Theme 2: Person-centred Care
- **6.B Digital Tools**
  - Development of the ADLIFE integrated care digital tools
  - How do employees experience digital monitoring and coaching to better cope with their pain
  - The VALUECARE Model for value-based, integrated health and social care services
  - Understanding the role of digital technologies in the transitional care process

### Theme 3: Collaboration
- **6.C Care Transitions**
  - Partnering to radicalise deinstitutionalization
  - Integrated transmural care pathway for stroke patients
  - Exploring experiences providing or receiving patient care in unique spaces
  - Concept mapping brainstorming results for improving care transitions
  - How can we make integrated care a reality for people with a learning disability and/or autism who experience long stays

### Theme 4: Engaging Everybody
- **6.D Better mental health care and support services**
  - Mental health in all policies
  - Neighbourhood approach as a leverage for municipal integrated mental health care
  - Good practises in an ambulatory mental healthcare setting
  - Better response to crisis for people with psychiatric problems in the community
  - Quartermaking: Method to create hospitality and inclusion

### Theme 5: Population Health Management
- **6.E Population Health Management - International vision sharing and lessons learned**
  - In this workshop, the Flanders Agency for Health and Care will present possible interpretations around PHM and present their approach to a supported vision of PHM in Flanders.
### Tuesday 23 May

**UPDATED:** 19 May 2023

**Theme 1** Change Management  
**Theme 2** Person-centred Care  
**Theme 3** Collaboration  
**Theme 4** Engaging Everybody  
**Theme 5** Population health approach

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<tr>
<th>Time</th>
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<th>Description</th>
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| 11.30am – 1.00pm   | PARALLEL SESSIONS 6                         | 6.F 395 Amplifying the perspectives and insights of Lived Experience  
Gorilla 4  
This interactive workshop we will share insights we have gathered and the learning to date as well as the methods we have embedded to ensure structures are in place to allow people to share their experience and turn these experiences into meaningful action through our direct link into policy.  
6.G 338 Multidisciplinary client meetings  
Gorilla 5  
The workshop presents the mission of the public and social health care insurance funds in Belgium and how we try to build bridges between care and wellbeing, presenting a complex case and together we will explore how the attendees would deal with this based on their own knowledge and experience.  
6.H 429 Integrating health promotion and palliative care  
Nightingale  
This workshop will provide knowledge, focusing on practical applications and partnerships, reflect with the participants about the added value of this integration throughout individual life courses, within communities and society as a whole and discuss if and how this approach could be applied.  
6.I Practical Tools for Policymakers and Leaders  
Toucan  
435 Building a digital care and support plan  
420 Experiences with the HSO toolkit for integrated person-centred health systems  
699 How do professional associations influence health system transformation?  
709 Core governance competencies for successful operational leadership  
561 Collaborative development of national standards for health and social care services working with children  
6.J PROCare4Life - How technology can impact the quality of life of individuals with neurodegenerative conditions  
Pelican  
Join us on for the final public event of PROCare4Life, an innovative Horizon 2020 project focused on improving integrated care solutions for older adults facing neurological and other chronic conditions.  
6.K Co-designing Care  
Darwin Hall  
716 An evidence-based and participatory approach to suicide prevention  
250 Including citizens in collaborative projects in integrated health care through the living lab  
290 Strengthening a Dutch initiative with action research  
279 Examining individualized participatory approaches to care  
687 Live Streamed  
Darwin Hall  
261 Collaborative development of national standards for health and social care services working with children  
379 Examining individualized participatory approaches to care  
459 Building a digital care and support plan  
420 Experiences with the HSO toolkit for integrated person-centred health systems  
699 How do professional associations influence health system transformation?  
709 Core governance competencies for successful operational leadership  
561 Collaborative development of national standards for health and social care services working with children
11.30am – 1.00pm  PARALLEL SESSIONS 6

**6.L Care Co-ordination**

- 501 Towards more goal-oriented care through coordination and planning
- 209 Case management as a tool for integrated care
- 675 InCept: Patient’s perception of primary health care provision
- 153 EU NAVIGATE: Navigation intervention for older people with cancer
- 403 National care coordination guidelines for people with complex care needs
- 754 Cooperative cancer treatment

**Live Streamed**

**Queen Elizabeth Hall**

**6.M 490 The lived experiences of complex care of families with complex problems**

An ongoing realist evaluation of the implementation of the program [Amsterdam Customization method] in social welfare in Amsterdam (NL), focussing on multi-problem families, revealed among others, that participating organisations within the program tend to focus on their own tasks, without shared decision making.

**Gorilla 2**

**6.N Guided visit to Caring Streets Sint-Andries**

Caring Streets Sint-Andries is one of the 132 Caring Neighbourhoods projects in Flanders and Brussels. In Sint-Andries we are committed to promoting a caring attitude among residents, traders, and professionals. During the site visit, we explain what we do in Sint-Andries, how we approach this and what our dream is for the future. (Return by 1.30pm)

**Site Visit**

**6.O Guided visit to Residential Care Campus**

Guided visit to a residential care campus with various residential care facilities: residential care centre with 176 residential units, Center for day care, centre for short stay with 3 residential units, 197 service flats / assisted living apartments and a local service centre. (Return by 1.30pm)

**Site Visit**

1.00pm – 2.30pm  Buffet Lunch, exhibition, posters, and networking

1.00pm - 2.00pm  City Walk

A walk in the vicinity of the conference location with attention to preventive health and how to tackle this complex challenge in our city.
### Tuesday 23 May

#### 1.00pm – 2.30pm  PARALLEL SESSIONS 7

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Location</th>
<th>Time</th>
<th>Description</th>
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<tbody>
<tr>
<td>7.A</td>
<td>187 Structural reforms in action - Singapore’s population health journey</td>
<td>Okapi 1</td>
<td>1.05pm – 2.05pm</td>
<td>This workshop explores the challenges and opportunities for health systems in transition looking at how the health system is shifting towards a population approach and change management and implementation approaches required at the macro, meso and micro level.</td>
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<tr>
<td>7.B</td>
<td>711 Enabling integrated care - palliative care</td>
<td>Okapi 2</td>
<td>1.05pm – 2.05pm</td>
<td>This workshop will though open dialogue consider the incentives, change-management and shared ownership required to make integrated care a reality.</td>
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<tr>
<td>7.C</td>
<td>601 What are your integrated care values?</td>
<td>Gorilla 4</td>
<td>1.05pm – 2.05pm</td>
<td>In integrated health care programmes and networks, lots of people with a variety of backgrounds and values work together; relations are key. This workshop provides insight in these “human factors” and lets participants experience the role of underlying values.</td>
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<tr>
<td>7.D</td>
<td>Joint Flanders and Bevan Commission, Wales Poster Session</td>
<td>Gorilla 1</td>
<td>1.05pm – 2.05pm</td>
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<tr>
<td>7.E</td>
<td>237 Proactive Telecare</td>
<td>Gorilla 3</td>
<td>1.05pm – 2.05pm</td>
<td>This workshop is an opportunity to explore the potential of digital solutions and proactive telecare to promote personal autonomy, improve quality of life and facilitate healthy ageing of elderly people, people with disabilities and people in a dependent situation.</td>
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<tr>
<td>7.F</td>
<td>668 Goal Oriented Care through the lens of Valentijn’s Rainbow Model</td>
<td>Gorilla 4</td>
<td>1.05pm – 2.05pm</td>
<td>With the use of the Rainbow Model of Valentijn as a guide you will discover how to develop an integrated implementation strategy for goal-oriented care across the system as a catalyst for person centred system integration.</td>
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Tuesday 23 May

1.00pm – 2.30pm  PARALLEL SESSIONS 7

7.G 316 Evaluation Capacity Building for Integrated Care
1.25pm – 2.25pm
This workshop will consider, what is the state of the art on evaluation of integrated care? What can be done internally to build local capacity? What are some main considerations? And what are some practical tools that can be used for internal capacity building?

7.H 508 Reimagining long-term care in Europe
1.25pm – 2.25pm
Using a World Café approach this workshop will look at governance, finance, and accountability; meaningful co-design by citizens, communities and care providers together; strong horizontal integration between primary care, community providers, public health and local communities; and strengthening integrated workforce planning.

7.I 602 Innovative Supervision on Organizational Networks
1.25pm – 2.25pm
Organizing innovative supervision on networks and determining the suitable for networks are two connected and interfering challenges. This workshop will inform about this challenge and the first research findings from the extensive research program.

7.J 85 Participatory research in caring communities
1.25pm – 2.25pm
The goal of this workshop is to jointly advance our understanding of participatory research in relation to caring communities, and to discuss and exchange the challenges and pitfalls related to this type of research.
Tuesday 23 May

1.00pm – 2.30pm  PARALLEL SESSIONS 7

7.L Oral Poster Session  
1.25pm – 2.25pm

331 Implementation of Integrated Care in Belgium  
415 Evaluating the maturity of Integrated Care organisations  
27 What knowledge and skills do community volunteers need to signpost palliative care needs to professionals  
42 Re-imagined Daycare for Older People  
195 Empower Care: development and evaluation of a competency framework  
428 Neighborhood Care Teams: integrating healthcare and social services  
611 The Thursday Appetizer Series: a community of practice for healthy and active aging in Barcelona

7.M 21 The implementation of I.ROC as a way to use client goals as drivers  
1.25pm – 2.25pm

De MaRe uses the Individual recovery outcome counter (I.ROC) as a way to organise mental health care starting from the individual client needs and goals. Clients are put in the drivers seat of their own recovery procex by being able to set their goals on the HOPE-framework (home, opportunity, people, empowerment) and determing their own needs in health care.

7.N 504 A deep dive into the 8 caring technology principles  
1.25pm – 2.25pm

The eight Caring Technology Principles (8CTP) provide guidance and a call to action for tech developers, health and care organizations and professionals, policy makers and citizens to develop and implement humane technology and citizen-centred data management.
Tuesday 23 May

2.30pm – 4.00pm  PLENARY 3 Population health approach: leverage for integrated care

Chaired by
Dr Edelweiss Aldasoro, Head of Integrated Care Academy, International Foundation for Integrated Care (IFIC)
Jodeme Goldhar, Vice-Chair, International Foundation for Integrated Care (IFIC) and Co-Director, IFIC Canada

What do we mean by Population Health in the context of Integrated Care
Dr Edelweiss Aldasoro, Head of Integrated Care Academy, International Foundation for Integrated Care (IFIC)

Flanders Care Atlas and Strategic Planning
Koenraad Jacob, Head of Division for Policy Information and Data, Flanders Agency for Health and Care
Tom De Boeck, Head of Division of Primary Care and Specialized Care, Flanders Agency for Health and Care

Lessons from Population Health Transformations in Australia and New Zealand
John Eastwood, Medical Officer of Health, National Public Health Service – Southern, Te Whatu Ora Health New Zealand, Dunedin, New Zealand and Executive Clinical Advisor, Sydney Local Health District, Sydney, New South Wales, Australia

Engineering the transition to people-centred care - Singapore’s ongoing journey
Dr Clive Tan, Director, Asst Chief (Population Health), Group Integrated Care, National Healthcare Group, Singapore

Questions and Discussion

4.00pm – 4.30pm  Refreshments, exhibition, posters, and networking
4.30pm – 6.00pm  PARALLEL SESSIONS 8

8.A Building Workforce Capacity and Capability

424 Integrated primary care in higher education
361 How to improve the capacity of general practitioners?
544 Family doctors as healthcare coordinators
Integrated Care GP Fellowship Scheme
Improving Planned Care and enhancing the skills and competencies of the multidisciplinary team
102 Community health workers in Belgium

8.B Funding and Financing Models

765 Primary health care in Slovenia: Alternative payment models
578 The Health and Social Care Regional Integration Fund in Wales
409 Health and economic outcomes for founding medicine on a comparable value
53 Evaluation of the HealthLinks chronic care flexible funding model of care
30 Towards population-based payment models in multiple-payer systems
536 The public health insurance funds as drivers for integrated care

8.C Supporting older adults to stay well and prevent hospitalization

193 The Acute Geriatric Community Hospital (AGCH) referral decision study
691 Goal setting in geriatric rehabilitation through participatory action research
340 Utilizing dyadic and triadic family interviews to better understand the integrated care needs
188 Factors influencing influenza vaccination uptake
307 An integrated stroke transitional care intervention: A multisite pragmatic Randomized Controlled Trial
479 Seniors Designing for Seniors Naturally Occurring Retirement Communities (NORC)
44 A care management support system for preventing severe disease in elderly people requiring long-term care

8.D Homelessness

336 The Big Scran: Building community resilience
Primary Care for Multiply Excluded Groups, A new integrated approach needed
512 Improving the experience of people who are homeless
478 Specialist hospital discharge schemes for people who are homeless
609 How co-production can help cancer prevention among people experiencing homelessness
533 COVID-19 community response team for Toronto homeless services

8.E 471 Meaningful engagement of people with lived experience

Participants will explore the opportunities and challenges of meaningful engagement of people with lived experience in the context of integrated community care (ICC), through a dialogue with up to three innovative ICC practices whose central premise is the co-production of wellbeing.
Tuesday 23 May

4.30pm – 6.00pm PARALLEL SESSIONS 8

8.F 118 Putting Patient Experience Data into Action 🏠
This workshop will demonstrate the Patient Experience Toolkit and how the proposed components support the link between the collection and use of patient experience data into health system improvement efforts? What tool-kit components are missing? And what are the barriers and facilitators to implementation? Finally, what to consider supporting the Tool-Kit’s adoption across different? 🎨

8.G 377 Towards sustainable local and regional policies on caring neighbourhoods 🏠
This workshop is linked to the plenary session on the innovative policy of Flanders and the WHO on Caring Neighbourhoods and will zoom in on the concrete elaboration of policy and vision, regionally and locally, based on international principles. 📚

8.H 139 Prevention and Management of Chronic Disease: a population health approach 🏠
This workshop will explore the Irish experience of implementing integrated care as part of a population health approach to the prevention and management of chronic disease. 📚

8.I Whole System Transformation 🏠
624 The integration journey in Wales 🚜
Ceredigion: Integrated Care: The Story So Far 🚜
721 Hospital transformation into regional health care 🚜
134 Towards an Integrated Care System in France 🚜
181 Maturity of integrated care in Belgium 🚜
796 Development and first steps towards implementing population health management 🚜

8.J Adoption of integrated care standards and implementation tools 🏠
Leveraging their unique experiences in Canada, Belgium and Netherlands, panelists will explore the regional context of integrated care, highlight experiential learnings from the development and implementation of the IPCHS standard, including tools and techniques. Panelists will engage participants in a breakout session to reflect on the current state of integration in their local context and collaboratively explore methods of advancing integrated care to enact meaningful change in Belgium, Europe and Beyond. 🚜

8.K Engaging Citizens and Communities 🏠
198 Increased PPI and Patient Narratives to support service design and continuous improvement 🚜
7 Cross-domain collaboration 🚜
648 Patient and public involvement (PPI) in health care 🚜
379 Navigating the needs of the local communities and expanding collaborations 🚜
## Tuesday 23 May

### Day 2

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<td>4.30pm – 6.00pm</td>
<td><strong>PARALLEL SESSIONS 8</strong></td>
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<td><strong>8.L Care Pathways</strong></td>
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<td>208 The Alfred Health Covid Community Pathway (AHCCP)</td>
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<td>568 The DYNAMO Initiative</td>
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<td>751 A quality perspective on the ideal of coherent care pathways for</td>
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<td>629 Setting the stage for Measurement-Based Care (MBC)</td>
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<td>740 The infinity loop of healthcare innovation</td>
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<td>597 On track on the care pathway</td>
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**8.N Co-producing a national and international framework to support the Adoption and Spread of health and social care innovation projects**

### 6.00pm

**CLOSE OF DAY 2**

### 7.30pm – 11.00pm

**CONFERENCE GALA DINNER**

*Grand Café HORTA*
Wednesday 24 May

8.00am – 9.00am  PARALLEL SESSIONS 9

9.A 567 Building, Evaluating and Refining an Integrated Care Model for Seniors
This workshop will reflect on the facilitators, challenges, and learnings in three main areas in designing, building and implementing the Community Wellness Hub, evaluating the implementation, and enacting the results of the evaluation.

9.B 735 IJIC Thematic issue on scale-up of integrated care interventions
The SCUBY project aims to provide guidance for scaling-up practices of integrated care interventions through a compilation of articles in a thematic issue in the International Journal of Integrated Care with a focus on chronic diseases in a variety of contexts.

9.E 449 Prototyping for platforms in integrated care
This workshop will share some of the learning experiences during a research project in dementia health care and introduce a methodology on paper prototyping.

9.G 413 Governance maturity of network organizations
In this workshop, we want to bring policymakers and network organizations from different regions around the table to reflect on how organizations can be followed up in their growth towards managerial maturity.

9.H 414 Cooperation through promotion of good practices
In this workshop we first want to explain our vision and trajectory we have followed and give an overview of these good practices of collaborations. Four initiatives will show what they have done and talk about the success factors and the obstacles.
8.00am – 9.00am  PARALLEL SESSIONS 9

9.I 788 Family involvement in care  Toucan
During this workshop, we will discuss the recommendations of the 'Family Reflex' guideline, the merit of and our experiences in helping organisations and care providers to integrate these recommendations into their own practice.

9.J 286 Integrated Care in a Complex World  Pelican
This Special Interest Group meeting is for healthcare and social care researchers who are interested in supporting professionals with joined evidence for effective interventions and application in Integrated Care networks.

Embedding co-design and engagement practices into an integrated health system structure from bottom to top, is an ongoing, continuous learning journey. ML OHT would like to share lessons learned and hear from the audience about ways to adjust practices for specific populations.
### Wednesday 24 May

**9.30am – 11.00am**

**PARALLEL SESSIONS 10**

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<th>10.A Reablement</th>
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<tbody>
<tr>
<td>734 Effect of a short-term integrated care program on exercise tolerance</td>
<td>652 Rehabilitation hospital (KEI) in the chain of integrated care</td>
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<tr>
<td>248 Exploratory short stay</td>
<td>461 Reablement in Flanders</td>
</tr>
<tr>
<td>54 Needs and wishes of next of kin for future reablement programs</td>
<td>487 Integrating health and social care in the community</td>
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<tr>
<td>605 Multi-stakeholder design of implementation actions</td>
<td>784 Building evaluation capacity for Integrated Care</td>
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<td>734 Effect of a short-term integrated care program on exercise tolerance</td>
<td>318 The evolution of Ontario Health Teams</td>
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<td>248 Exploratory short stay</td>
<td>636 Regional initiatives that transform towards health and wellbeing systems</td>
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<td>54 Needs and wishes of next of kin for future reablement programs</td>
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<tr>
<th>10.C Approaches to improving EoLC and Palliative Care</th>
<th>Okapi 3 (150 T)</th>
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<tbody>
<tr>
<td>574 Working Together-Planning Integrated Care</td>
<td>575 Adaptability of Integrated Community Care models</td>
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<tr>
<td>29 INTERVZP: Interprofessional collaboration in Advance Care Planning</td>
<td>239 An integrated and holistic care approach for patients with cancer and their families</td>
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<td>654 Incorporating Advance Care Planning to integrated care management tools</td>
<td>466 TransForm – Integrated Community Care (ICC)</td>
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<td>29 INTERVZP: Interprofessional collaboration in Advance Care Planning</td>
<td>92 Electronic Patient Reported Outcomes</td>
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<td>654 Incorporating Advance Care Planning to integrated care management tools</td>
<td>116 Improving Palliative and End of Life Care on the Central Coast</td>
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<tr>
<th>10.D Innovations in Community-based Care</th>
<th>Gorilla 1 (235 T)</th>
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<tbody>
<tr>
<td>240 Community diagnostic services @ proximity care units</td>
<td>239 An integrated and holistic care approach for patients with cancer and their families</td>
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<tr>
<td>Learning from the Past, Looking to the future – a focus on best practice, innovation and research</td>
<td>466 TransForm – Integrated Community Care (ICC)</td>
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<tr>
<td>Both Integrated Health and Care Community Services Borth Multi-Agency Team Project</td>
<td>575 Adaptability of Integrated Community Care models</td>
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<td>575 Adaptability of Integrated Community Care models</td>
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<tr>
<th>10.E 138 Recovery Academies</th>
<th>Gorilla 3 (48 CR)</th>
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<tr>
<td>Based on our course “yourself and recovery,” we show in the workshop, how we work in a course around the themes of: Connectedness, Hope, Identity, Meaning, Making choices and dealing with life’s difficulties.</td>
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<tr>
<th>10.F 649 Preventive Care in the setting of Primary Care</th>
<th>Gorilla 4 (48 CR)</th>
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<tbody>
<tr>
<td>In this workshop we want to exchange experiences on implementation of preventive health care into primary healthcare and to explore the opportunities, hurdles and policy needs to come to a successful adoption of preventive health care in the setting of primary healthcare.</td>
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<td>Time</td>
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<td>9.30am</td>
<td>PARALLEL SESSIONS 10</td>
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9.30am – 11.00am  PARALLEL SESSIONS 10

10.M 477 Accountability in integrated healthcare service delivery  🤔
Gorilla 2
Are you curious about how accountability in integrated care is developed and applied? How to organize accountability that suit these integrate care services is still work in progress and far from an end conclusion. Would you like to join this progress? Then come to our workshop.

10.N 552 Integrating oral care in community-oriented primary care  🤔
Galapagos
This workshop provides an overview of interventions, currently running in Ghent, Leuven and Brussels to close this gap. We focus on projects that improve - bottom-up - the accessibility and the organization of oral care in order to prevent large groups of citizens from falling outside the nationally regulated framework.

11.00am – 11.30am  Refreshments, exhibition, posters, and networking
Atrium
### Day 1

#### Parallel Sessions 11

**11.30am – 1:00pm**

**PARALLEL SESSIONS 11**

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<tbody>
<tr>
<td>191 Guiding the health and social care integration cross health organizations</td>
<td>720 ScarPath: Standardization integrated scar care</td>
<td>183 A community-based pro-active monitoring program</td>
<td>571 Expansion of integrated care in Brazil</td>
<td>EU projects present in ICIC23 are invited to get together and discuss on how EU funded projects are bringing forward integrated care. Using PechaKucha presentation format, several EU projects will be presented over the first half of the session, leaving the rest for discussion among EU projects and those interested in them.</td>
<td>394 Enhanced cooperation between prevention organisations and care and wellbeing organisations</td>
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<td>655 The selection of indicators for monitoring health and social care integration</td>
<td>782 Population segmentation to identify opportunities for integrated care</td>
<td>440 Healthy Age Friendly Homes Programme</td>
<td>94 The “CELL” initiative as an instrument for integrated care</td>
<td>Establishing a fruitful cooperation takes time and effort. After 1 year of work, the network has already achieved good results, but is still searching on how health promotion and illness prevention can find a way into care. This workshop will find answers to the question: what do we need to have prevention be a full-fledged part of care? What opportunities are there? What barriers are there?</td>
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<tr>
<td>206 Integrated health and social care with a CALD focus</td>
<td>566 Data-driven ecosystems for health and prevention</td>
<td>557 Healthy Age Friendly Homes Programme</td>
<td>400 Optimising and integrated effective diabetic foot services</td>
<td>451 Addressing financial worries as a barrier to health</td>
<td>311 Collaborative governance in integrated healthcare networks</td>
</tr>
<tr>
<td>708 A bridge between health and welfare and a search for a different way of working</td>
<td>48 Data-driven population health management</td>
<td>612 Barcelona Aging coLLaboratory (BALL)</td>
<td>608 Integrated health and social care with a CALD focus</td>
<td>311 Collaborative governance in integrated healthcare networks</td>
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<tr>
<td>619 Transition of the complex chronic patient to the adult system</td>
<td>228 Assessing between-hospital variation in mortality, readmissions and prolonged length-of-stay</td>
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### Wednesday 24 May

**UPDATED:** 19 May 2023
### 11.30am – 1:00pm  PARALLEL SESSIONS 11

#### 11.G 588 The Role of Design and Art in Co-creating New Identities for Services
- **Gorilla 5**
- The workshop will build upon and explore the design approach that was developed through a collaboration between Trindlemoss Day Opportunities for people with learning disabilities and two interns from the Glasgow School of Art (GSA). It will involve the interns and the service delivery team sharing their process and learnings and demonstrating some of the key engagement methods from their work, and encourage reflection on the role of art and design in reshaping services.

#### 11.H 218 How persons with care needs participate in local health governance structures
- **Nightingale**
- In this working session, we aim to address the implementation challenge of how persons with care needs and informal care givers can take up and develop their role in governance of local health care planning. We will take a practice-based approach, exploring the role, organisation and effects of participation of citizens in the local care councils in the primary care zones in Flanders, Belgium.

#### 11.I ‘Informal’ Care
- **Toucan**
- 381 Building a better system to support family caregivers
- 161 Towards a co-creative development of a new informal care policy plan in Flanders
- 251 Older persons providing or not providing informal care to non-family peers
- 87 Understanding the role of diversity in informal care

#### 11.J Managing medicines in Integrated Care
- **Pelican**
- 600 Professional management organizations and Medical-Pharmaceutical Concertation
- 444 Integrated pharmaceutical care programme for patients with COPD
- 352 The ADEM project: implementation of ‘Good medicines use conversation’
- 144 Beliefs about medication after hospital discharge in patients with polypharmacy

#### 11.K Supporting Self-management and Patient Activation
- **Darwin Hall**
- (Live Streamed)
- 539 Toolbox to develop and evaluate a Personal Budget system
- 759 A community health literacy Hub
- 355 Promoting the professional reintegration of people with Rheumatic Musculoskeletal Diseases
- 130 Enhancing transmural continuity of care for vulnerable patients with kidney problems
- 615 Assessing the scalability of a community-based self-management intervention
- 686 Tailoring community preventive care to personal health needs
- 763 Captivating debrief: How it made me feel, made me engaged and improved my self-efficacy
Wednesday 24 May

11.30am – 1:00pm  PARALLEL SESSIONS 11

11.L Primary Care Policy
627 Implementation of change management in a large scale interdisciplinary primary care practice
498 Improving connections between Primary Care and Community Care, specialists, and hospitals for timely and appropriate care
591 Landscape analysis of primary healthcare integration in LMI Countries
783 Governance for health system collaboration

11.M 342 Utilizing a family sciences approach to inform integrated care research, practice, and policy
This interactive workshop describes and makes a case for using a family sciences approach to inform integrated care research, practice, and policy improvements, particularly when integrated care for adult populations is the aim.

11.N Guided visit to Acute Care Patient Journey
Guided visit where we follow the acute care patient journey with attention to both psychiatric and somatic care. (Return by 1.30pm)

11.O Guided visit to Europark
Guided visit to the social residential area ‘Europark’, which includes an extensive residential care campus: residential care center with 123 residential units, center for short stay with 2 residential units, 120 service flats / assisted living apartments and a local service centre. (Return by 1.30pm)

1.00pm – 2.30pm  Buffet Lunch, exhibition, posters, and networking

1.00pm - 2.00pm  City Walk
A walk in the vicinity of the conference location with attention to preventive health and how to tackle this complex challenge in our city.
### Wednesday 24 May

**UPDATED:** 19 May 2023

<table>
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<tr>
<th>Theme 1</th>
<th>Theme 2</th>
<th>Theme 3</th>
<th>Theme 4</th>
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<tbody>
<tr>
<td>Change Management</td>
<td>Person-centred Care</td>
<td>Collaboration</td>
<td>Engaging Everybody</td>
<td>Population health approach</td>
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#### PARALLEL SESSIONS 12

**1.05pm – 2.05pm**

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<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Location</th>
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<tr>
<td>12.A</td>
<td>430 Developing organizational health literacy in primary health care</td>
<td>Okapi 1</td>
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<td>12.B</td>
<td>683 Design and shape of future activities of the ERPIC network</td>
<td>Okapi 2</td>
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<td>12.C</td>
<td>741 The Integrated Care Workforce - why is nobody interested?</td>
<td>Okapi 3</td>
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<tr>
<td>12.E</td>
<td>309 Innovative teaching methods to improve palliative care education</td>
<td>Gorilla 3</td>
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<tr>
<td>12.F</td>
<td>147 Implementing integrated care in the daily practice of general practitioners</td>
<td>Gorilla 4</td>
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*This workshop will introduce the Organisational Health Literacy approach to primary care practitioners and discuss the challenges posed by introducing OHL in primary care, as well as share best practice and reflect on the appropriate process and outcome measures.*

*This workshop will provide an introduction to the benefits of joining the ERPIC network and to provide an opportunity for conference delegates to contribute to the future plans and activities of ERPIC and network with peers.*

*This workshop will look at why the workforce is still not recognised as a crucial topic in theory and practice. It will define the most urgent research questions, and priorities for policy and practice, to support a better prepared workforce for the future.*

*The workshop consists of an introduction of the NursEduPal@Euro project and the core competencies in palliative care, how to engage in design thinking to creative complex problem solving, a taste of a serious educational escape game, and an experience the strength of simulation as a learning tool.*

*The ‘ZIHP’ project wants to implement the existing elaborated Flemish vision on integrated care in the daily practice of general practitioners, to strengthen the network around GP practices by facilitating concrete collaborations and strengthen the network around the patient, ultimately improving the health and well-being of the most vulnerable population in Antwerp.*
1.25pm – 2.25pm  PARALLEL SESSIONS 12

12.G 341 A Pragmatic and Innovative Approach to Meet the Mental Health and Addictions Care Crisis  🐠  🦧  🦧
1.25pm – 2.25pm
Participants will learn how a unique implementation of the University of Washington AIMS Centre Collaborative Care Model (CoCM) for Mental Health and Addictions, within an interdisciplinary primary care setting, can improve access, clinical outcomes, and patient satisfaction by leveraging a population health approach, care management, and digital health technologies through creation of a network across organizations using existing resources.  🐠  🦧  🦧

12.H 431 How do I roll out a digital collaboration tool?  🐠  🦧  🦧
1.25pm – 2.25pm
In 2023, the Flemish government will start developing a digital care and support plan. With this shared support plan, we want care providers, informal caregivers and citizens to collaborate digitally in a goal-oriented care plan. This workshop will bring policy makers and network organizations from different regions together to share best practices.  🐠  🦧  🦧

12.J 162 Developing a Caring and Compassionate Neighbourhood?  🐠  🦧  🦧
1.25pm – 2.25pm
In this workshop, we will present the case of Compassionate Sint-Kruis and inspirational examples of neighbourhood actions around serious illness, death and loss. Additionally, this workshop aims to familiarise people with drafting a Theory of Change model to understand how actions can lead to certain results and outcomes.  🐠  🦧  🦧

12.K 553 Collective Action with Communities  🐠  🦧  🦧
1.25pm – 2.25pm
CAwC provides the “How to” practical approach for primary and community service providers and key/anchor partners to gather the true aspirations of their community; contribute to making decisions about how resources are directed and to build trusting relationships in order to better serve the health and wellbeing needs of their community.  🐠  🦧  🦧
Wednesday 24 May

1.25pm – 2.25pm  PARALLEL SESSIONS 12

12.L Oral Poster Session
1.25pm – 2.25pm

- 59 Referral of community-dwelling older adults from 8 emergency departments
- 415 Evaluating the 79 Flanders Quality Model (FlaQuM)
- 373 The co-design and co-creation of integrated geriatric care system
- 392 Sharpening the future of Heart Failure Care
- 447 Commissioning [Integrated Care] in England
- 569 Introducing a conceptual framework for reflective team dialogue
- 764 Simulation to improve healthcare pathways and inequities for people with disabilities

12.M 276 Palliare “Surrounded with Care”
1.25pm – 2.25pm

The aim of this project is to empower patients and their family caregivers to discuss their wishes and care goals in a palliative phase, and to provide health professionals with communication techniques and skills to use in a palliative conversation.
Wednesday 24 May

2.30pm – 3.45pm  PLENARY 4 Change Management and Collaboration: factors for successful implementation

Chaired by
Dr Arturo Alverez, Head of Integrated Care Solutions, International Foundation for Integrated Care (IFIC)
Prof. Dr. Mirella Minkman, Director, Vilans and Board Member, International Foundation for Integrated Care (IFIC)

Lessons from implementation
Dr Niamh Lennox-Chhugani, Chief Executive, International Foundation for Integrated Care (IFIC)

A policy-makers response
Maya Matthews, Acting Director, Digital, EU4Health and Health Systems Modernisation, European Commission
Rafael Cofiño, former General Director of Public Health, Asturias Government
Stefania Ilinca, Advisor on Long-term Care, World Health Organization - Regional Office for Europe
Michal Dziegielewski, Director of Health Care Department, Ministry of Health, Polish Government
Bart Torbeys, Executive Director, European Diabetes Forum (EUDF)
Sasa Jenko, Head of Health Sector, European Commission, Directorate General for Structural Reform Support, DG REFORM

3.45pm – 4.00pm  CONFERENCE CELEBRATION

Closing Summary
Dr Niamh Lennox-Chhugani, Chief Executive, International Foundation for Integrated Care (IFIC)

3rd Asia Pacific Conference on Integrated Care (APIC3) – 13-15 November 2023, Sydney
Prof John Eastwood, Dr Gabriela Uribe and Zoi Triandafilidis, IFIC Australia

24th International Conference on Integrated Care (ICIC24) – 22-24 April 2024, Belfast
Martina Moore, Department of Health, Northern Ireland

4.00pm  Close of Conference