



**Final consultation of the European Framework for Action  
on Integrated Health Services Delivery**  
Copenhagen, Denmark  
02-04 May 2016

**19 April 2016**  
**Original: English**

## Provisional Programme

### Day one: opening and launch

Monday 02 May 2016	
12:00 – 13:00	<b>Registration</b> Networking and introductions (Brown-bag lunch)
13:00-13:30	<b>Welcome and introduction</b>
	<b>Presenter:</b> Hans Kluge, Director, Division of Health Systems and Public Health, WHO Regional Office for Europe <b>Title:</b> Transforming health services delivery in the WHO European Region: processes, priorities, and a cross-cutting focus on health system strengthening
13:30-15:30	<b>Session one: Finding alignment across priorities: from Member States to partners, policies to practice</b>
	<b>Member State Chair:</b> Christiaan Decoster, President a.i., Director-General, Department of Healthcare, Belgium Federal Public Health Service Health, Food Chain Safety and Environment <b>Introductory remarks:</b> Member State perspective to integrated health services delivery in practice: reflections on Belgium's experience
20 mins	<b>Keynote presenter:</b> Mirella Minkman, Director Innovation and Research, Vilans, Centre of expertise for long-term care <b>Title:</b> Developmental model for integrated health services delivery: a continuum to services delivery transformations
10 mins	<b>Illustrative country cases</b> <ul style="list-style-type: none"><li>• <b>Spain.</b> Antoni Dedeu, Director, Agency for Healthcare Quality and Evaluation of Catalonia</li><li>• <b>Tajikistan.</b> Shaidullo Sharipov, Head of Service Delivery Department, Ministry of Health and Social Protection of the Population of Tajikistan</li></ul>
60 mins	<b>Panel discussion: finding policy alignment across partners</b> <b>Moderator:</b> Josep Figueras, Director, European Observatory on Health Systems and Policies <ul style="list-style-type: none"><li>• <b>Patient-perspective for integrated health services.</b> Kasia Immonen-Charalambous, European Patient Forum</li><li>• <b>Integrated care and the health workforce.</b> Pascal Garel, HOPE, European Hospital and Health care Federation</li></ul>

	<ul style="list-style-type: none"> <li>• <b>Integrated care for health and development.</b> Enis Baris, Sector Manager for Health, Nutrition and Population, Europe and Central Asia, World Bank</li> <li>• <b>Health system strengthening for better NCD outcomes.</b> Gauden Galea, Director, NCDs and Promoting Health through the Life Course, WHO Regional Office for Europe</li> <li>• <b>People-centred and integrated health services.</b> Edward Kelley, Director, Service Delivery and Safety, WHO Headquarters</li> <li>• <b>Integrated health and social care.</b> Martin Seychell, EU Directorate-General for Health and Food Safety [TBC]</li> <li>• <b>Quality health services.</b> Niek Klazinga, Head of Health Care Quality Programme, OECD</li> </ul>
20 mins	<b>Plenary discussion</b>
15:30 -16.00	<b>Break</b>

<b>16:00-17:30</b>	<b>Addressing key challenges in health services delivery</b>
	<p><b>Member State Chair:</b> Daniel Reynders, Head of Service, International Relations and Public Health Emergencies, Belgium</p> <p><b>Moderator:</b> Ellen Nolte, Coordinator, European Observatory on Health Systems and Policies</p>
20 mins	<p><b>Keynote presenter:</b> Prof Volker Amelung, CEO Bundesverband Managed Care e.V., Medical University Hannover, Germany</p> <p><b>Title:</b> the status of services delivery performance and impact of transformations on quality improvement from the perspective of insurers and policy-makers</p>
10 mins	<p><b>Expert interventions</b></p> <ul style="list-style-type: none"> <li>• <b>Empowering patients through e-health and other innovations.</b> Nick Guldemond, European Health Future Forum</li> <li>• <b>Delivering a comprehensive package of services: perspective of occupational therapy.</b> Stephanie Saenger, Council of Occupational Therapists from European Countries</li> </ul>
30 mins	<p><b>Illustrative country cases</b></p> <ul style="list-style-type: none"> <li>• <b>Ireland.</b> Michelle Kearns, Caredoc, Ireland</li> <li>• <b>Poland.</b> Tomasz Pawlega, Deputy Director, Ministry of Health, Poland</li> <li>• <b>Slovakia.</b> Martin Smatana, Project Manager, Ministry of the Slovak Republic</li> </ul>
30 mins	<b>Plenary discussion</b>
17:30	<b>Closing</b>
<b>17:30 – 18.30</b>	<b>Reception</b>
	<p><b>Introduction and welcome</b></p> <p><b>Chair:</b> Hans Kluge, Director, Division of Health Systems and Public Health WHO Regional Office for Europe</p> <p><b>Toast vision for integrated services delivery in the Region</b></p> <p><b>Speaker:</b> Zsuzsanna Jakab, WHO Regional Director for Europe</p>

## Day two: Consultation

Tuesday 03 May 2016	
<b>9:00 – 10:30</b>	<b>Session one: People domain</b>
	<p><b>Member State Chair:</b> Elena Bohdan, Chief of Department of Medical Services, Ministry of Health, Belarus</p> <p><b>Moderator:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe</p>
<i>5 mins</i>	<p><b>Expert presentation</b></p> <p><b>Title:</b> Making the case for a people-centred approach: evidence on improved performance and health outcomes</p> <p><b>Presenter:</b> Lourdes Ferrer, Director of Programmes, International Foundation for Integrated Care</p>
<i>40 mins</i>	<p><b>Pertinent topics</b></p> <p><b>Title:</b> Key considerations in working to put people first</p> <ul style="list-style-type: none"> <li>• <b>Burden of disease on health and social care needs in the WHO European Region.</b> Kai Leichsenring, Executive Director, European Centre for Social Welfare Policy and Research</li> <li>• <b>Gender and health.</b> Isabel Yordi, Technical Officer, Gender and Health, WHO Regional Office for Europe</li> <li>• <b>Involvement of beneficiaries in services delivery: lessons from vaccine programmes.</b> Robb Butler, Programme Manager, Vaccine-preventable Diseases and Immunization, WHO Regional Office for Europe</li> <li>• <b>Engaging patients, their carers and family members in services delivery.</b> Stecy Yghemonos, Executive Director, Eurocarers – European Association Working for Carers</li> </ul>
<i>10 mins</i>	<p><b>Illustrative country cases: Kazakhstan and Slovenia</b></p> <ul style="list-style-type: none"> <li>• <b>Kazakhstan.</b> Roza Abzalova, Family Health Centre “Demeu”, Kazakhstan</li> <li>• <b>Slovenia.</b> Vesna-Kerstin Petrič, Head, Division for Health Promotion and Prevention of Noncommunicable Diseases, Ministry of Health, Slovenia</li> </ul>
<i>10 mins</i>	<p><b>Presentation of FFA IHSD: people domain</b></p> <p><b>Presenter:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe</p>
<i>25 mins</i>	<b>Interventions by Member States</b>
<b>10:30 – 11:00</b>	<b>Break</b>
<b>11:00 – 12.30</b>	<b>Session two: services domain</b>
	<p><b>Member State Chair:</b> Martin Dolezal, Director of Concepts and Strategies Department, Ministry of Health, Czech Republic</p> <p><b>Moderator:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe</p>
<i>5 mins</i>	<p><b>Expert presentation</b></p> <p><b>Title:</b> Making the case for transforming health services delivery: evidence on improved performance and health outcomes</p> <p><b>Presenter:</b> María Luisa Vázquez, Health Policy Research Unit Head, Consortium for Health Care and Social Services of Catalonia</p>
<i>40 mins</i>	<p><b>Pertinent topics</b></p> <p><b>Title:</b> Key considerations in transforming health services delivery</p> <ul style="list-style-type: none"> <li>• <b>Avoidable hospital admissions for quality of care.</b> Niek Klazinga, Head of Health Care Quality Programme, OECD</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Primary health care reforms.</b> Salman Rawaf, Director, WHO Collaborating Centre on Public Health and Training, Imperial College London</li> <li>• <b>Hospitals and integrated care.</b> Anna Riera, International Hospital Federation</li> <li>• <b>Role of the health workforce in transforming services.</b> Anna Stavdal, Vice President WONCA, Europe</li> </ul>
10 mins	<b>Illustrative country cases: Denmark and Italy</b> <ul style="list-style-type: none"> <li>• <b>Denmark.</b> Danish hospital construction reform. Nanna Skovgaard, Ministry of Health, Denmark</li> <li>• <b>Veneto, Italy.</b> Maria Chiara Corti, Area Santia e Sociale, Regione Veneto</li> </ul>
10 mins	<b>Presentation of FFA IHSD: services domain</b> <b>Presenter:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe
25 mins	<b>Interventions by Member States</b>
<b>12:30 – 13:30</b>	<b>Lunch</b>
<b>13:30 – 15.30</b>	<b>Session three: System domain</b>
	<b>Member State Chair:</b> Triin Habicht, Head of the Health System Development Department, Ministry of Social Affairs, Estonia <b>Moderator:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe
5 mins	<b>Expert presentation</b> <b>Title:</b> Making the case for health system strengthening for improving outcomes and sustaining services delivery transformations <b>Presenter:</b> Josep Figueras, Director, European Observatory on Health Systems and Policies
50 mins	<b>Pertinent topics</b> <b>Title:</b> Key considerations in establishing enabling health system conditions <ul style="list-style-type: none"> <li>• <b>Rationale use of medicines.</b> Hanne Bak Pedersen, Programme Manager, Health Technologies and Pharmaceuticals, WHO Regional Office for Europe</li> <li>• <b>Aligning institutional frameworks and financial incentives.</b> Ewout van Ginneken, WHO Collaborating Centre for Health Systems Research and Management</li> <li>• <b>Fostering inter-sectoral actions between health systems and social care.</b> Aparnaa Somanathan, Senior Economist, the World Bank</li> <li>• <b>Developing a health workforce for integrated services delivery.</b> Ellen Kuhlmann, Medical Management Centre, Karolinska Institutet</li> </ul>
5 mins	<b>Expert intervention.</b> Global perspective to health systems for people-centred and integrated health services. Hernan Montenegro, Coordinator, Services Organization and Clinical Interventions Unit, WHO Headquarters
10 mins	<b>Illustrative country cases: Netherlands and Scotland</b> <ul style="list-style-type: none"> <li>• <b>Netherlands.</b> Margoleen Honcoop, Policy Advisor, Ministry of Health, Welfare and Sport</li> <li>• <b>Scotland.</b> Anne Hendry, Clinical Lead for Integrated Care, Scotland</li> </ul>
10 mins	<b>Presentation on FFA IHSD: system domain</b> <b>Presenter:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe
45 mins	<b>Interventions by Member States</b>
<b>15.30 – 16.00</b>	<b>Break</b>

<b>16.00 – 17.30</b>	<b>Session four: change domain</b>
	<b>Member State Chair:</b> Milena Vasic, Head, Department for European Integrations, Institute of Public Health of Serbia
<i>10 mins</i>	<b>Expert presentation</b> <b>Title:</b> Strategizing change for health system strengthening: from assessment to policy actions [TBC] <b>Presenter:</b> Melitta Jakab, Health Policy Analyst, WHO Regional Office for Europe
<i>10 mins</i>	<b>Illustrative country cases: Kyrgyzstan and Republic of Moldova</b> <ul style="list-style-type: none"> <li>• <b>Kyrgyzstan.</b> Tomiatov S.Sh. Head of Department for Organization of Medical Care and Medicines, Ministry of Health, Kyrgyzstan [TBC]</li> <li>• <b>Republic of Moldova.</b> Rodica Scutelnic, Head of Department for Hospital Care, Ministry of Health of the Republic of Moldova [TBC]</li> </ul>
<i>45 mins</i>	<b>Panel discussion</b> <b>Title:</b> Lessons from the perspective of change agents <b>Moderator:</b> Viktoria Stein, Head of Education and Training, International Foundation on Integrated Care <ul style="list-style-type: none"> <li>• <b>Policy makers.</b> François Schellevis, ICARE4EU Project</li> <li>• <b>Regional health authorities.</b> Antoni Dedeu, European Association for Regional and Local Health Authorities</li> <li>• <b>Managers of health services.</b> European Health Management Association [TBC]</li> <li>• <b>Primary care providers.</b> Sally Kendall, European Forum for Primary Care</li> <li>• <b>Nurses.</b> Graça Silveira Machado, European Forum of National Nursing and Midwifery Associations</li> <li>• <b>Public.</b> International Alliance of Patients' Organizations [TBC]</li> </ul>
<i>5 mins</i>	<b>Communities of practice: Web platform on the global framework on integrated people-centred health services</b> <b>Presenter:</b> Nuria Toro, Consultant, Services Organization and Clinical Interventions Unit, WHO Headquarters
<i>10 mins</i>	<b>Presentation on FFA IHSD: change domain</b> <b>Presenter:</b> Juan Tello, Programme Manager, WHO Regional Office for Europe
<i>10 mins</i>	<b>Interventions by Member States</b>
<b>17:25 – 17:30</b>	<b>Closing remarks: next steps, thanks</b> <b>Presenter:</b> Hans Kluge, Director, Health Systems and Public Health, WHO Regional Office for Europe