

PRESENTATIONS SUMMARY

TUESDAY, 14 JUNE 2016

THE IMPORTANCE AND USE OF PERSON LEVEL LINKED DATASETS TOWARDS ROBUST PLANNING OF HEALTH AND CARE SERVICES

Mr. Abraham George, Kent County Council, United Kingdom

Mr. Tom Bourne, Kent County Council, United Kingdom

Dr. Julie George, Surrey County Council, United Kingdom

Mr. Abraham George, Kent County Council, United Kingdom

THE eHEALTH LIFECYCLE: DO'S AND DON'TS

A review of e-Health platforms for the aging population living at home in the Netherlands

Sarah Willard, Zuyd University of Applied Sciences, Netherlands

Patient expectations of eHealth benefits differ substantially between chronic conditions

Martine Huygens, Maastricht University, Netherlands

Development and testing of an online platform to support the network of caregivers of people with dementia

Renée Verwey, Zuyd University of Applied Sciences, Netherlands

Evaluation of an eHealth self-management support intervention delivered by nurses to outpatients with cancer pain

Laura Hochstenbach, Maastricht University, Netherlands

Broad uptake of eHealth in primary healthcare: experiences in a Living Lab

Ilse Swinkels, NIVEL, Netherlands

SPECIAL INTEREST GROUP (SIG) ON HEALTH FUTURES

Mr. Marius Buiting, NVTZ, Netherlands

SPECIAL INTEREST GROUP (SIG) ON PRIMARY CARE

Teamwork in Lithuanian primary care: general practitioners' and community

Lina Jaruseviciene, Lithuanian University of Health Sciences, Lithuania

The patients about the interaction between primary and specialized health care in Bulgaria

Ralitsa Zlatanova-Velikova, Medical University Sofia, Bulgaria

A serious game for general practice management. Innovating management teaching and practice

Ronald Batenburg, NIVEL, Netherlands

SPECIAL INTEREST GROUP (SIG) ON HEALTHCARE WORKFORCE IN MANAGEMENT

Predictors of healthcare worker satisfaction: a strong intriguing relation between role clarity and autonomy

Stephen Atkins, Otago Polytechnic, New Zealand

Major challenges and useful tools in health workforce planning (Part 1 – Part 2)

Eszter Kovacs, Semmelweis University, Hungary

Impact of digitalization in health workforce: a challenge for Europe

Luis Lapão, Universidade Nova de Lisboa, Portugal

A qualitative assessment of the factors influencing psychiatrists' workplace preferences in Albania, Bulgaria and Romania

Marius-Ionut Ungureanu, Iuliu Hatieganu University of Medicine and Pharmacy, Romania

MEASUREMENT OF QUALITY OF PRIMARY HEALTH CARE MODELS FOR CHILDREN

Prof. Michael Rigby, Imperial College London, United Kingdom

NEW HEALTHCARE INNOVATION INITIATIVES IN CATALONIA: THE OBSERVATORY OF INNOVATION IN HEALTHCARE MANAGEMENT

Ms. Anna Garcia-Altes, Agency for Healthcare Quality and Assessment of Catalonia, Spain

Ms. Montse Moharra, Agency for Healthcare Quality and Assessment of Catalonia, Spain

PARALLEL SESSION: PATIENT SAFETY**Rethinking clinical governance: healthcare professionals' views - a delphi study**

Kees Ahaus, University of Groningen, Netherlands

Gepke L. Veenstra, University of Groningen, Netherlands

Audits in hospital care: which factors determine the effectiveness of audits?

Lisanne Hut-Mossel, University of Groningen, Netherlands

WEDNESDAY, 15 JUNE 2016**PLENARY SESSION: "NICE MODEL, BUT WHAT IS THE EVIDENCE?" EVIDENCE-BASED MANAGEMENT: BASIC PRINCIPLES AND PRACTICAL EXAMPLES**

Dr. A.T.M. Iqbal Anwar, ICCDR,B, Bangladesh

Dr. Eric Barends, Center for Evidence Based Management, Netherlands

Prof. Rob Briner, University of Bath, United Kingdom

PHD STUDENTS' SESSION: KMMC/EHMA RESEARCH AWARD COMPETITION**The multiple middle: managing in healthcare**

Lieke Oldenhof, Erasmus University Rotterdam, Netherlands

How to successfully implement Lean in healthcare organizations: the application of a socio-technical system-wide conceptual framework

Federica Centauri, Catholic University of the Sacred Heart, Italy

Scaling care. An analysis of the structural, social and symbolic dimensions of scale in healthcare

Jeroen Postma, Erasmus University Rotterdam, Netherlands

Get moving! Self-management support using mobile technology

Sanne van der Weegen, Vilans, Netherlands

SPECIAL INTEREST GROUP (SIG) ON BEST PRACTICE IN MANAGEMENT**Process optimization in the emergency department: impact of innovative POCT devices on efficiency and effectiveness of the treatment process in emergency departments**

Wilfried von Eiff, Center for Hospital Management, Germany

A telephone-based disease management intervention for patients with chronic obstructive pulmonary disease: a multicenter randomized control trial

Michael Högberg, Stockholm County Council, Sweden

BOTTOM UP INNOVATION IN CHINA'S RURAL HEALTH SYSTEM

Prof. Dr. Joris Van de Klundert, Erasmus University Rotterdam, Netherlands

PARALLEL SESSION: eHEALTH AND DIGITAL HEALTHCARE**The big bang theory - the Homerton hospital UK goes digital over a 24 hour period****Helen Pardoe**, Homerton University Hospital, United Kingdom**The digital transformation of healthcare services is challenging new business models****Luis Lapão**, Universidade Nova de Lisboa, Portugal**Scaling up eHealth in public healthcare systems: sharing of risk and goals as key strategy for sustainability****Sabina De Rosis**, Scuola Superiore Sant'Anna, Italy**PARALLEL SESSION: PLANNING AND MANAGEMENT MODELS I****How to enact resilience and positive health?****Annemiek Stoopendaal**, Erasmus University Rotterdam, Netherlands**The EFQM Model as a framework for Total Quality Management in healthcare: results of a longitudinal quantitative study****Steffie van Schoten**, NIVEL, Netherlands**PARALLEL SESSION: PATIENT EMPOWERMENT AND CENTEREDNESS I****Effects of the modularisation of a university hospital outpatient care unit****Katariina Silander**, Aalto University, Finland**The European Commission initiative on breast cancer: a model for involving patients and stakeholders in the development of a person-centred healthcare****Luciana Neamtii**, European Commission Joint Research Centre, Italy**PARALLEL SESSION: REGULATION AND COMMISSIONING****Who deserves care? Opinions of policy makers and the population compared****Maartje van der Aa**, Maastricht University, Netherlands**Reaching goals of managed competition? The challenge of free health plan choice****Romy Bes**, NIVEL, Netherlands**The challenge of decommissioning: understanding planned service removal, reduction and replacement in healthcare****Jenny Harlock**, University of Birmingham, United Kingdom**PARALLEL SESSION: PLANNING AND MANAGEMENT MODELS II****A new model of quality management: how to use patients' experiences in direct feedback loops to improve mental health care****Joyce Bierbooms**, Mental Healthcare Eindhoven, Netherlands**A Journey towards sustainable healthcare: evaluating the efforts of the Dutch Network for Sustainable Healthcare and its "Expedition to Sustainable Healthcare"****Françoise Johansen**, Erasmus University Rotterdam, Netherlands**Introducing a LEAN system culture approach to improve nurses' work processes in an ICU ward****Joao Gregorio**, Universidade Nova de Lisboa, Portugal**Motivating and Managing Innovation in Complex Settings: Lessons From U.S. Hospitals and Academic Medical Centers****John Kimberly**, University of Pennsylvania, USA**YOUNG EHMA WORKSHOP ON CO-PRODUCTION****Dr. Vania Ranjbar**, Region Västra Götaland, Sweden**Dr. Lieke Oldenhof**, Erasmus University Rotterdam, Netherlands**Mr. Daan Westra**, Maastricht University, Netherlands

PARALLEL SESSION: PATIENT EMPOWERMENT AND CENTEREDNESS II

In the patient's shoes - a multi point sensitivity framework for understanding and responding to the patient experience (Part 1 – Part 2)

Alan Lilly, Eastern Health, Australia

What is the role of the elderly patient with multimorbidity in primary care teams? An explorative study on the perceptions of patients and professionals on the role of the patient in primary care teams

Kirti Doekhie, Erasmus University Rotterdam, Netherlands

Keep it simple and straightforward - reforming long-term care by empowering service users as contract-partners

Henk Nies, Vilans, Netherlands

THURSDAY, 16 JUNE 2016**HEALTH MANAGEMENT IN LOW AND MIDDLE INCOME COUNTRIES**

Dr. Soe Myint, University of Public Health Yangon, Myanmar

Mr. Aloysius Mutebi, Makerere University School of Public Health, Uganda

Prof. Ghislain Bisimwa Balulaka, Bukavu School of Public Health, DR Congo

Dr. Siengsounthone Latsamy, National Institute of Public Health, Laos

PARALLEL SESSION: INTEGRATED CARE AND TEAM WORKING

Self-organising teams in mental healthcare: how to guide teams towards a new health management model

Joyce Bierbooms, Mental Healthcare Eindhoven, Netherlands

Lost in translation? Care pathways across the primary-hospital interface in Norway

Ane Drougge Vassbotn, University of Oslo, Norway

The flexibility monitor, the development of a method for monitoring flexibility in teams

Frank van Gool, Tilburg University, Netherlands

PARALLEL SESSION: HEALTHCARE MOVING FORWARD I

Reinventing healthcare asks for reinventing healthcare research - invitation for dialogue

Inge Bongers, Erasmus University Rotterdam, Netherlands

Quantifying cross-border care in the EU; an analysis of care utilization data in the Netherlands

Daan Westra, Maastricht University, Netherlands

PARALLEL SESSION: GOVERNANCE AND LEADERSHIP

Do Hospital Boards matter for better, safer, patient care?

Russell Mannion, University of Birmingham, United Kingdom

First results of gamified leadership evaluation in five health care and social services organizations in Finland

Anne Konu, University of Tampere, Finland

The governance of risk in a changing English National Health Service

David Smith, EHMA, Belgium

PARALLEL SESSION: HEALTHCARE MOVING FORWARD II

Private provision of hospital services: how can their efficiency, accessibility and quality be optimised?

Daniel Molinuevo, European Foundation for the Improvement of Living and Working Conditions, Ireland

A military healthcare paradigm in the Netherlands

Henk van der Wal and **Erwin Hoogeboom**, NLD Armed Forces, Netherlands

Measuring levels of entrepreneurship and innovativeness in health management students: pilot study results from Turkey

Muhsin Bayik, Istanbul Medipol University, Turkey

PLENARY SESSION: DELIVERING NEW SERVICE MODELS IN MENTAL HEALTH

Mr. David Brown, Tees Esk & Wear Valleys NHS Foundation Trust, United Kingdom

Dr. Vania Ranjbar, Region Västra Götaland, Sweden