

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

**Time:** 10.00-12.00  
**Location:** Plenary Room  
**Speakers:** **Mr. Abraham George**, Kent County Council, United Kingdom  
**Mr. Tom Bourne**, Kent County Council, United Kingdom  
**Dr. Julie George**, Surrey County Council, United Kingdom

This session addresses the critical issue of using person level linked datasets in planning healthcare services and how Kent County Council developed the Kent Integrated Dataset for operation in local government. The presentations will address the key learning points from the three year development of a linked health and social care dataset, which has been brought together using legislative powers entrusted to public health teams operating within local government, and will explore how the Kent Integrated Dataset is being used to support new models of care in Kent by developing integrated payment systems. The session will also touch on the national policy agenda in the UK that is driving transformation/integration of care and will be followed by an interactive table-top exercise which will shadow the decisions taken by commissioners in Kent during their design of capitated budgets for their population during early 2016.

❖ THE eHEALTH LIFECYCLE: DO'S AND DON'TS

**Time:** 10.00-12.00  
**Location:** Braga  
**Chair:** **Dr. Sanne van der Weegen**, Vilans, Netherlands

The eHealth lifecycle is a complex process. During this interactive session the do's and don'ts of the full perspective of this lifecycle will be presented: from the investigation of existing eHealth technologies, needs assessment, development and testing, to evaluation, and implementation. Experiences of five different ambitious eHealth projects will be discussed which are conducted by researchers of three research institutes in the Netherlands.

PRESENTATIONS

**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

**Time:** 10.00-12.00  
**Location:** Vila Real  
**Chair:** Mr. Marius Buifing, NVTZ, Netherlands

In line with its mission to help develop the capacity and capabilities to deliver effective health care services EHMA is currently considering establishing another Special Interest Group (SIG) that would focus on the issue of Health Futures. Healthcare is currently undergoing a period of rapid technological and organisational change. Within such a dynamic setting healthcare management and the training and education of healthcare managers, is having to respond to new challenges that range from e-health to patient and public involvement. The purpose of establishing a Health Futures SIG would be to facilitate a dialogue between health managers, practitioners and educators that would help assess current needs, set these against current provision and ultimately support the development and delivery of educational programmes and knowledge exchange that will improve managerial ability to respond to current and future challenges.

## ❖ SPECIAL INTEREST GROUP (SIG) ON PRIMARY CARE

**Time:** 10.00-12.00  
**Location:** Medicoteca  
**Chair:** Dr. Antoni Peris, CASAP, Spain

The delivery of primary care has always had an important role in health service delivery. The Primary Care SIG aims to provide a platform for participants specialised in primary care to exchange information and work closely together on key challenges in the field. This session addresses public health challenges and issues through four presentations. The first addresses the results of a study performed in Lithuania regarding a new teamwork approach to service delivery, followed by a second centred on how managers and medical directors perceive the influence of reimbursement models on innovation and value creation. A third presentation will illustrate the analysis of patient's opinion of the relationship between primary and specialised care in Bulgaria. Finally, the last session focuses on innovative teaching schemes set to enhance young general practitioners' management skills in the Netherlands.

### PRESENTATIONS

#### **Teamwork in Lithuanian primary care: general practitioners' and community**

**Lina Jaruseviciene**, Lithuanian University of Health Sciences, Lithuania

#### **Perceptions of how a reimbursement model influences innovation and value**

**Pamela Mazzocato**, Karolinska Institute, Sweden

#### **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

**Time:** 13.00-15.00  
**Location:** Plenary Room  
**Chair:** Dr. Ronald Batenburg, NIVEL, Netherlands

Health workforce is the most vital resource for the delivery of effective and efficient healthcare services that is responsive to the needs of all services users. EHMA's Health Workforce SIG aims to provide a collaborative network, with a view to sharing experience and best practice while debating workforce challenges and perspectives. This year's session addresses key aspects of health workforce management: ranging from tools and challenges in planning, to the European-wide impact of digitalisation in health workforce and the perception and reliability of healthcare workers' satisfaction surveys. Two further presentations focus on workforce distribution and the assessment of a study centred on the factors influencing psychiatrists' workplace choice in Albania, Bulgaria and Romania.

### PRESENTATIONS

#### **Medical specialty choice and practice location: the case of Portuguese junior doctors**

**Pedro Ramos**, FMUSP, Portugal

#### **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**

**Eszter Kovacs**, Semmelwies 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-Ionuț Ungureanu**, Iuliu Hatieganu University of Medicine and Pharmacy, Romania

## ❖ MEASUREMENT OF QUALITY OF PRIMARY HEALTH CARE MODELS FOR CHILDREN

**Time:** 13.00-15.00  
**Location:** Braga  
**Speaker:** Prof. Michael Rigby, Imperial College London, United Kingdom

The Models of Child Health Appraised (MOCHA) Project is a three year large-scale Horizon 2020 Research Project. Its task is to examine the need for primary health care for children, underpinned by the UN Convention on the Rights of the Child and informed by current primary health care practice. Currently, some countries favour a pattern of primary care based on general practitioners, and other countries have models based on primary care paediatricians, while there are also other approaches not least nurse-led services. However, there is a lack of current evidence as to which provides the best results. The project will consider all stages of the child life-course and services for children with enduring complex health needs. Measures of quality and outcome, along with dimensions such as accessibility, feasibility and affordability, will be essential tools and need to be developed. The initial findings and ideas from the MOCHA project will be presented and then opened up to wide-ranging discussion.

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

**Time:** 13.00-15.00

**Location:** Vila Real

**Speakers:** **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

The Observatory of Innovation in Healthcare Management is open to healthcare professionals by offering innovative experiences on changes or improvements in the organisation, new products and changes in the processes. The workshop will show some of the most outstanding innovative experiences which have had an impact through adapting and changing organisational and management practices. Group work discussion among participants will enrich interaction and exchanging knowledge about key factors on how to implement and scale up best practices in healthcare management.

## ❖ PARALLEL SESSION: PATIENT SAFETY

**Time:** 13.00-15.00

**Location:** Medicoteca

**Chair:** **Prof. Dr. Inge Bongers**, Erasmus University Rotterdam, Netherlands

The safety of patients undoubtedly represents a fundamental principle of health care and it involves a complex system-wide effort, made of environmental safety, performance improvement and risk management. This session will include two presentations by the University of Groningen, focused on how to rethink clinical governance and the key factors we use to assess and monitor the effectiveness of audits in hospital care.

### PRESENTATIONS

#### **Rethinking clinical governance: healthcare professionals' views - a delphi study**

**Kees Ahaus**, University of Groningen, Netherlands

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

**Lisanne Hut-Mossel**, University of Groningen, Netherlands

## ❖ EHMA ANNUAL GENERAL ASSEMBLY

**Time:** 15.30-17.30

**Location:** Braga

**Chair:** **Psy.D. Anders Wahlstedt**, SSHF, Norway

The Annual General Assembly (AGA) of the European Health Management Association will discuss activities undertaken during the previous year and give members a chance to discuss the future strategic direction of the Association.

(The EHMA Annual General Assembly is open only to EHMA members)

## ❖ OPENING PLENARY: NEW MODELS OF CARE

- Time:** 18.00-19.30
- Location:** Plenary Room
- Welcome:** Psy.D. Anders Wahlstedt, SSHF, Norway
- Chair:** Prof. Ines Fronteira, Instituto de Higiene e Medicina Tropical, Portugal
- Speakers:** Prof. Rui Nunes, University of Porto, Portugal  
Prof. Dr. Adalberto Campos Fernandes, Ministério da Saúde, Portugal

In this Opening Plenary, delegates will be introduced to New Models of Care as this year's Conference theme. Drawing upon current challenges being faced in our host country Portugal and more broadly across Europe, the session will set out how health systems are looking to new models of care to provide improved efficiency and deliver more effective services. Taking a policy focus the session will provide a platform for Conference Parallel Sessions as well as welcoming delegates to the EHMA 2016 Annual Conference.

## ❖ OPENING RECEPTION

- Time:** 19.30-21.30
- Location:** Garden of the Congress Centre

The Opening Reception will take place at the Congress Centre of the Ordem dos Médicos.

Dress code: Smart casual. Please note this event is included in the registration fee.

EHMA offers a dedicated shuttle bus service to provide free transportation to the city centre. Buses will leave at 21.30 from the Congress Centre (Main Entrance).