



**4th Annual Meeting of Integrated Health
Services Delivery Focal Points
Almaty, Kazakhstan
22–23 June 2017**

2/2

**18 April 2017
Original: English**

Provisional programme

Thursday, 22 June 2017	
00:00–11:00	Travel
11:00–12:00	Registration and networking lunch
12:00–12:30	Welcome and opening
	Welcoming addresses ▪ <i>[To be confirmed]</i>, Ministry of Health, Kazakhstan ▪ <i>Hernan Montenegro</i>, WHO headquarters ▪ <i>Hans Kluge</i>, WHO Regional Office for Europe
12:30–14:00	Address by the WHO European Centre for Primary Health Care
	Member State chair Implementing health services delivery transformations a forward-looking perspective to the WHO European Framework for Action on Integrated Health Services Delivery <i>Juan Tello</i> , WHO European Centre for Primary Health Care Illustrative country cases: transformations in practice ▪ Integrating primary health care (PHC) and public health services ▪ Integrating PHC and hospitals ▪ Integrating health services delivery and long-term care
	Plenary discussion
14:00–14:30	Break and group photo
14:30–16:00	Responding to health needs 1: what is the responsive capacity of PHC?
	Member State chair Reflections from the Primary Health Care Advisory Group to the WHO Regional Director for Europe <i>Hans Kluge</i> , WHO Regional Office for Europe <i>Nick Goodwin</i> , International Foundation for Integrated Care An approach for depicting the responsive capacity of PHC in the WHO European Region <i>Dionne Kringos</i> , University of Amsterdam <i>[TBC]</i>
	Plenary discussion
16:00–16:30	Break

16:30–17:30	Responding to health needs 2: a possible approach to describe the responsive capacity of PHC in countries
	Member State chair Moderator
	Illustrative country cases: measuring the responsiveness of PHC ▪ Care contact and service outputs ▪ Services delivery processes ▪ System enablers
	Plenary discussion
18:00	Optional local tourism activity

Friday, 23 June 2017	
9:30–11:00	What is the role of hospitals in responding to health needs: an overview
	Member State chair Moderator. <i>[To be confirmed]</i> , WHO headquarters ▪ How can hospitals organize internally around patients' needs ▪ The role of hospitals in coordinating care with other care settings ▪ Hospitals driving local development
	Illustrative country cases: hospital transformations
	Plenary discussion
11:00–11:30	Break
11:30–13:00	Responding to needs 3: first-referral (district/community) hospitals in practice
	Member State chair Moderator ▪ Key roles for the Sustainable Development Goals ▪ Lessons learned for integration at the district/community level ▪ Challenges and opportunities in rural/urban settings ▪ Attracting and retaining staff in first referral (district/community) hospitals
	Country panel
	Plenary discussion
13:00–14:00	Lunch
14:00–15:30	Responding to needs 4: hospital governance, management and clinical care in practice
	Member State chair Moderator ▪ Accountability and transparency ▪ Autonomy, managers' capacity, performance monitoring and reporting ▪ Clinical governance and community participation
	Country panel
	Plenary discussion
15:30–16:00	Break

16:00–17:00	Responding to needs 5: hospital planning, financing and infrastructure investment in practice
	Member State chair Moderator ▪ Planning hospital services at the national and subnational levels based on population needs and available services ▪ Strategic purchasing to promote the quality and integration of services ▪ Investing in infrastructure and technology
	Country panel
	Plenary discussion
17:00–17:30	Summary of the day and concluding remarks ▪ Reflections on alignment with regional and global policies ▪ Closing addresses
18:00	Group dinner

Saturday, 24 June 2017	
All day	Optional local tourism activity
	One-day hike to Almaty's nearby mountainous region <i>Ask the Meeting Secretariat for further details, including costs</i>