Meeting focus: Integration of health care and social services to meet the goals and needs of individuals coping with complex care needs.

Core questions:
1. Landscape. What is the state of play, key drivers and consensus around opportunities for integration of health care and social services and how are patient and family voices informing these efforts?
2. Leading transformation. What are lessons learned from pioneering community-level examples of frontline activities demonstrating the effective marriage of health and social services?
3. Enabling. What innovative technologies are supporting patients and unpaid caregivers in medical decision making in the community setting? What is next for the field of integration of social services?

Outcomes intended: Shared stakeholder understanding of the major obstacles to integrated delivery of health care and social services, and suggestions on ways the National Academy of Medicine might add value in engaging those obstacles.

8:30 am Coffee and light breakfast available

9:00 am Welcome, introductions, and meeting overview

Welcome from the NAM
Michael McGinnis, National Academy of Medicine

Opening remarks and meeting overview by Collaborative Chairs
Mary D. Naylor, University of Pennsylvania
William D. Novelli, Georgetown University
9:30 am | **Key landscape factors shaping integration of social and health services**
This session will provide an overview of the landscape factors and key national initiatives promoting the integration of social and health services.

_Hala Durrah_, Family Caregiver and Consultant  
_Marisa Scala-Foley_, Administration for Community Living  
_Nina Brown-Ashford_, Center for Medicare & Medicaid Innovation  
_Hemi Tewarson_, National Governors Association

_Q&A and Open Discussion_

10:45 am | **Break**

11:00 am | **Lessons learned from existing and emerging models**
This session will describe community-level examples of frontline activities demonstrating the effective marriage of health care and social services.

_June Simmons_, Partners in Care Foundation  
_Emma Hoo_, Pacific Business Group on Health  
_Wendolyn S. Gozansky_, Colorado Permanente Medical Group  
_Charlotte Yeh_, AARP Services, Inc.

_Q&A and Open Discussion_

12:15 pm | **Lunch presentation: digital tools to enhance informed patient and family engagement**
In this session, emerging technology to facilitate informed health and healthcare decision making, and its potential to increase patient and family engagement and improve outcomes will be discussed.

_Jennifer MacDonald_, U.S. Department of Veterans Affairs

_Q&A and Open Discussion_
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| 1:30 pm | Unlocking the potential of service integration at the state and local level | This session will highlight burgeoning approaches for whole-person management of medical and social complexity.  
Karen Matsuoka, Center for Medicaid and CHIP Services  
Susan Jepson, Upstream Health Innovations  
Jennifer Newman Barnhart, Johns Hopkins HealthCare LLC  
Kaitlyn Kenney Walsh, Blue Cross Blue Shield Foundation Massachusetts  
Q&A and Open Discussion |
| 2:45 pm | Issues and opportunities for collaborative action     | Meeting participants will explore further opportunities for collaborative action.                                                                 |
| 3:15 pm | Summary and next steps                                | Comments from the Chairs  
Comments and thanks from the NAM  
3:30 pm Adjourn |