

Objectives 2022

ANNUAL REPORT 2021



PRESENTATION



Dear everyone,

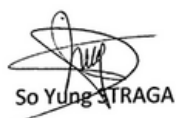
The year 2021 was a year of great distance. How can you share when all the conditions oblige you to prefer to keep your distance from the other, or even to isolate yourself?

The members of SPX have doubled their efforts to remain united and imaginative, never losing hope in their ability to maintain a growing association, both in terms of numbers of participants and content distribution.

*Thank you for your interest
and if after reading, you feel
like joining us, please contact
us!*

Through this report you will see that some activities have been continued and others have been newly introduced, such as the SPX Award and online training.

Thank you for your interest and if after reading, you feel like joining us, please contact us!



So Yung STRAGA

President



Nathalie DELBRASSINE

Secretary



**Shared Patient Experience
Annual Report 2021**

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BILAN D'ACTIVITÉ

Shared Patient eXperience (SPX) is a non-profit organization whose main objective is to promote patient experience, in particular by supporting heads of institutions and professionals to take ownership of and develop this new paradigm. The fields of action of the Shared Patient eXperience vzw are European healthcare systems.

SPX continued its activities in 2021 by proposing various initiatives:



01 – International Conference "Sharing for Improvement: Patient Experience in Practice"

Organised as webinars from May to November 2021.

Extraordinary progress has been made in defining and developing the conceptual framework of the patient experience, given its unique role in conveying the authentic patient perspective. This role is becoming increasingly central to healthcare institutions.

Healthcare organisations need to take up the challenge of consolidating the patient experience paradigm, and systematically implement evaluation strategies to use the results to generate change. Convincing sceptical professionals, generating scalable proposals and evaluating the results of interventions are some of the challenges for health systems.

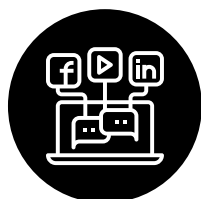
In this sense, the 2021 edition of the International Symposium SPX ALWAYS ON wanted to share real experiences, proposing three typologies of differentiated formats, always online:

- 7 presentations of hospital strategies related to the patient experience
- 6 discussion sessions
- 5 Keynote speakers, and one or two respondents each time

We would like to emphasise once again the international character of the conference: the speakers came from 8 different countries (France, Switzerland, USA, Spain, England, India, Latvia and Belgium) and the participants came from 4 different countries (Belgium, France, Switzerland and Spain).



ACTIVITY REPORT



02 – SPX Virtual Contents

This is an initiative which aims to identify documents, publications, videos, etc. which deal with the key questions around Patient eXperience. These documents are summarized in three languages, including the link to the original document, and made available online, with a monthly newsletter.

This newsletter is sent each month to members and subscribers to to announce the update of the contents.

An editorial board ensures the selection of content, the quality of the summaries and follows the recommendations of the readers. The members of the editorial board in 2021 were :

- Ms Nathalie Delbrassine (Belgium)
- Mr Frédéric Addor (Switzerland)
- Dr Raimon Camps (Spain)
- Bertrand Marcorelles (France)
- Emilie Lebéé-Thomas (France)
- Mr. Oscar Dia, Editor (Spain)

In 2021, more than 9,200 unique visitors logged on to the SPX Virtual Content page. They mainly come from Belgium, Spain and France, but also from countries all over the world: the Netherlands, the United States, Switzerland, Finland, England, Canada, Austria,...

A dashboard on the development of this initiative is available to members of the editorial committee and the board of directors, and also to any other member of the ASBL who would be interested.

ACTIVITY REPORT

Here are the key figures of this scoreboard for year 2021:

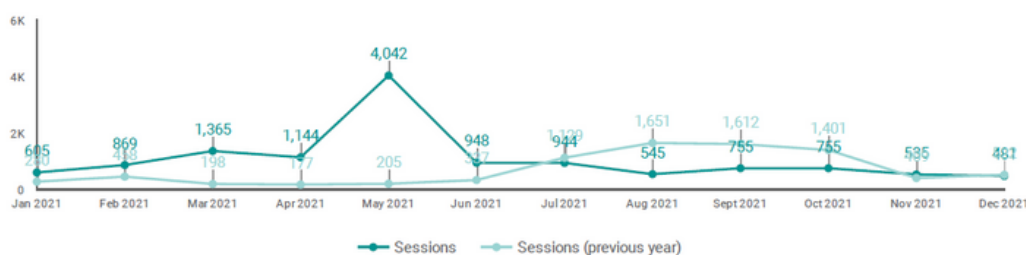
SPX VIRTUAL CONTENTS

1 Jan 2021 - 31 Dec 2021

Site use

Sessions	Unique users	Pageviews	Pages/Session	Average session duration	Bounce Rate
12,988	9,211	31,243	2.41	00:02:04	65.5%
↑ 55.0%	↑ 59.1%	↑ 39.7%	↓ -9.8%	↓ -13.0%	↓ 1.6%

Sessions evolution



Geographic origin

	Country	Sessions	% Δ	Usuarios	% Δ	Pages per session	% Δ
1.	Belgium	5,146	138.0% ↑	3,911	172.5% ↑	1.99	-29.5% ↓
2.	Spain	2,442	37.0% ↑	843	6.6% ↑	4.81	1.1% ↑
3.	France	1,557	7.6% ↑	1,172	14.7% ↑	1.86	-4.7% ↓
4.	Netherlands	653	50.5% ↑	605	60.1% ↑	1.38	-25.3% ↓
5.	United States	616	-14.0% ↓	589	-13.3% ↓	1.33	1.5% ↑
6.	Switzerland	403	5.2% ↑	251	18.4% ↑	2.62	10.7% ↑
7.	Finland	314	125.9% ↑	311	123.7% ↑	1.5	-14.9% ↓
8.	United Kingdom	224	163.5% ↑	208	181.1% ↑	1.18	-11.3% ↓
9.	Canada	185	-27.5% ↓	170	-24.4% ↓	1.93	12.3% ↑
10.	Austria	162	113.2% ↑	162	113.2% ↑	1.44	-20.5% ↓
	Grand total	12,988	55.0% ↑	9,211	59.1% ↑	2.41	-9.8% ↓

English monthly newsletter

Sent	1,754	↑ 134.5%
Open	707	↑ 145.5%
Click article	359	↑ 577.4%

French monthly newsletter

Sent	4,101	↑ 96.2%
Open	1,486	↑ 64.9%
Click article	551	↑ 147.1%

Dutch monthly newsletter

Sent	856	↑ 167.5%
Open	268	↑ 84.8%
Click article	157	↑ 273.8%



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03 – Club of institutions

The aim of this Club is to bring together a panel of institutions from different health systems with the aim of sharing and deepening the implementation of Patient eXperience within health institutions.

As of December 2021, the Club consists of 16 institutions from 5 different countries: Belgium, Spain, France, Luxembourg, Switzerland.

Belgium

AZ Jessa
AZ Maria Middelaes
AZ Nikolaas
CHC Liège
Clinique Saint-Jean
UZ Brussel
Clinique Saint-Luc Bouge
Wit-Gele Kruis

Switzerland

EHC Morges
Hôpital Riviera-Chablais

Luxembourg

Hôpitaux Robert Schumann
Rehazenter
CHL

France

Hôpital Foch
Unicancer

Spain

H Clínic, Barcelona

The Club of Institutions has evolved to include members from outside hospitals (rehabilitation centres, home care services).

ACTIVITY REPORT



04 – Position Paper "E-health, solutions by and for the patient"



This document aims to present an updated and summarised view of SPX's position on the use of e-health technologies to improve patient care and support in a non-presence setting, in the belief that these technologies can improve the patient experience within a specific framework. In general, we also note that a majority of the solutions consist of top-down information to patients, rather than the other way around. It presents recommendations, as well as a patient segmentation tool and methodology.

This position paper was one of the initiatives of the Club des Institutions. The authors therefore have a broad vision as they come from different countries and backgrounds (Switzerland, Spain, France and Belgium).

The contributors are :

- Frédéric Addor (Hôpital Riviera-Chablais)
- Aurélie Glerum, (Hôpital Riviera-Chablais)
- Joan Barrubés (Antares Consulting)
- Christophe Rosso (Exolis)
- Christine Drummen (CHC Health Group)

The document has been published in French and is awaiting translation into English and Dutch.



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05 – SPX Award

The 1st SPX Award ceremony has taken place on June 11, 2021 with an introduction from the Minister Franck Vandenbroucke. The prizes were then granted by Mr Robby De Caluwé, Chairman of the covid special commission.

In view of the current health context, 2 prizes have been attributed : one in the « patient experience » category and another one in the « patient experience and covid » category.

A total of 24 initiatives have been sent from 6 countries. 10 initiatives had been preselected by the SPX jury.

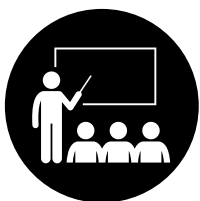
In addition to the prize for each category, SPX has also decided to designate a Jury special mention Award:

- In the patient experience category : AZ Delta – Heart-waring care for unique patients
- In the patient experience and covid category : AZ Maria Middelaes – Telemonitoring of covid-patients at home

The winners of the awards:

- In the patient experience category : UZ Brussel – Virtual reality patient experience wipes pain and stress away in the emergency department
- For the patient experience and covid category : UZ Brussel – Patient & family ICU support and aftercare

ACTIVITY REPORT



06 – Training

The trainings took place from September to November 2021, in French and Spanish, with a total of 48 participants from Belgium, Switzerland, France, Luxembourg, Spain and Latin America.

It consists of training sessions on methodologies and tools that have proven their added value for the implementation of patient experience projects. The course is structured in 5 sessions, allowing students to complete their learning with a PX project built and implemented in their institution:

- Conceptual framework of the patient experience and the measurement of value beyond satisfaction
- The design thinking approach, a methodology centered on people's needs (human-centered) and aimed at the co-creation of solutions.
- Design and prototyping of solutions.
- Metrics to measure, track and evaluate the patient experience.
- Implementation strategy. How to assess the situation and define an action plan.

ACTIVITY REPORT



07 – Collaborations and projects

The Beryl Institute

We have been invited to become a member of the Beryl Institute Global Council. The Global Council is the first global group that has decided to think together about the patient experience across the planet. It brings together 20 global institutions, all intimately involved in PX. We have decided to create a group of 4 members representing SPX:

- Frédéric Addor
- Nathalie Delbrassine
- So Yung Straga
- Catherine Zenner

Pfizer et MSD

Pfizer has been a partner of SPX since the beginning and MSD joined us last year. Concerned about the patient experience, these industries want to consider the patient perspective even more. We are initiating step-by-step collaboration in specific areas: oncology for MSD and rare diseases for Pfizer.

Coalition Next

SPX has become a member of Coalition Next Belgium, which aims to accelerate the implementation of digital innovations in healthcare institutions and patient organisations in Belgium.

Our role within this coalition is to ensure that the patient perspective is taken into account as much as possible.

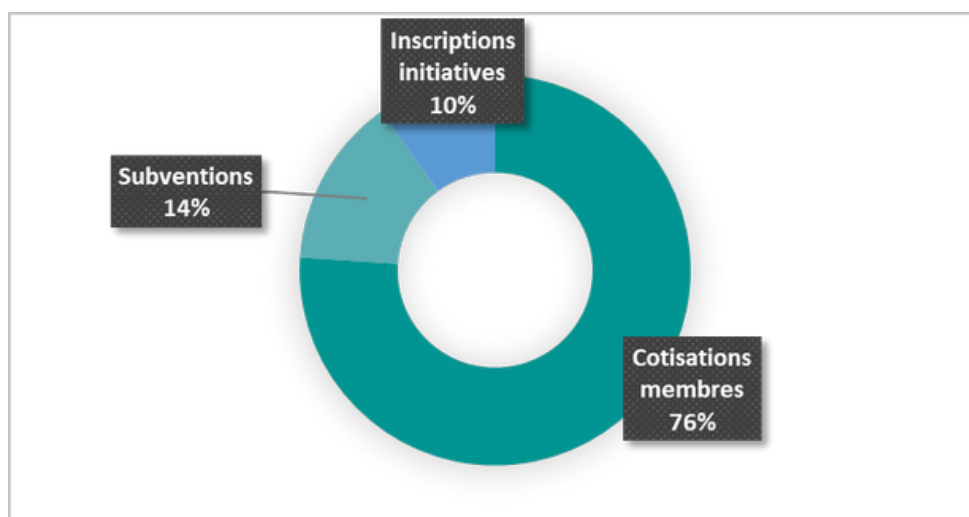


ECONOMIC YEAR 2021

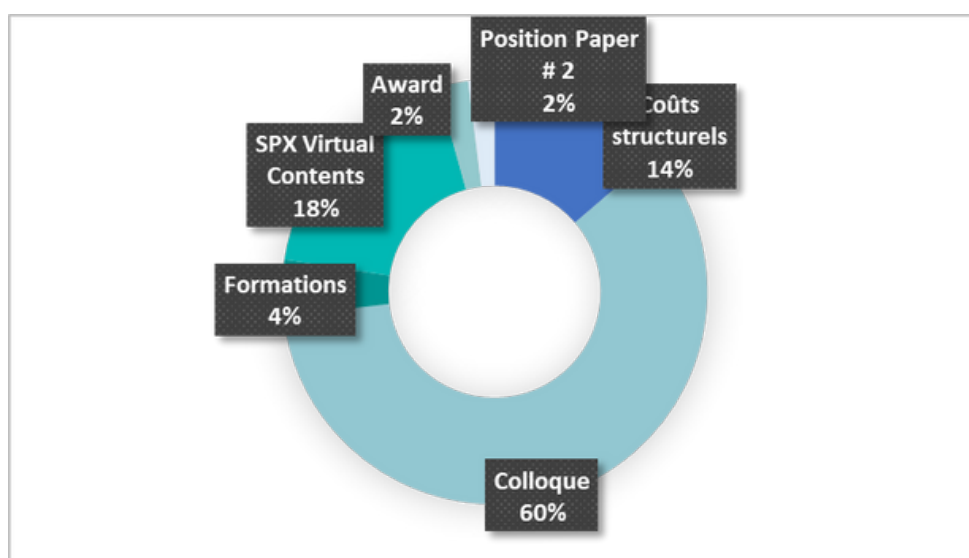
Below are the 2021 closed accounts which show a negative net result in the amount of 18.752,94 €.

RESULTS : 18.752,94 €			
EXPENSES		INCOMES	
General expenses		General incomes	
Secretariat	8.066,64 €	Individual Membership	240,00 €
Accounting and tax support	0,00 €	Institutional Membership	1.500,00 €
Membership to other organisations (Beryl, ...)	1.109,09 €	Hospital Club Membership + (12 old + 2 new)	56.000,00 €
Account fees (ING, Ingenico, Mastercard)	285,39 €	Industry Membership (Pfizer)	10.000,00 €
Miscellaneous expenses (meals, coffee, gifts,...)	62,50 €	Alliance (HRBA)	12.500,00 €
		Partners	0,00€
Subtotal	9.631,62 €	Subtotal	80.240,00 €
Initiatives expenses		Initiatives incomes	
Colloquium (speakers' fees, film, support, Mailchimp, Zoom,...).	41.825,51 €	Colloquium (registration, sponsorship, etc.)	0,00 €
Training courses (teachers' fees)	3.000,00 €	Training (registration)	8.841,32 €
SPX Virtual Contents	12.826,00 €	SPX Virtual Contents (sponsors)	0,00 €
Award (trophy, diploma, room, catering, gifts)	1.645,25€	Awards	0,00 €
Position Paper # 2 (writing support)	1.400€	Position Paper #2 (online purchase)	0,00 €
Club Hospitals +	0,00 €	Club Hospitals +	0,00 €
Club Industries	0,00 €	Club Industries	0,00 €
Shared initiatives (Club's thursday)	0,00 €	Shared initiatives (Club's thursday)	0,00 €
Subtotal	60.696,76 €	Subtotal	8.841,32 €
Total expenses	70.328,38€	Total incomes	89.081,32 €

FUNDING SOURCES



BREAKDOWN OF EXPENDITURE



OBJECTIVES

2022–2023



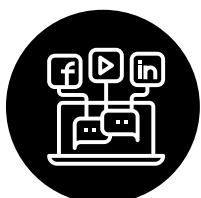
01 – Annual Colloquium

The intention is to organise the international conference in a phygital version (online and face-to-face) in November 2022 and October 2023. We want to strengthen the international character of the conference and of the association and accentuate our differentiation by working on practical subjects of direct interest to health institutions.



02 – Position Paper

The topics covered in the Position Papers are based on the thoughts and orientations of our members. Therefore, they are also produced by our members, at their own pace. Our ambition is to publish at least one PP per year.



03 – SPX Virtual Contents

Strengthening of SPX Virtual Contents with the incorporation of contents using other formats, such as podcasts and video. Each month a newsletter will announce new content. Our ambition is to transform the Virtual Contents into a knowledge platform exclusively for the patient experience.

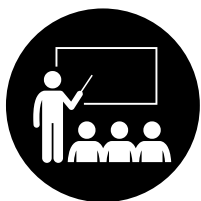


04 – Best Practices & SPX Award

Presentation and dissemination of the Best Practices, in different formats and continuation of the SPX Award rewarding initiatives of healthcare institutions that put patients first and work in a multidisciplinary way to satisfy patients and/or family caregivers.

OBJECTIVES

2022–2023



05 – Training

We are looking to develop 'Patient Experience' training and collaborate with institutions to achieve these goals:

- Creating and sharing to the greatest extent possible all knowledge related to patient experience: documents, initiatives, programs, tools, practical experiences, trainings, etc.
- Spreading, encouraging and contributing to all kinds of research about patient experience.
- Contributing to the increase of professional competences related to patient experience



06 – New collaborations

After three years, it is time for SPX to consider more partnerships, with the aim of gaining more visibility and recognition. The objective is to sustain the association in the long term, focusing on its notoriety.

SUPPORTS

Once again this year, Shared Patient eXperience benefited from valuable support:

- The alliance with BVZD-ABDH
- The support of Antares Consulting facilitating relations with its international network, and also the provision of human support in maintaining the initiatives.

Thank you for your continued interest.



Contact

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