



# ANNUAL REPORT 2019

## OBJECTIVES 2020



SHARED  
PATIENT EXPERIENCE

# PRESENTATION

To you, who has a certain interest in the Patient eXperience, we would like to say "thank you" for having trusted us from the start of Shared Patient eXperience asbl.

Although it is not based on a full year, we present below our activity report which ends 2019 in a very positive way. Sharing our information and presenting our initiatives to professionals in the health system and heads of health institutions is a commitment and an exercise in transparency.

These few months have been particularly intense, as they have witnessed the birth of the association and its desire to become a reference in Patient eXperience on a European scale. Because it was born in Belgium, the association has a double identity: international and Belgian.

We are proud of what has just been accomplished, but our eyes are already on 2020 and beyond. You can count on SPX, a crucible of energy, passion and a firm desire to improve the patient experience.

So Yung Straga  
President

Eduard Portella  
vice-President

# ACTIVITY REPORT



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 started its activities in June 2019 by offering various initiatives:

## 1 Annual conference organized on October 15, 2019, "The patient's place in the strategic management of health institutions"

A total of 193 registered participants from 5 different countries (Belgium, Luxembourg, Switzerland, Spain, France). This conference was organized around different sessions:

- Patient experience in health services. State of art.
- Patient experience implementation initiatives.
- Round table: The patient experience, a strategy beyond branding ...
- Roundtable: The place of the person responsible for the patient experience within the management team. Roles, responsibilities and difficulties.

A total of **13 speakers** took the floor.

## 2 Study trip to Barcelona

In November, to help increase the experience of professionals in the area of Patient eXperience, SPX organized a study trip to Barcelona. During three days, a group made up of twelve people occupying managerial or executive positions, coming from 7 Belgian and French institutions was able to visit three institutions recognized for their strong commitment in XP: Hospital Clinic - Hospital del Mar - Hospital Sant Joan de Déu.

In each hospital, the head of the XP, respectively Dr. Joan Escarabill, Ms. Maribel Perez, Ms. Mercè Jabalera were able to share the steps taken, the projects in progress, the tools used, the infrastructure under development. Many supports were shared and networking developed.

Some statements from participants:

*"The visited hospitals are very invested in XP, with different funding models. Technology is present in a different way too. The initiatives are described simply with an obvious openness from the hosts about their experiences. We learn that the technology is not an end in itself in improving the XP. Sharing is possible with the hosts but also with the members participating to the trip. It is a unique opportunity to build a community of experts. Improving XP in your institution involves a culture change, first carried out by general management and the middle manager. Identifying a group of people as XP development managers within the institutions radically contribute to the cultural change. The improvement of the XP largely depends on the quality of the relationship between the patient, his family, his entourage and the health professionals: talking, touching, being in complete empathy. We understand how to approach XP in our own hospital. Finally, digital technology has not yet invaded hospital space. The steering committees should take this kind of trip. "*

### 3 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 which informs about the new documents made available.

This newsletter is sent monthly to members and subscribers to announce the content update.

An editorial committee, under the direction of Mr. Oscar Dia, oversees the selection of content, the quality of the summaries and follows the recommendations of the readers.

The members of the editorial board in December 2019 were:

- Mme Nathalie Delbrassine (Belgium)
- Mme Bruna Alvez de Renzende (France)
- Mme Emilie Lebée-Thomas (USA)
- M Frédéric Addor (Switzerland)
- Dr Raimon Camps (Spain)
- M Oscar Dia, chief editor

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.

## 4 Club of institutions for the Patient eXperience Improvement

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 2019, the Club consists of 13 institutions from 5 different countries: Belgium, Spain, France, Luxembourg, Switzerland.

### BELGIUM

AZ Jessa  
AZ Maria Middelares  
AZ Nikolaas  
CHC Liège  
Clinique Saint-Jean  
Institut de Pathologie et Génétique  
UZ Brussel

### SWITZERLAND

EHC Morges  
Hôpital Riviera-Chablais

### LUXEMBOURG

Hôpitaux Robert Schumann

### FRANCE

Unicancer

### SPAIN

H Clínic, Barcelona  
Hospital Plató

Around the table, there are general managers, XP managers, quality managers, all with the objective of contributing to the sharing of the latest knowledge in terms of patient experience. From this Club came several working groups focused on research and development.

## 5 Position paper on patient participation in healthcare institutions, as well as all the implications

In this reflection document, we analyze the different modalities for patient participation in care institutions, and all the questions which revolve around these initiatives: selection, representativeness, roles, etc.

The preparation of this position paper was one of the initiatives of the Club of Institutions for improvement Patient eXperienceClub, and Dr. Joan Escarabill was appointed to prepare the background document for discussion. Literature review, discussion and writing work began in 2019 and will be made public in 2020.

## 6 Collection of Best practices in Patient eXperience

This project consists of drawing up an inventory of innovative practices in this field, which would serve to disseminate and use these initiatives as examples for the development of PX. The final goal is to link the actors of the XP movement so that this culture spreads quickly.

The start of research, characterization and classification of these practices started in 2019, and a first version could be released in 2020.

This initiative was advocated by the Club of institutions for improvement Patient eXperience.

## 7 Supports

From the start of its activities, the ASBL Shared Patient eXperience benefited from valuable support:

- The alliance with BVZD-ABDH, in the dissemination of our activities and the economic support necessary to start our activities.
- The support of Antares Consulting facilitating relations with its international network, and also the provision of human support for the launch of the first initiatives.
- The Saint-Jean Clinic which is today the head office of the association.

# ECONOMIC YEAR 2019



Below are the 2019 closed accounts which show a positive net result of €807.01.

**RESULTS** **807.01 €**

## EXPENSES

### General expenses :

Constitution of the association	360,00 €
Secretariat	6.821,38 €
Accountant and administration	2.197,15 €
Website design	5.304,00 €
Committee expenses	1.269,92 €
Promotion and advertising	7.155,25 €

**Subtotal general expenses** **23.107,70 €**

### Initiative expenses :

Colloquium	29.262,85 €	A specific detail of the initiative exists
Study Tour	9.815,34 €	A specific detail of the initiative exists
Virtual Contents PX	6.667,10 €	

**Subtotal initiatives** **45.745,29 €**

**Total expenses** **68.852,99 €**

## INCOMES

### General incomes :

Membership fees	36.560,00 €	Individual and Institutional
Subsidies	12.500,00 €	
<b>Subtotal general incomes</b>	<b>49.060,00 €</b>	

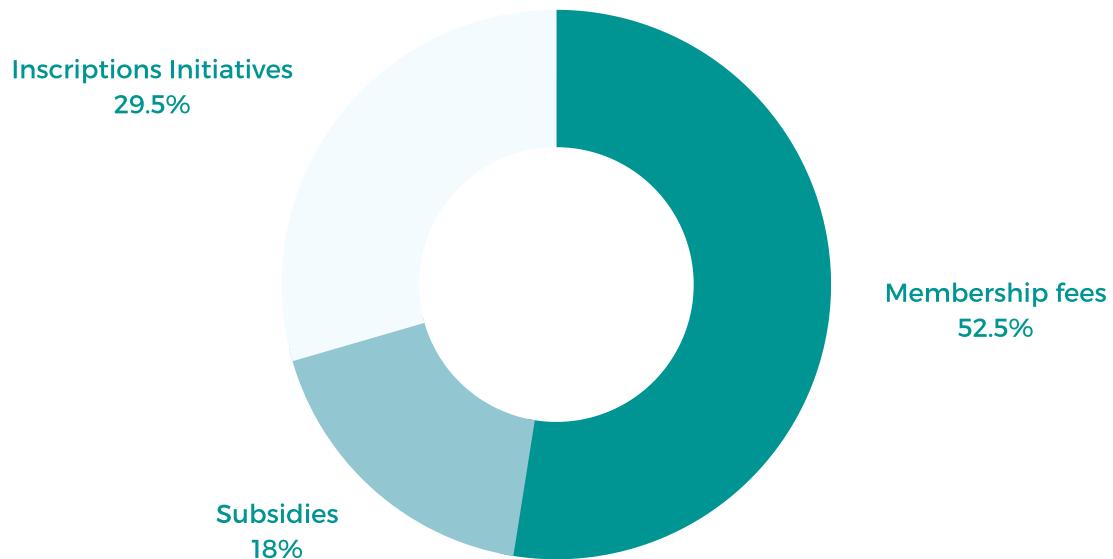
### Initiatives incomes

Colloquium	16.350,00 €	A specific detail of the initiative exists
Study tour	4.250,00 €	A specific detail of the initiative exists

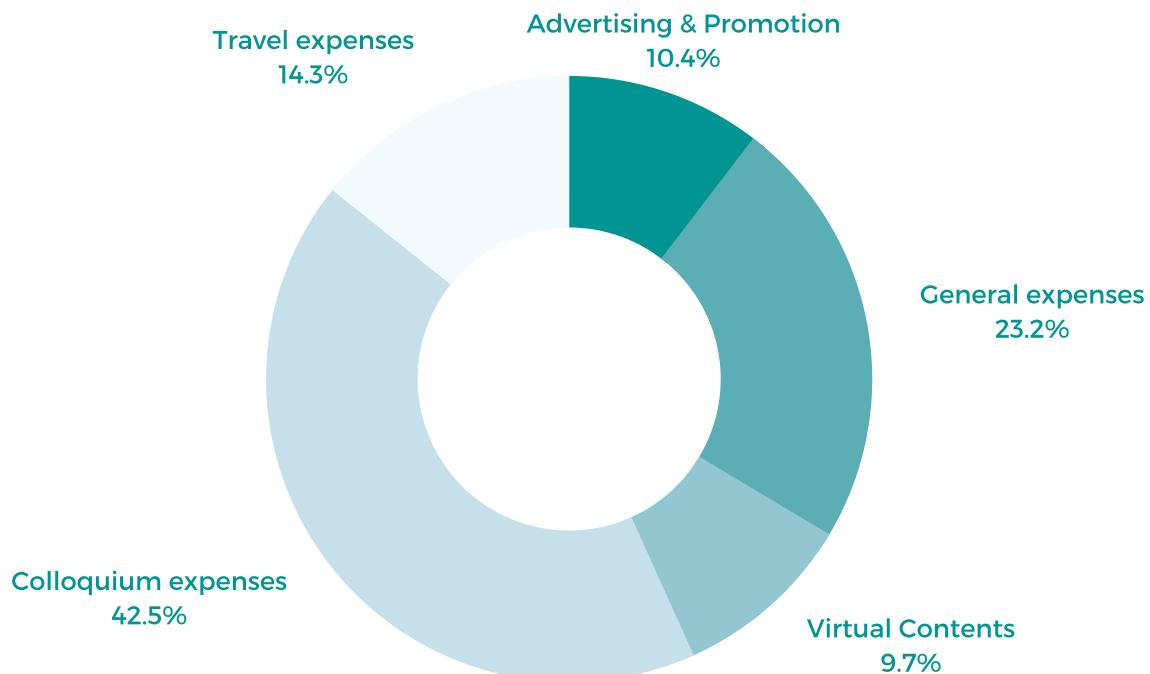
**Soubtotal incomes initiatives** **20.600,00 €**

**Total incomes** **69.660,00 €**

# FUNDING SOURCES



# BREAKDOWN OF EXPENDITURE



# OBJECTIVES 2020

**1**

*International  
Patient  
eXperience  
Colloquium*

International Patient eXperience conference to be held in Brussels, on October 13, 2020. The subject of this edition will be: "The Patient eXperience, a global response to a society in search of" high touch ""

The objective for this 2020 edition is to strengthen the international character of the symposium and the association.

About 200 people from different countries are expected.

**2**

*Study trip*

Organization of the study trip. At the moment a few options are foreseen: London, Paris, Amsterdam or Copenhagen.

A delegation of 15 people will make up the travel group.

**3**

*SPX Virtual  
Contents*

Strengthening of the SPX Virtual Contents with the incorporation of content using other formats. Each month a new newsletter will announce the new content.

**4**

*Best Practices*

Presentation and dissemination of the collection of Best Practices, in different formats.

**5**

*XP training  
and awareness*

How to further professionalize XP players? Could other trades, other professions help us? The aim of this project is to organize a collaborative journey with four universities from four European countries. This is an opportunity to learn and visit the hospitals linked to these universities.

This is the new initiative for 2020.

A very ambitious project, which was launched on the proposal of the Club of institutions for improvement Patient eXperience.



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