

#SPXALWAYSON

2021 International Colloquium

Sharing to Improve:
the patient experience in practice

ALWAYS ON SERIES | MAY - NOVEMBER 2021

SHARING FOR IMPROVEMENT: PATIENT EXPERIENCE IN PRACTICE

INTRODUCTION

Outstanding progress has been made in defining and developing the conceptual framework of the patient experience, given its increasingly central role in healthcare institutions as the third pillar of quality of care.

These conceptual and methodological foundations are being applied and tested, which has allowed for an evolutionary dynamic of concepts, methodologies and tools related to the patient experience. However, these approaches remain isolated.

Healthcare organizations need to take up the challenge of consolidating the patient experience paradigm, and systematically implement evaluation strategies to use the results in order to generate change. Convincing skeptical professionals, generating scalable proposals and evaluating the results of interventions are some of the challenges for healthcare organizations.

There are no "miracle solutions", and for this reason, SPX has a clear proposal: share to improve.

In this sense, the new 2021 edition of the International Colloquium SPX ALWAYS ON wants to share real experiences, with three different online formats.

PROGRAM

KEYNOTES

Lectures by internationally renowned people in the patient experience, who will offer, from different angles, new approaches and perspectives for real world implementation.

These conferences will take place between May and July 2021, with presentations in French and English.

PRACTICAL EXPERIENCES IN HOSPITAL INSTITUTIONS

Presentations from international healthcare organizations of successful experiences in implementing patient experience initiatives.

These conferences will take place between August and November 2021, with presentations in French and English.

TOOLS AND METHODOLOGIES TRAINING

Training sessions on methodologies and tools that have proven their added value for the implementation of patient experience projects.

These training sessions will be held between September and November 2021, with presentations in French, Dutch, English and Spanish.

KEYNOTES

MAY – JULY 2021

All sessions will be held online, from 4 to 6 pm, and will consist of a presentation open to all participants, followed by a debate for which registration is required.

18th of MAY - 4 to 6pm



Valérie Kokoszka

Center for Medical
Ethics, Catholic
University of Lille

Patients' expectations as a driver for change

The world of healthcare is undergoing profound changes, whether technological (e-health), scientific (6P medicine) or organizational (network, data). This evolution is leading to a reorganization of the roles and functions of the actors, from patients to public authorities, including health care institutions and physicians. In this perspective, how are patients' expectations integrated into the system and a factor in its evolution and renewal?

After the completion of each session a report will be produced with key messages from the presentations and conclusions from the discussions, and will be delivered to all registrants.

KEYNOTES

MAY - JULY 2021

All sessions will be held online, from 4 to 6 pm, and will consist of a presentation open to all participants, followed by a debate for which registration is required.

25th of MAY - 4 to 6pm



Jason Wolf

President & CEO, The
Beryl Institute

Care is Human: Transforming the Human Experience for Patients, our Workforce and the Communities We Serve

In this talk, Jason Wolf offers healthcare at its heart is built on a simple premise, we are human beings caring for human beings. This idea is grounded in the reality that what both those who seek care and those who provide it say matters is the relationships they build through listening and communicating clearly, teamwork and respect. The evidence shows that with a commitment to caring and to the human experience provided in every healthcare encounter, healthcare organizations can and will achieve the quality and financial results desired and the loyalty they seek. In the end the humanity on which healthcare is built may be its greatest key to success.

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KEYNOTES

MAY – JULY 2021

1st of JUNE - 4 to 6pm



Marie-Anne DURAND, Scientific Assistant at Unisanté Lausanne, Researcher at Toulouse III Paul Sabatier University in France and Adjunct Associate Professor at Dartmouth College, USA.



Kevin Selby, Assistant Doctor, University Centre for General Practice and Public Health Lausanne



Christine Bienvenu, ePatient, specialist in social media, digital health and patient communities, assistant in communication and research activities.
Department of Epidemiology and Health Systems (DESS) and Department of Vulnerability and Social Medicine (DVMS) - UNISANTÉ
University Institute for Training and Research in Health Care (IUFERS) - CHUV

Involving Patient-Citizen Partners in Research and Care Improvement: Best Practices.

You believe that involving patient-citizen partners in research and care improvement is important, but how do you go about it? We will draw on our experience in Switzerland, France and the United States to talk about recruitment, roles and responsibilities, and challenges to overcome in engaging patient-citizen partners. The presentation will be interactive, and we also hope to hear your experiences and plans for the future.

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15th of JUNE - 4 to 6pm



Lekshmy Parameswaran

Care activist,
designer & co-
founder of The Care
Lab

A Call to Redesign Care back into Society: Strategies for creating equitable, proactive and compassionate experiences for all.

At The Care Lab we see Care as an equitable, proactive and compassionate experience that must be accessible for all. An essential quality of our everyday life, from birth to death.

In this talk I would like to share with you our vision on Care, our design approach and methods as well as selected international case studies that demonstrate bold and collective action to redesign the experience of Care and in doing so, to create a more humane and hope-filled future for us all.

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KEYNOTES

MAY – JULY 2021

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29th of JUNE - 4 to 6pm



Helen Ward

Professor of Public Health, Imperial College London, UK

Long COVID: a new condition shaped by shared experience and patient activism

According to Callard and Perego (2021), “Long Covid has a strong claim to be considered the first illness to be collectively made by patients finding one another through Twitter and other social media.” In the first few months of the pandemic, people with COVID-19 started to report unexpected persistent and fluctuating symptoms, including in people with initially mild disease. By sharing experiences on social media patients were able to identify other people like them. Through this patient activism the condition of Long COVID emerged and continues to be defined. Once people started using the term #longcovid, it developed a momentum and has established a patient movement which advocates in favour of resources, rehabilitation, research and recognition. The patient groups often include those with professional authority including doctors and academics and public figures experiencing Long COVID themselves. In this talk I will share results from a large study in England, REACT-Long COVID, which combines in depth biological research into disease mechanisms with participatory research with patients to refine definitions and define outcomes.

Callard F, Perego E. How and why patients made Long COVID. Soc Sci Med. 2021 Jan 1;268:113426

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KEYNOTES

MAY – JULY 2021

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13th of JULY - 4 to 6pm



The missing link between Patient Experience, Patient Flow and Digital Transformation.

Patient Experience, Patient Flow Management and Digital Transformation are three of the challenges that healthcare organizations face. They are interconnected and feed each other. The objective of this presentation will be to discuss how one can take a holistic view integrating these 3 challenges, as well as understand their interdependence.

Joan Barrubés,

Director of the Master
in Management of
Healthcare
Organizations at ESADE
Business School and
Antares Consulting

After the completion of each session a report will be produced with key messages from the presentations and conclusions from the discussions, and will be delivered to all registrants.

PRACTICAL EXPERIENCES IN HOSPITAL INSTITUTIONS - AUGUST – NOVEMBER 2021

All sessions will be held online, and always from 4 to 6 pm, and will consist of a presentation followed by a debate for which registration is required.

Cycle of presentations from internationally renowned teaching hospitals from Spain, Switzerland, Latvia, France, and Belgium.

Each hospital will present its "Patient Experience" strategy, the most significant PX initiatives and the results obtained.

After the completion of each session a report will be produced with the key messages of the presentations and the conclusions of the debates, and will be delivered to all registrants.

HOSPITALS AGENDA

AUGUST - NOVEMBER | 4 to 6 pm (CEST)

Each hospital will present its "Patient Experience" strategy, the most significant PX initiatives and the results obtained.

After the completion of each session a report will be produced with the key messages of the presentations and the conclusions of the debates, and will be delivered to all registrants.



AUGUST 24 - Geneva, SWITZERLAND
HÔPITAUX UNIVERSITAIRES GENÈVE



SEPTEMBER 7 - Riga, LATVIA
CHILDREN'S UNIVERSITY HOSPITAL



SEPTEMBER 21 - Paris, FRANCE
HÔPITAUX FOCH



OCTOBER 19 - Barcelona, SPAIN
HOSPITAL CLÍNIC BARCELONA



Sant Joan de Déu
Barcelona · Hospital

NOVEMBER 2 - Barcelona, SPAIN
HOSPITAL SANT JOAN DE DÉU



NOVEMBER 9 - Gent, BELGIUM
AZ MARIA MIDDELARES

HOSPITALS PARTNERS

AUGUST - NOVEMBER | 4 to 6 pm (CEST)

HÔPITAUX UNIVERSITAIRES GENÈVE

AUGUST 24 - Geneva,
SWITZERLAND

<https://www.hug.ch/>

Sylvie Touveneau, Patient partner program manager, Care department

University hospital, with 64,134 admissions, 22,409 surgeries, 163,521 emergency room visits, 83 organ transplants and 4,020 births (2020).

CHILDREN'S UNIVERSITY HOSPITAL

SEPTEMBER 7 - Riga, LATVIA

www.bkus.lv

Vita Steina, Head of Patient experience and Customer service

Specialized mother-child hospital, with 11,484 emergencies, 110,985 unique patients, and 334,414 consultations (2019).

HÔPITAL FOCH

SEPTEMBER 21 - Paris, FRANCE

www.hopital-foch.com

Valérie Moulins, Director of Communication and Patient Experience

General hospital, which annually receives 63,586 admissions, 12,936 surgical stays, 188,000 consultations, and 55,000 emergency room visits.

HOSPITAL CLÍNIC

OCTOBER 19 - Barcelona, SPAIN

www.clinicbarcelona.org

Josep Maria Campistol, CEO of Hospital Clínic, Barcelona, Spain

University hospital, with 44,035 admissions, 23,198 surgeries, 499 organs transplanted, 3,035 births (2019).

HOPITAL SANT JOAN DE DÉU

NOVEMBER 2 - Barcelona, SPAIN

www.sjdhospitalbarcelona.org

Manel del Castillo, CEO of Hospital Sant Joan de Déu, Barcelona, Spain

Specialized and referral university mother and child hospital, which annually receives more than 18,000 admissions, 13,000 surgeries, 3,500 deliveries, 120,000 emergency services and 230,000 outpatient consultations.

AZ MARIA MIDDELARES

NOVEMBER 9 - Ghent, Belgium

<https://www.mariamiddelares.be/>

Linda Staessen, Quality Coordinator

General hospital which annually received more than 65,000 admissions per year, 1,900 births, this with 1,850 employees and more than 200 doctors.

TOOLS AND METHODOLOGIES TRAINING- SEPTEMBER – NOVEMBER 2021

The objective of the SPX ALWAYS ON 2021 INTERNATIONAL COLLOQUIUM training program is to provide an overview of the main tools and methodologies needed to implement patient experience optimization initiatives, around 4 main themes:

1. Analysis of the patient journey within an institution.
2. Analysis of unmet patient needs.
3. Metrics to measure, track and evaluate the patient experience.
4. Design and prototyping of solutions

The training will take place over 5 weeks, with a face-to-face session, guided readings as well as practical exercises.

The training will be conducted in French, Dutch, English, and Spanish, depending on the number of registrations received. Minimum number of participants required per language group: 25 people.

Acceptance is by order of registration.

A certificate will be provided to each participant.

REGISTRATION AND PRICING

Two modalities of participation in the SPX ALWAYS ON 2021 INTERNATIONAL COLLOQUIUM have been considered:

1) Free access

2) Paid registration

	FREE	PAID
Presentation videos, and this for the first two sections of the symposium	✓	✓
On-line debates that will follow each of the conferences of the first two sections	✗	✓
Certification issued by SPX for having participated in the sessions	✗	✓
Training credits as each session will be recognized as a European Union Training Program and INAMI accreditation.	✗	✓
Full report of each lecture and presentation	✗	✓
Training sessions of section 3 "Training in tools and methodologies".	✗	✓

REGISTRATION AND PRICING

KEYNOTES

1 SESSION	30 EUR
3 SESSIONS IN ENGLISH	70 EUR
3 SESSIONS IN FRENCH	70 EUR
6 SESSIONS	115 EUR

PRACTICAL EXPERIENCES

1 HOSPITAL	40 EUR
3 HOSPITALS	90 EUR
6 HOSPITALS	150 EUR

TRAINING

SEMINAR	180 EUR
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**Discounts and offers are planned for all members of the association,
more information at info@spexperience.org**

Visit our site for registration.

<https://spexperience.org/fr/colloques/colloque-2021/>

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