

Objectives 2021

ANNUAL REPORT 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.

We present our annual report 2020 below which, despite a context particularly linked to the health crisis, was rich and varied.

This year 2020 was marked by the pandemic and led to a reorganization activities planned in 2019.

We are proud of what has just been accomplished, but our eyes are already on 2021 and beyond. You can count on SPX, a crucible of energy, passion and a firm desire to improve the patient experience.

*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.*


So Yung STRAGA
President


Nathalie DELBRASSINE
Secretary



Shared Patient Experience
Annual Report 2020

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 continued its activities in 2020 by proposing various initiatives:



01 – International Colloquium "The patient experience, a global response to a society in search of 'high touch'"

Organized as webinars from August to October 2020.

A total of 444 registered participants from Belgium, Luxembourg, Switzerland, Spain, France.

This conference was organized around different sessions:

- 25/08 | Managing the change to the Patient eXperience culture
- 08/09 | How to develop the Patient eXperience in a context of isolation – Covid experiences?
- 22/09 | Design of infrastructures and teams taking into account the Patient eXperience
- 06/10 | Shared clinical decisions and patient participation in care and research
- 20/10 | How to integrate the Patient eXperience into non-face-to-face activity such as telemedicine?

ACTIVITY REPORT



02 - Study trip

In view of the health crisis, the study trip could not be organized.



03 - 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 2020 were:

- Mme Nathalie Delbrassine (Belgique)
- Mme Bruna Alvez de Renzende (France)
- Mme Emilie Lebéé-Thomas (USA)
- M Frédéric Addor (Suisse)
- Dr Raimon Camps (Espagne)
- M Oscar Dia, chef de rédaction

During the year 2020, 5,791 unique visitors connected to the SPX Virtual Content page. They mainly come from Belgium, Spain and France.

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



04 - 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 2020, the Club consists of 13 institutions from 5 different countries: Belgium, Spain, France, Luxembourg, Switzerland.

Belgium

AZ Jessa
AZ Maria Middelaes
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.

ACTIVITY REPORT



05 – Position paper on the patient's perspective in the health system

The aim of this document is to present an updated and synthetic vision of SPX position in relation to the progressive integration of the patient's perspective within healthcare establishments:

- on the one hand, the different forms of patient participation
- on the other hand, a broader and more flexible perspective defended by SPX which is the experience lived by the patient throughout his health journey.

This position paper was one of the initiatives of the Institutions Club for PX improvement

Its publication took place in 2020 with a proposal to present it in health institutions.



06 – Collection of Best practices in Patient eXperience

In 2019, an inventory of innovative practices began in order to use them as examples for the PX development. This project was continued in 2020 in order to organize a call for projects with the awarding of a prize in 2021.

The final goal is to connect the actors of the PX movement so that this culture can spread quickly.

This initiative was recommended by the Club des institutions for PX improvement.

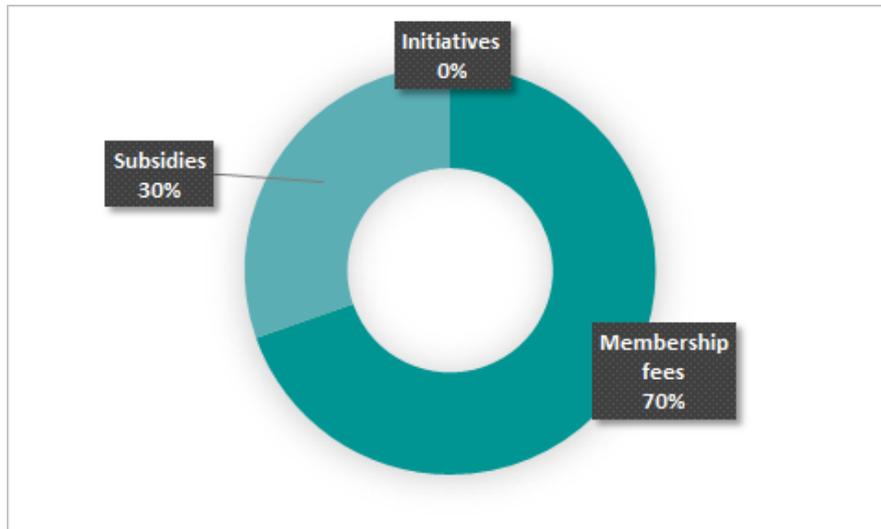


ECONOMIC YEAR 2020

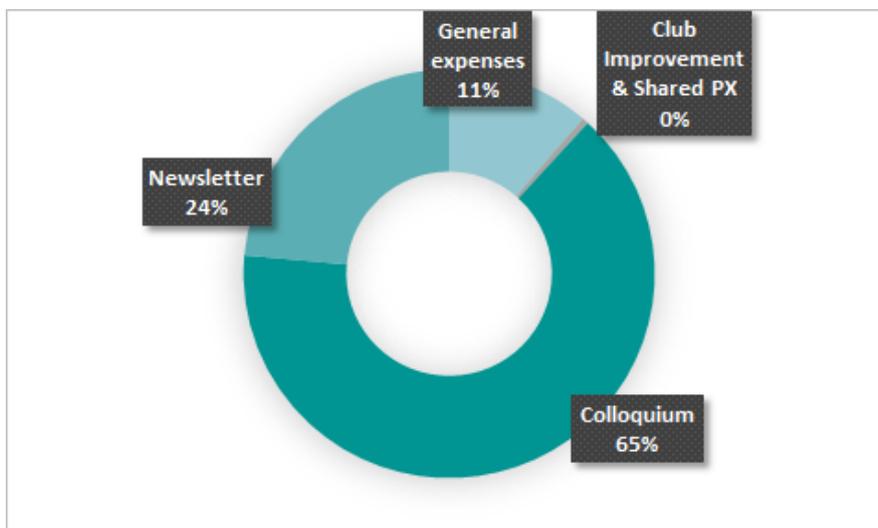
Below are the 2020 closed accounts which show a negative net result in the amount of -10,487,99 €.

RESULTS : - 10,487,99 €			
EXPENSES		INCOMES	
General expenses		General incomes	
Communication	971,19 €	Membership fees	34.400,00 €
Accountant and administration	200,00 €	Subsidies	12.500,00 €
Bank charges	206,39 €		2.500,00 €
Secretariat	2.578,82 €	Subtotal general incomes	49.400,00 €
Headquarters	489,52 €		
Document support	1.228,91 €		
Technical support	1.083,56 €		
Subtotal general expenses	6.758,39 €		
Initiative expenses		Initiatives incomes	
Club Improvement & Shared PX	301,00 €	Club Improvement & Shared PX	0,00 €
Colloquium	38.720,00 €	Colloquium	0,00 €
Newsletter	14.108,60 €	Newsletter	0,00 €
Subtotal initiatives	53.129,60 €	Soubtotal incomes initiatives	0,00 €
Total expenses	59.887,99 €	Total incomes	49.400,00 €

FUNDING SOURCES



BREAKDOWN OF EXPENDITURE



OBJECTIVES 2021



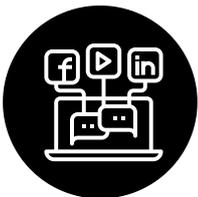
01 - Colloque Always ON

Always ON International Colloquium will take place in an "online" version from May to November 2021. The subject of this edition will be: "Sharing to improve: the patient experience in practice". The objective for this 2021 edition is to strengthen the international character of the conference and of the association.



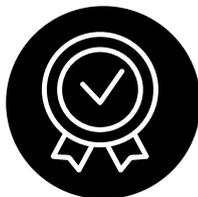
02 - Position paper 2

The planned theme is the non-face-to-face care of the patient. The specificity of SPX will be to have a focus on the types of patients and to propose recommendations for each of these types.



03 - SPX Virtual Contents

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

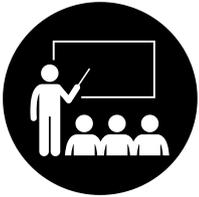


04 - Best Practices et SPX Award

Presentation and dissemination of the collection of Best Practices, in different formats and organization of the first SPX Award.

OBJECTIVES

2021



05 – TRAINING PX

How to further professionalize XP players? Could other trades, other professions help us? The aim of this project is to organize a patient experience training for healthcare professionals.



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.

Thank you for your continued support.



Contact

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