



APPROACHES AND TOOLS FOR THE DEVELOPMENT OF THE PATIENT EXPERIENCE IN HEALTH SERVICES

**TRAINING
ONLINE**

Teachers D. De Court & O. Dia

OVERVIEW

In recent years, value measurement has become a priority topic in most modern health systems. It constitutes a new paradigm in the assessment of the results of health and medico-social services. In fact, the value of a service must be judged by the people who receive it. The patient experience is becoming an inescapable subject, for the entire organization: health professionals, managers and all employees.

This course pursues the general objective of facilitating a holistic view, based on the use of the main tools and methodologies necessary in order to implement and/or improve the patient experience within health and medico-social institutions.

The overall objective of this course is to provide participants with the concepts, information sources and basic skills necessary to take on the preparation of a patient experience project.

The specific objectives are:

- Understand the expected contributions of the most commonly used approaches, methods and tools in the needs analysis and design of patient experience development proposals.
- Acquire knowledge of analysis and design of organizations, both in the key aspects to be considered in managing the patient experience (knowledge and know-how) and in identifying the innovation process. In other words, how to create an organizational culture focused on the patient experience?

PEDAGOGICAL APPROACH

This course will be organized in digital format and will be structured around :

- Presentations on concepts, approaches, tools. Addition of case presentations.
- Directed readings + discussion. Most of these readings will be in English.
- Individual or small group exercises (part of the final evaluation).
- Additional bibliography provided.
- Sustained work throughout the course and around a case.
- Support and personalized exchanges with the course leader.

A frame of reference: health care and medico-social organizations.

The course requires the active participation of participants.

This approach obliges us to set a minimum and maximum number of participants.

STRUCTURE OF THE COURSE

CONTENT PER SESSION

"The fact of having explanations and concepts related to the notion of patient experience is very valuable in order to be able to build an argumentation and bring this perspective in my exchanges within my institution".

A-S Diezi, CHUV Lausanne,
Patient Information Officer

Session 1 – Conceptual framework of the patient experience and the measurement of value

The implications of this new conceptual framework in the organization and work within institutions. How to incorporate the patient perspective. How to incorporate the patient perspective at the intersection of information, therapeutic education and deliberative participatory models.

Active participation and changes in the way of working (reciprocity, co-creation, prototyping and iteration).

Session 2 – The design thinking approach and its use

How to detect the unmet needs of patients, as close as possible to the real world: shadowing, focus groups, participative workshops....

Analysis of the patient journey within an institution.

Session 3 & 4 – Tools and their use. How to measure the patient experience?

These two sessions will be devoted to the presentation of tools in the conception and design of solutions. Compliance with the principles and prerequisites. Strategies for prototyping and testing solutions. The importance of co-creation.

Session 5 – Implementation strategies

The importance of vision and development strategy. How to involve professionals. Organizing responsibility for the patient experience within an institution: options and barriers.

Session 6 – Drawing up a situation report and an action plan. Synthesis and discussion of the exercises.

Conclusion of all sessions and presentation and discussion of each student's work.

HOW THE COURSE WORKS

The course is organised in 6 sessions, every other week.

Duration : 2h 30', with two 10' breaks

Schedule: from 3pm à 5.30pm (CEST).

A total of **15 hours of webinar** and an estimated **15 hours of personal work**.

- **A guided reading :**
 - An article will be sent to participants before the first 5 sessions.
 - This reading is the basis for an individual exercise to be discussed at the beginning of the session.
- **Exercices:**
 - Simple exercises to be done between classes, in order to facilitate the appropriation of the contents.
- **A handbook:**
 - The slides are made available to you before each session.
- **The definition of a project:**
 - A project on the development of a patient experience initiative should be handed in and defended in the last session.
 - This exercise has to be carried out in a small group (2 or 3 participants), or individually. Ideally, this project will be about a real institution, with the intention of implementing it.
 - From the first session, the project and the person in charge of the personal tutoring will be decided. The teacher will be available between sessions about the project or other aspects of the course content. You will therefore be asked to think about a theme that interests you from the beginning of the course so that you can create groups around it.
 - It will then be prepared during the first 5 sessions, with a synthetic presentation during the last session.

	English
Session 1	07/09/2022
Session 2	21/09/2022
Session 3	05/10/2022
Session 4	19/10/2022
Session 5	09/11/2022
Session 6	23/11/2022

"I like the fact that we have a lot of moments to express ourselves and exchange."

V. Suin, patient.

EVALUATION SYSTEM



- **Active participation, at least, in 4 of the 6 sessions of the course.**
 - Exceptionally, it is possible to replace a session with its equivalent in another language.
- **Feedback on individual readings and exercises**, with Strict adherence to deadlines. These exercises will be discussed at the meeting.
- **Final presentation in groups (or individually).** The framework for the definition and presentation of the project will be provided by the teachers.

CERTIFICATION

For each participant who will have followed the course in the conditions described above, a certificate will be delivered by the organization of the course, the **Shared Patient Experience**.

For doctors practicing in **Belgium**, a recognition of the **INAMI** points has been requested.

*"Great training!
A pleasure to have followed it and
to be able to apply it
apply it in
concrete projects."*

A. Hébert, Medical Director,
CHRSM, Belgium .

Contact us for more information!

TEACHERS



Dieter De Court, Responsible for Innovation Policy and Patient Experience

Dieter is an educationalist, but has been working in the health sector for over 20 years as a project and policy officer.

He has experience in primary care and in hospitals.

He is currently a staff member at the University Hospital of Brussels and is responsible for Innovation Policy and Patient Experience.



Oscar Dia, International Consultant

Engineer, and training in health services management.

More than 20 years of experience as an international consultant in the health sector, and especially in hospitals.

Expert in patient flow and organization, also on organisation and governance on patient eXperience.

Since 2019 editor-in-chief of SPX Virtual Contents, an SPX platform on knowledge.



PARTICIPANTS AND REGISTRATION

The course is intended for health professionals, managers of institutions and all employees with responsibilities for patients (social, communication, administrative, logistical, ...).

The number of participants is limited to 25 per course.

Admission will be confirmed according to the order of formal registration to the program.

The **deadline** for formalizing registration is **September 2**.

The **price is 300 EUR** (VAT included) for the full course.

A **20% discount** will be applied to **members** of the association (individuals and institutions).

More information at info@spexperience.org.

PRACTICAL ASPECTS

The course will be delivered via the digital platform **Zoom**, online technical support provided during the sessions.

Two weeks before the beginning of the course, recommendations will be communicated for the optimal use of the platform's services; an e-mail test will also be carried out in order to prevent possible problems with the reception of documents (spam, etc.)

All the documentation of the course will be sent before each session and made available on the platform.

[Visit our website for registration](#)

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