

Objectives 2023

ANNUAL REPORT 2022



INTRODUCTION



Dear everyone

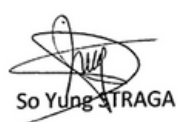
The year 2022 has been a predominantly distant one. How can you share when all the conditions force you to prefer keeping your distance from the other person, or even isolation?

The members of SPX have doubled their efforts to remain united and imaginative, without ever losing hope in their ability to maintain an association that is growing rapidly, both in terms of the number of participants and the content it distributes.

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

Throughout this report, you will see that a number of activities have been continued and others developed, such as the SPX Awards, online training and a new podcast format.

We thank you for your interest and if, after reading this report, you would like to join us, please do not hesitate to contact us!



So Yung STRAGA

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Nathalie DELBRASSINE

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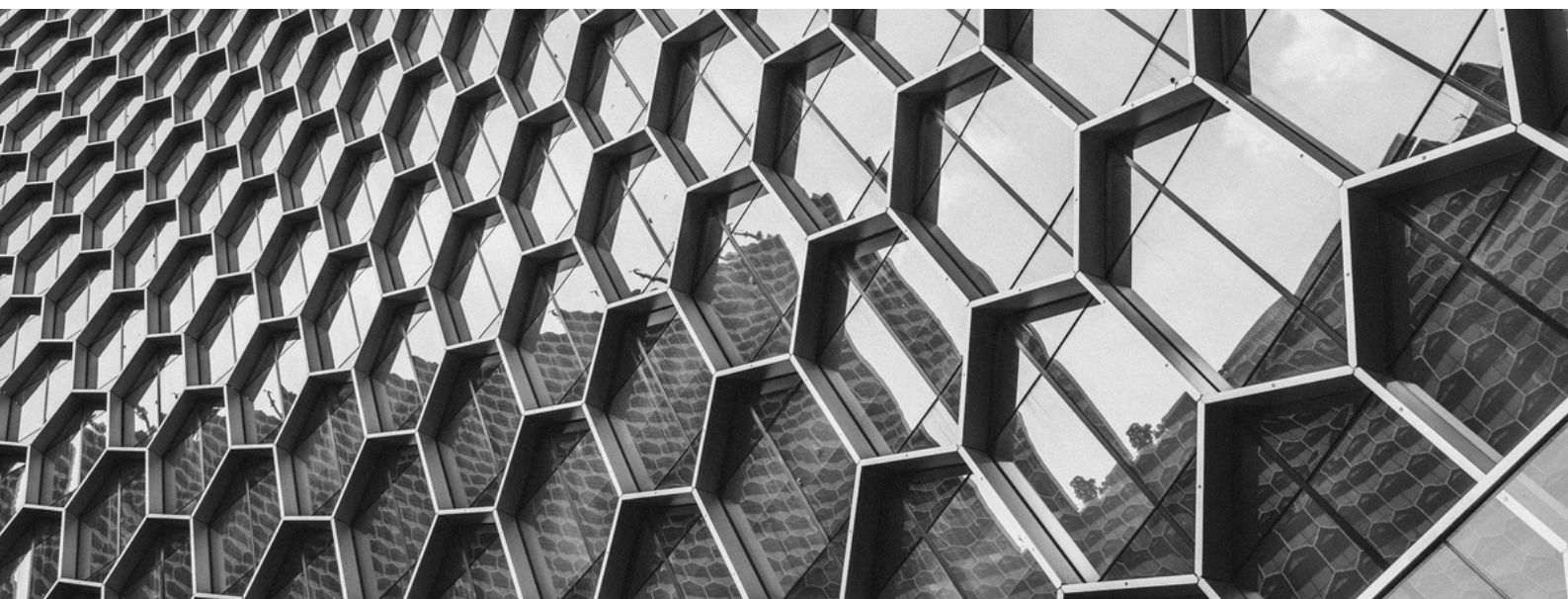
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ACTIVITY REPORT

Shared Patient eXperience (SPX) is a not-for-profit organisation whose main objective is to promote patient experience in all its forms, in particular by helping institutional managers and professionals to adopt and develop this new paradigm. Shared Patient eXperience is active in all European healthcare systems.

SPX continued its activities in 2022 by proposing various initiatives:



01 – SPX Awards

The second SPX Awards ceremony took place in Luxembourg, at the Rehacenter Hospital, on 10 June 2022, with an introduction by Ms Lenert.

A total of 26 initiatives were submitted from 8 different countries: Belgium, France, the Netherlands, Spain, Switzerland, the United Kingdom, Canada and Algeria.

8 initiatives were shortlisted by the SPX jury.

The 8 finalists include PX initiatives such as :

- Institut Claudius Regaud (FR) - Care for the mentally handicapped.
- Institut Gustave Roussy (FR) - Documentation on brachytherapy and radiotherapy.
- CHR Citadelle (BE) - Reception project.
- AZ Delta vzw (BE) - Delta Valley.
- Ziekenhuisnetwerk Antwerpen (BE) - Systematic approach to the social reintegration of patients suffering from chronic pain.
- Wit-Gele Kruis van Vlaanderen (BE) - Patient participation (PtPa) in home care.
- National Multiple Sclerosis Centre (BE) - Transmural multiple sclerosis team.
- Clinique Saint Jean de Dieu (FR) - GCS Oudinot - Cognacq-Jay - Involving children for a successful hospital stay.

The winning initiative, voted for by the public and the professional jury, was the MS Centrum. In addition to receiving the €5,000 prize donated by the UZ Brussel Foundation, MS Centrum will be taking part as a professional jury in the next edition of the SPX Awards.

ACTIVITY REPORT



02 – SPX Virtual Contents

This initiative aims to identify documents, publications, videos, etc. that address key issues around patient experience. These documents are summarised 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 announce content updates.

An editorial board oversees the selection of content, the quality of abstracts and the recommendations made by readers. The members of the Editorial Board in 2022 were :

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

Over the course of 2022, more than 11,172 unique visitors logged on to the SPX Virtual Content page. They come mainly from Belgium, Spain and France, but also from countries all over the world: the Netherlands, the United States, Switzerland, Finland, England, Canada, Austria, etc.

This year, we have decided to innovate by using another format, the podcast. We have launched a series of episodes with So Yung Straga interviewing various key players in the development and implementation of the patient experience.

ACTIVITY REPORT

Here are the key figures for 2022:

Site use

Sessions	Unique users	Pageviews	Pages/Session	Average session duration	Bounce Rate
15,776	11,172	35,194	2.23	00:01:53	63.9%
↑ 14.8%	↑ 14.0%	↑ 6.1%	↓ -7.5%	↓ -4.1%	↓ 3.2%

Sessions evolution



Geographic origin

	Country	Sessions ▾	% Δ	Usuarios	% Δ	Pages per session	% Δ
1.	Belgium	6,235	21.0% ↑	4,785	22.2% ↑	1.83	-8.2% ↓
2.	France	2,888	83.0% ↑	2,154	81.3% ↑	1.84	-1.6% ↓
3.	Spain	2,181	-11.4% ↓	663	-22.8% ↓	4.77	-0.5% ↓
4.	United States	591	-12.6% ↓	543	-15.4% ↓	1.37	-4.7% ↓
5.	Netherlands	488	-26.1% ↓	429	-29.8% ↓	1.33	-4.6% ↓
6.	United Kingdom	365	54.0% ↑	315	43.2% ↑	1.43	14.1% ↑
7.	Switzerland	276	-31.9% ↓	205	-18.7% ↓	2.28	-13.1% ↓
8.	Canada	189	-4.5% ↓	171	-4.5% ↓	1.45	-26.6% ↓
9.	Luxembourg	131	11.0% ↑	94	40.3% ↑	2.9	-16.1% ↓
10.	India	130	32.7% ↑	103	17.0% ↑	6.86	279.9% ↑
Grand total		15,776	14.8% ↑	11,172	14.0% ↑	2.23	-7.5% ↓

English monthly newsletter

Sent	2,282	↑ 30.1%
Open	937	↑ 32.5%
Total Clicks	422	↑ 17.5%

French monthly newsletter

Sent	4,226	↑ 3.0%
Open	1,696	↑ 14.1%
Total Clicks	857	↑ 55.5%

Dutch monthly newsletter

Sent	956	↑ 11.7%
Open	269	↑ 0.4%
Total Clicks	254	↑ 61.8%

ACTIVITY REPORT



03 – Institutions Club

The aim of this Club is to bring together a panel of institutions from different healthcare systems with the aim of sharing and learning more about the implementation of the patient experience within healthcare institutions.

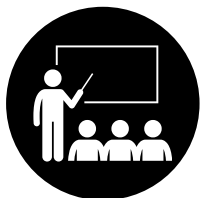
In December 2021, the Club comprised 16 institutions from 5 different countries different countries: Belgium, Spain, France, Luxembourg and Switzerland.

In 2022, the pool of members was made up of the following hospitals and countries:

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
GD Luxembourg	Hôpitaux Robert Schumann Rehazenter CHL
France	Hôpital Foch Unicancer
Spain	Hospital Clínic, Barcelona

The Club des institutions for improvement Patient eXperience has grown to include members from outside hospitals (rehabilitation centres, homecare services).

ACTIVITY REPORT



04 – Trainings

The training sessions took place from September to December 2022, in French, with a total of 14 participants from Belgium, Switzerland and France.

These are training sessions on methodologies and tools that have demonstrated their added value for the implementation of patient experience projects. The course is structured into 6 sessions, enabling students to complete their learning with a PX project that has been built and can be implemented in their institution:

Conceptual framework of the patient experience and measuring value, beyond satisfaction.

The design thinking approach, a methodology centred on people's needs (human-centred) and aimed at the co-creation of solutions.

Designing and prototyping solutions. An overview of the different methodological approaches. Comparative analysis of solutions: design thinking and Agile methodologies.

Metrics for measuring, monitoring and evaluating the patient experience.

Implementation strategy. How to take stock of the situation and define an action plan.

Drawing up a situation report and an action plan.

Synthesis, presentation and discussion of the students' work.

ACTIVITY REPORT



05 – Collaborations and projects

The Beryl Institute

We have been invited to become a member of the Global Council of the Beryl Institute. The Global Council is the first worldwide 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 and MSD

Pfizer and MSD have been partners of SPX since the association's inception. Concerned about the patient experience, these industries want to consider the patient's perspective even more. Step by step, we are initiating collaboration in very specific areas: oncology for MSD and rare diseases for Pfizer.

Coalition Next

SPX is a member of Coalition Next Belgium, which aims to accelerate the implementation of digital innovations in healthcare establishments and patient associations in Belgium. Our role within this coalition is to ensure that the patient perspective is taken into account as far as possible.

EXERCICE ÉCONOMIQUE 2022

The 2022 accounts show a net loss of €19,945.21.

RESULTS : -19.945,21 €

EXPENSES:

Structural costs

Secretariat + media support, mailchimp (CCYC)	38.461,32 €
Accounting and tax support	1.631,25 €
Membership of other organisations (Beryl, Mon asbl.be, etc.)	1.352,47 €
Account fees (ING, Ingenico, Mastercard)	213,26 €
Administrative costs (DocuSign, moniteur belge)	248,24 €
Miscellaneous expenses (meals, coffee, gifts, etc.)	227,80 €
Web: maintenance & forecast	10.000 €

Sub-total 52.134,34 €

Initiative costs

Colloquium (speakers' fees, film, support, Mailchimp, Zoom, etc.)	4.033,33 €
Training (teachers' fees)	3.000,00 €
SPX Virtual Contents	12.995,60 €
Award (trophy, diploma, room, catering, gifts)	536,47 €
Position Paper # 2 (writing support)	1.400 €
Shared initiatives (Club's thursday)	596,05 €
Support project (Team)	17.397 €

Sub-total initiatives 39.958,45 €

Total costs 92.092,79€

INCOMES:

Structural income

Individual membership (12)	720,00 €
Institutional membership + (10+1)	43.000,00 €
Industry membership	00,00 €
Alliances	00,00 €
Partners	00,00 €
Grants	00,00 €

Sub-total 43.720,00 €

Revenue from initiatives

Conference (registration, sponsorship, etc.)	0,00 €
Training courses (registration)	4.147,58 €
SPX Virtual Contents (sponsors)	0,00 €
Award	0,00 €
Position Paper # 2 (online purchase)	0,00 €
Shared initiatives (Club's thursday)	2.500,00 €
MSD	
Support project (Partenamut)	21.780,00 €

Sub-total income from initiatives 28.427,58 €

Total income 72.147,58 €

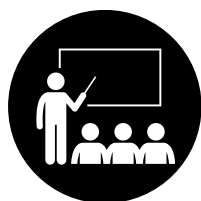
OBJECTIVES

2023-2024



01 - Annual Colloquium

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 healthcare institutions. The aim is to organise the international conference in Marseille, France, in a broader format. We will be organising all kinds of communications with leading institutions and key opinion leaders in the field of patient experience.



02 - Training courses

We aim to develop 'Patient Experience' training courses and work with institutions to achieve these objectives:

- To create and share as widely as possible all knowledge concerning the patient experience: documents, initiatives, programmes, tools, practical experience, training, etc.
- To disseminate, encourage and contribute to all forms of research concerning the patient experience.
- To contribute to increasing the skills of professionals in the field of patient experience.



03 - Best Practices and SPX Award

Presentation and dissemination of the compendium of best practices, in various formats, and continuation of the SPX Award initiative rewarding initiatives by healthcare establishments that put patients first and work in a multidisciplinary way to satisfy patients and/or family carers.

OBJECTIVES 2023-2024



04 - Vision 2030

Croissance du réseau des membres du club, avec des organisations de la santé venant d'un plus grand nombre de pays. Avec une volonté d'internationalisation, nous définirons la vision de SPX pour 2030.



05 - SPX Virtual Contents

Strengthening SPX Virtual Contents by continuing to produce podcasts and adding not only new video content, but also improving the platform on which we share it.

Our ambition is to transform Virtual Contents into a knowledge platform focused exclusively on the patient experience.



06 - New collaborations

After three years, it's time for SPX to consider more partnerships, with the aim of achieving greater visibility and recognition. The aim is to establish the association over the long term, by focusing on raising its profile.



07 - Digital identity

With the development, diversification and specialisation of SPX's activities, we are defining a graphic identity that represents us on all platforms. In terms of communication, as community engagement is high, we will continue to work on LinkedIn and Twitter and launch a community on Instagram.

We will also develop the digital platforms as spaces for training and exchanging experiences through specialised SharePoints.

SUPPORTS

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

- The alliance with BVZD-ABDH
- The support of Antares Consulting, which facilitates relations with its international network, as well as the provision of human support in maintaining initiatives.
- The support of CCYC, an international communications and marketing agency specialising in the health and social sector, which supports SPX's activities.

WE WOULD LIKE TO THANK YOU
FOR YOUR ONGOING INTEREST!



CONTACT

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