# 6TH SPX INTERNATIONAL COLLOQUIUM

# 6__8 OCT LUXEMBOURG

## PATIENT EXPERIENCE AT THE HEART OF ALL CARE

A shared challenge across all models of support

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HWL HEALTHCARE WEEK LUXEMBOURG

# PLENARY SESSION

## The culture of Patient Experience

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*“Culture is what people do when no one is watching”*

It shows through behaviors, reflexes, and everyday choices

It is transmitted rather than taught — it spreads through interactions, not manuals

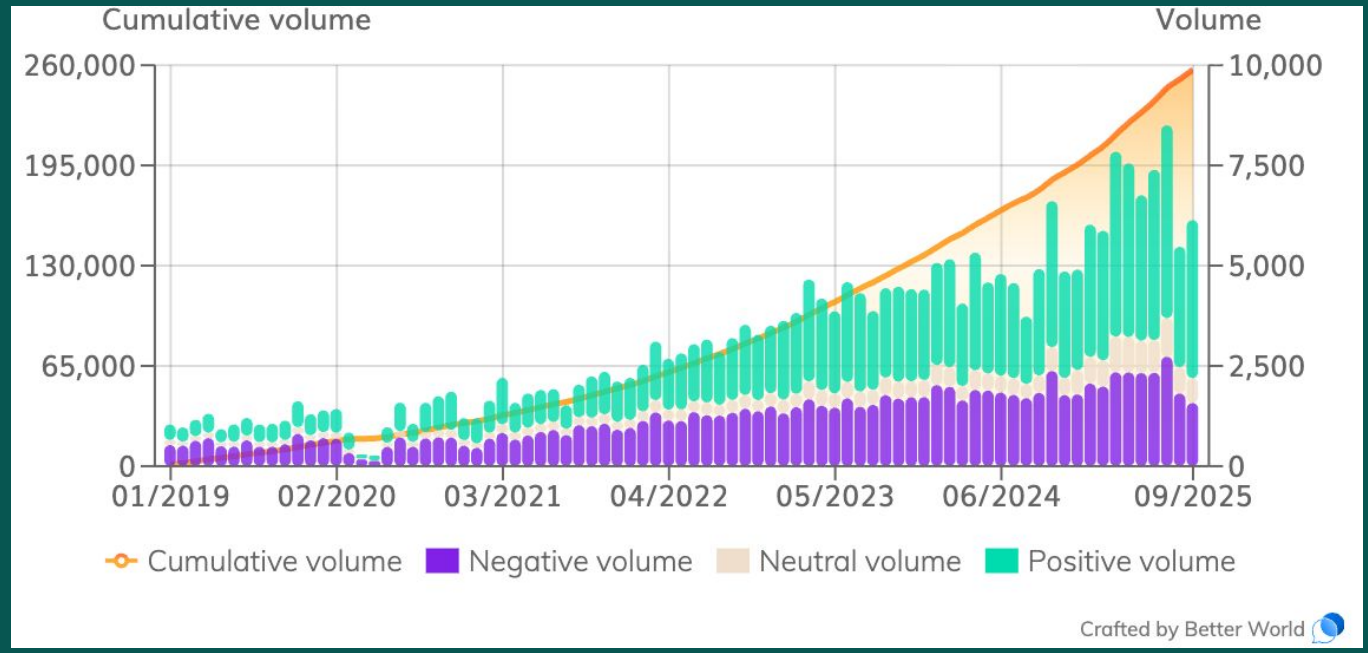
It shapes how we treat patients, colleagues, and problems

Often, it comes down to a simple phrase: “This is how we do things here”

Changing the culture means changing
the invisible daily reflexes

# When looking at the data…

More than 250k public patient feedback collected and analyzed by Better World's proprietary AI

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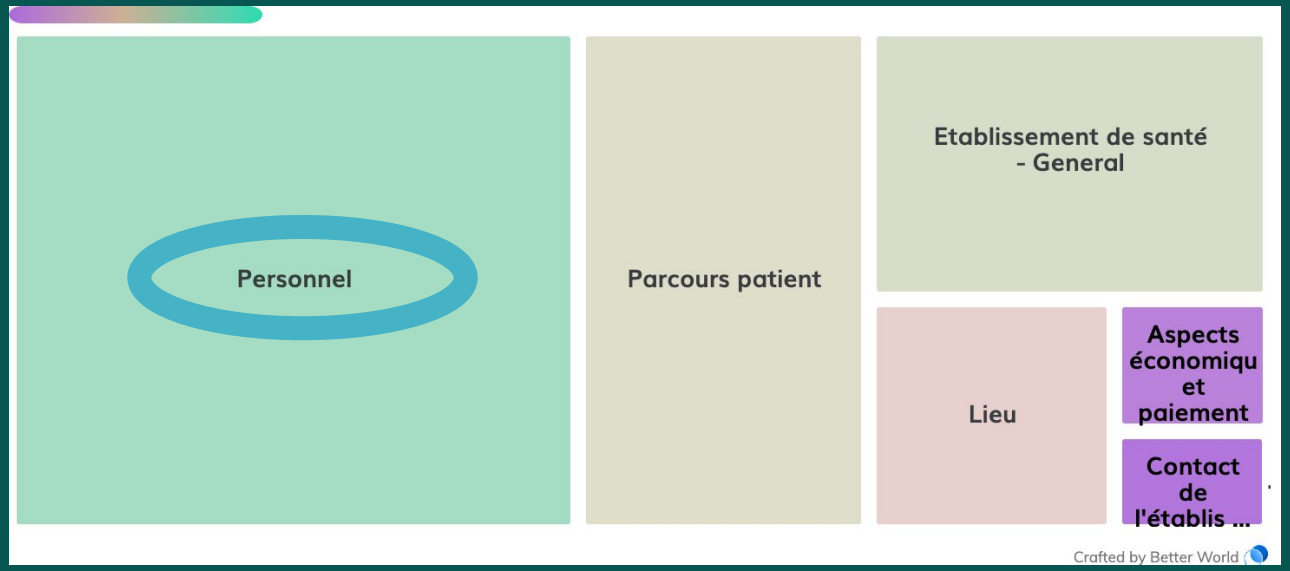
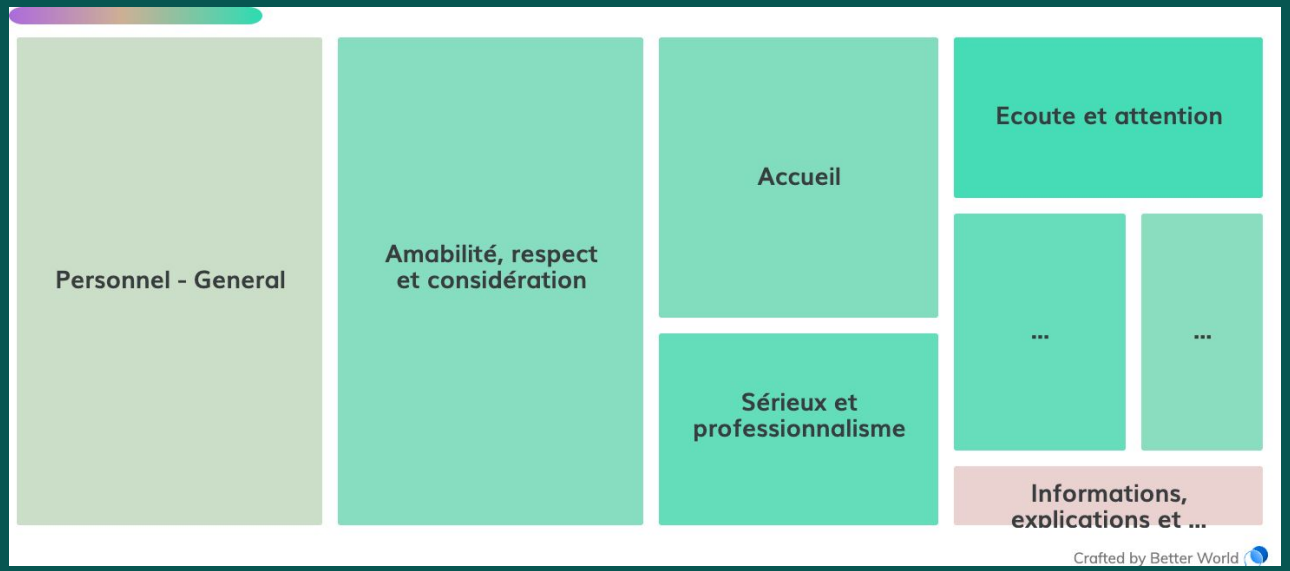
# When looking at the data…

**~60%** of patient feedback relates to relationships with Caregivers, directly impacted by Culture

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# Two illustrations across Europe

## Hôpital Simone Veil
## Paris region
## France

## Mary Elizabeths Hospital
## Copenhagen
## Danemark

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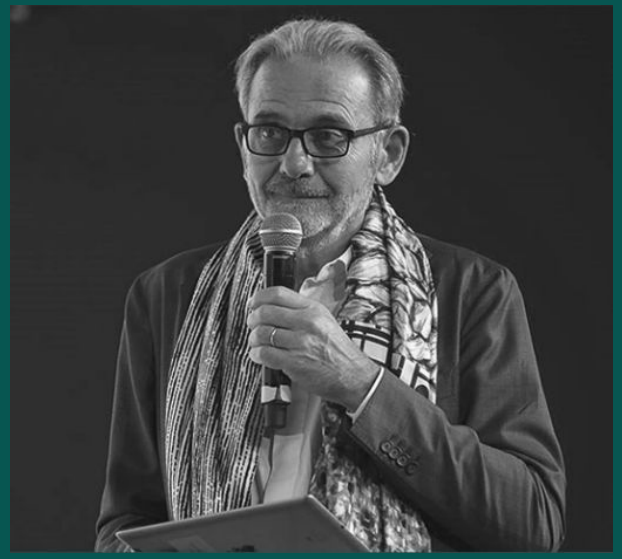
# Two illustrations across Europe

Hôpital Simone Veil
Paris region
France

Nathalie Sanchez
General Manager



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