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 patient perspective in the governance of institutions

SPX INTERNATIONAL COLLOQUIUM

Patient experience: giving meaning back to our professions

Marc Berna, MD, MBA

SHARED
PATIENT EXPERIENCE

Patient and staff experience interdependence

From patient experience to human experience

- Experiences are intimately linked and mutually reinforcing.
- Improving staff experience can enhance patient experience (Hong KJ et al., Healthcare 2021)
- Improving staff experience can enhance patient outcomes (Bragge P et al., BMJ Open 2025)
- Humanistic care aligns with professional motivation and well-being.

Patients and professionals

At the heart of improvement

- Both experiences are equally valued: symmetry of attentions.
- Patient experience is part of the hospital's strategy.
- We created a single question co-designed with a patient partner.
- We organized patient experience awareness sessions across the hospital.
- Shared experiential knowledge surfaces opportunities & best practices.
- A virtuous circle of satisfaction and care quality.

Show patients: “ What you experience every day matters! It’s important to us ! ”

From experience to feedback

Learning and improving

- The single question captures the direct voice of patients across services.
- The teams select and implement three improvements based on patient feedback.
- This is a progressive, structured, and participatory approach to meeting this challenge.
- From the outset, the objectives, methods, and expectations were made clear to all stakeholders: Transparent monitoring and communication.

Integrating the patient perspective means transforming continuous improvement into a human, shared process rooted in reality

By combining their perceptions with those of professionals, we can progress and guarantee a truly quality experience for all our patients, while strengthening the recognition and commitment of healthcare professionals.

Patient voice as experiential knowledge

Learning and improving

- Patient feedback = a source of organizational learning.
- Identifies what works and what needs improvement.
- Can enhance quality of care and staff engagement.
- Facilitates co-construction of care with patients and families.

Oxysoins at HRS

Re-thinking care

- Oxysoins is an innovative project to reorganize care delivery
- It aims to delegate non-care tasks to trained support teams in order to:
    1. Free quality time to caregivers
    2. Improve quality of life at work
    3. Strengthen human relationships and safety around the patient

Oxysoins at HRS

Breath to focus on the essential

Sometimes, we are breathless

Every day, nurses run.
They run to fill in forms.
They run to find a sheet.
They run after time…
… and sometimes, they lose their sense of meaning.

Meanwhile, patients wait.
Not only for a medicine.
But for a glance. A hand. A presence.

Oxysoins is about breath.
It is about balance.
It is an answer to a system that suffocates…
… to revive what truly heals:
The bond. The human touch. The essential.

Oxysoins at HRS

Humanistic care applied

For the teams:
A refocused job.
Less stress, more meaning.
Less workload, more presence.
A rediscovered identity.

For the patients:
Safer care.
Teams more available.
Less waiting, more listening.
More humanity.

For tomorrow:
An attractive profession.
An intelligent organization.
An institution that heals… and transforms itself.

Oxysoins. Rethink care.

Oxysoins is more than a project.
It is a vision.
It is an evolution.
It is a benevolent revolution.

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Conclusions:

- Patient and professional experience are inseperable.
- Oxysoins aims to demonstrate how organisation of care can impact staff engagement, patient experience and clinical results.
- Symmetry of attentions supports humanistic care and quality of care.
- Human experience is a lever for organisational transformation

SHARED PATIENT EXPERIENCE

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PATIENT EXPERIENCE