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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fhl

HWL HEALTHCARE WEEK LUXEMBOURG

COMMUNICATION SESSION

How care pathways can be improved by integrating the patient experience

SPX INTERNATIONAL COLLOQUIUM

A Welcome lounge at OR

A simplified pathway

Julio Parreira

SHARED PATIENT EXPERIENCE

HÔPITAL RIVIERA-CHABLAIS VAUD-VALAIS

What do we want

In connection with our strategic axes

Improvement of the quality of reception and preoperative care

Reduce preoperative stress and anxiety

Provide a safe and calm space before entering the operating room

Facilitate a high-quality first contact with the care team

Strengthening of personalized care management

Take the time to listen to the patient's concerns

Check the latest elements in a calm environment

Offer support tailored to the emotional and cultural needs of each patient

Improvement of the image and perception of the establishment

Humanization of care

Taking in to account the patient experience in the organization of services

Modernity and attention to detail

Improvement of working conditions for healthcare teams

Work in calmer and more structured organizational conditions

To enhance their relational and educational role with patients and families

Bernard Trottet
Patient Partner HRC

What does the partner patient say?

***Before the operation**, it is essential to **consider the impact on the patient's well-being**.*

*The possibility for the future **patient to go directly to this lounge** greatly helps to ease the stress related to the impending surgery.*

*This new lounge offers patients an **atmosphere of peace and comfort**.*

*The **medical staff** responsible for taking care of the future operated patients will also be able to **provide the necessary care in optimal conditions**.*

*The overall ambiance, the images on the walls, and the lighting provide a **pleasant feeling of soothing**.*

*The OR reception area becomes **the unique entry point** for all patients who need to undergo surgery. The procedures are streamlined (LEAN) and both **the medical staff and patients greatly benefit from it**.*

SHARED PATIENT EXPERIENCE

And what do our health professionals say?

Catia Tavares, RN

- I find that when patients go straight upstairs, care is often focused on organizing and managing the six patients already assigned in the morning. The time spent listening is limited.
- The new lounge has allowed me to take a more individualized approach and provide better quality care.

Karianne Forclaz, ASSC

- For me, this lounge is an advantage because before, we had to care for patients who were already hospitalized and welcome patients undergoing day surgery.
- This area is also more centralized in terms of the information we can give to patients and their families, providing a better overview of information such as operating room times, potential delays, expected procedure times, etc.
- It creates a calmer and less stressful environment for patients before their surgery.

KPIs

- **Patient satisfaction rate (postoperative questionnaire)**
- **Preoperative measured anxiety level**
- **Average time between reception and entry into the operating room**
- **Feedback from professionals on preoperative organization**
- **Number of incidents related to identifications or preoperative transmissions**

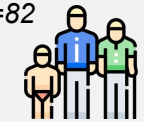
Survey results **before** and **after** the opening of the welcome lounge

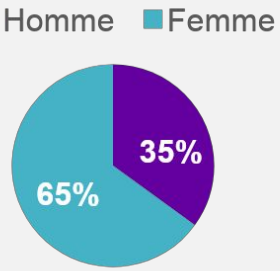
Before

From 17 February to 14 March 2025

Age moyen = 58.3 (18;85)

n =82





Whats matters to you?

- ***Trust in relationships***
- ***Friendly, caring, and qualified staff***
- ***Availability and professionalism of the staff***
- ***A clear, new and comfortable environment***
- ***Smile, positivity, availability***
- ***To have a warm and stress-free welcome***

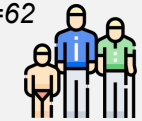
- *And the others: that everything goes well, that I can return safely, not have any pain, return to my normal life, etc...*

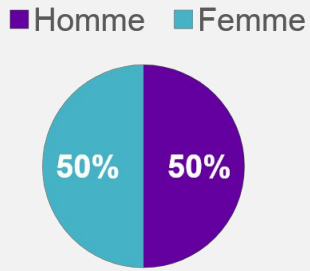
After

From 14 July to 14 August 2025

Age moyen = 59.0 (23;85)

n =62





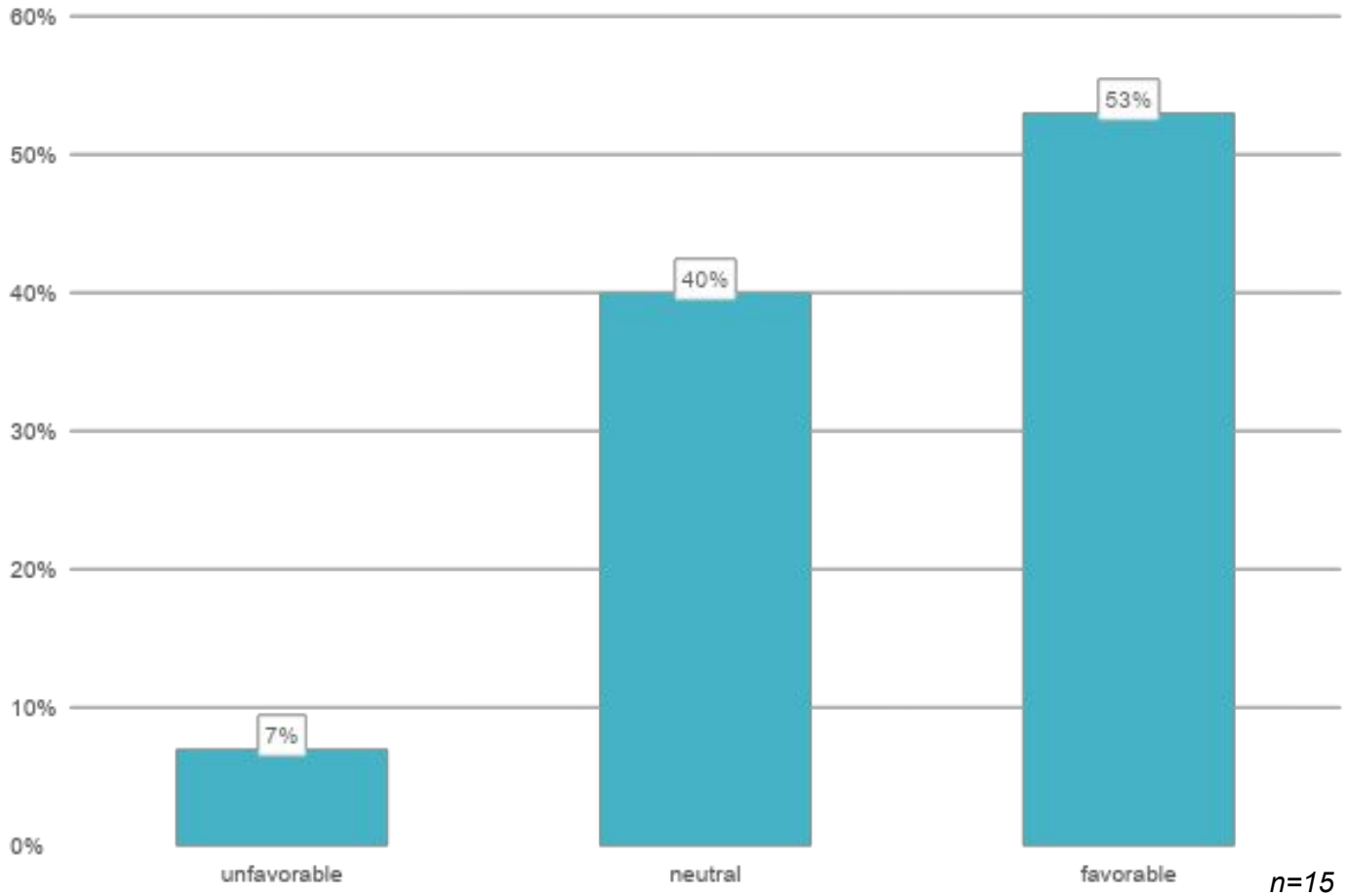
Whats matters to you?

- ***Efficiency, speed***
- ***Relaxing conditions***
- ***To be well informed and have answers to questions***
- ***Respect for the person***
- ***A smile***

- *And the others: that everything goes well, that I can return safely, not have any pain, return to my normal life, etc...*

Results

If you have been hospitalized with us before, how do you evaluate this change?

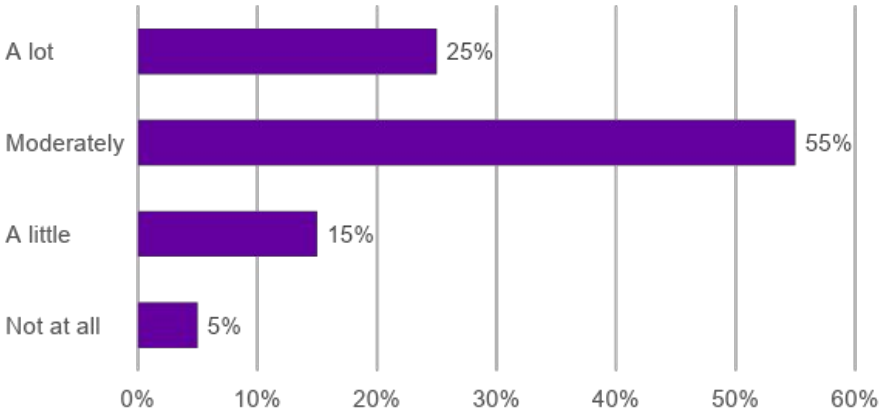


n=15

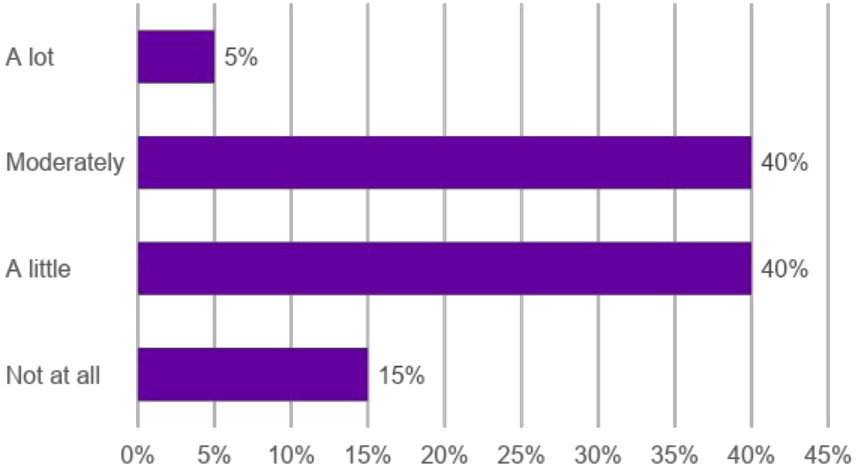
Results

Before *n =82*

I am tense / afraid

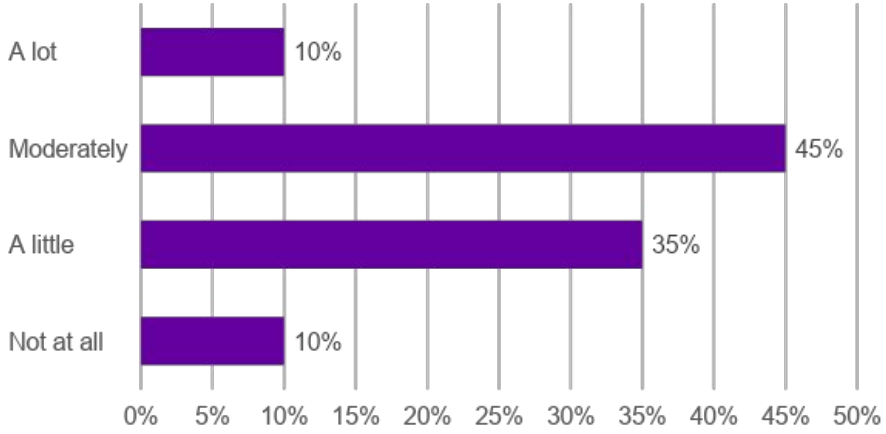


The information that was passed to me reassured me



After *n =62*

I am tense / afraid



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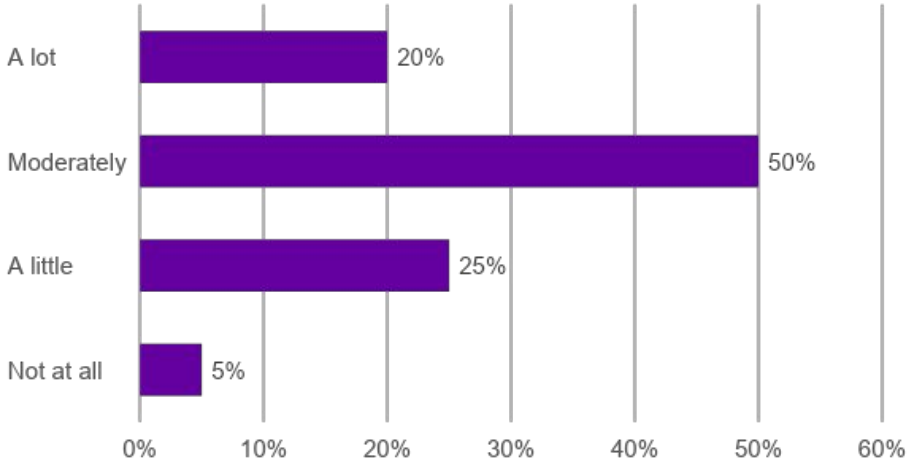

The creation of this welcome lounge is a high value-added action, both for the patient experience and for organizational performance.

It is fully aligned with our institutional strategic plan on the patient experience axis!

Thank you!

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SHARED
PATIENT EXPERIENCE