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Improving the patient experience through listening and acting

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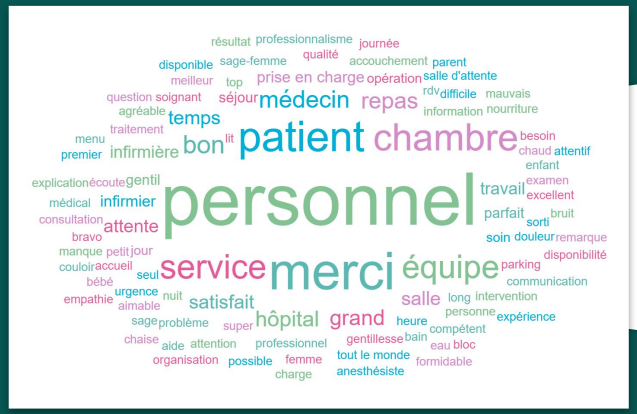
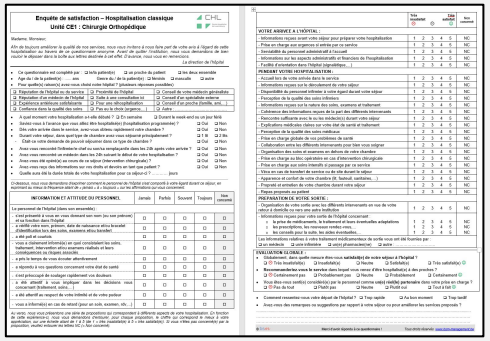
8th of Octobre 2025



SHARED PATIENT EXPERIENCE

Tools for listening to patients and/or their loved ones

- Complaints and grievances
- Patient interviews
- Patient focus groups
- Feedback from volunteers and patient partners
- Patient satisfaction surveys



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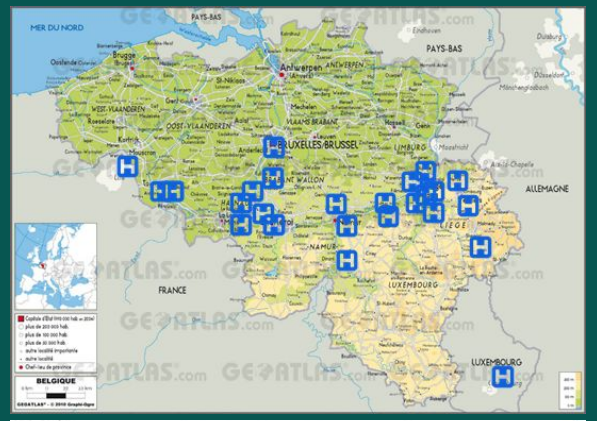
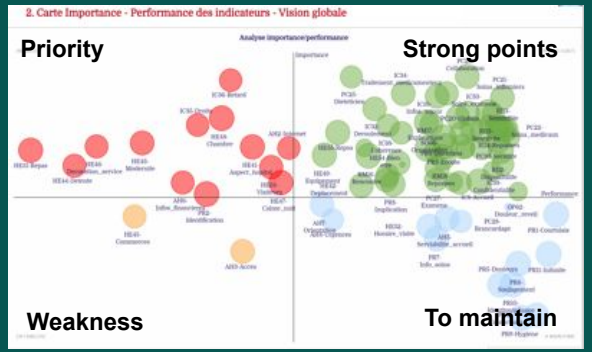
Patient satisfaction surveys

- Satisfaction questionnaires with benchmark (Attentes et Satisfaction des Patients et de leur Entourage (ASPE)) :
  - Specific surveys for different types of units
  - Benchmark with hospitals in Belgium, Switzerland and Luxembourg
  - Year-on-year internal comparison
  - Identification of priorities
  - More than 3,200 responses in 2024 with >1000 free text comments
- Internal satisfaction surveys

2024

01	02	03	04	05	06	07	08	09	10	11	12
Hospitalisation classique – ASPE											
Maternité – ASPE											
Pédiatrie – ASPE (continué de 2023)								Pédiatrie – ASPE (continue en 2025)			
Gériatrie – ASPE (continué de 2023)											
Psychiatrie – ASPE (continué de 2023)											
		Médecine nucléaire – ASPE									
				Hôpital de jour – ASPE							





Patient focus groups: Hearing the patients' voice

Problem description:
Including the patients' voice within a defined framework, linked to projects and/or priority setting

Action:
- Call for participation with a pre-selection by care teams (patient suitability)
- Organisation of patient focus groups with guided discussions

Impact and patient feedback:
- Identification of patient priorities
- Comparison of the professionals' priorities / ideas and those of the patients
- Patient input used to decide on projects at the CHL

Challenges:
- Time investment by both patients and professionals

Déroulement (indicatif)

Accueil et introduction	9h30 - 10h00
Votre prise en charge au CHL	10h00 - 10h40
Pause	10h40 – 10h50
Votre prise en charge au 23 HS	10h50 – 11h05
Recueil d'idées d'amélioration	11h05 – 11h45
Conclusion et prochaines étapes	11h45 – 12h00

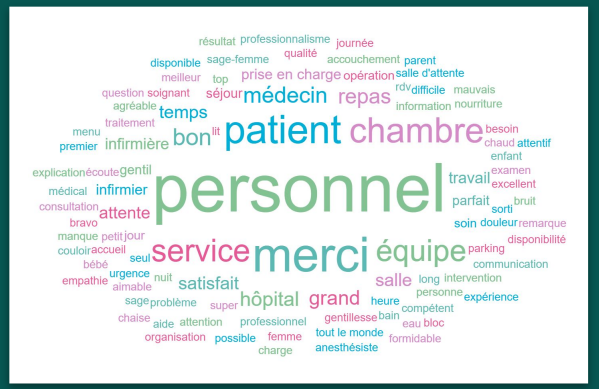
Patient Experience Committee

Driving force for prioritising and implementing projects

Multidisciplinary composition (Management, Care, Medical, Medical secretariat, HR, Logistics, Communication, Corporate Social Responsibility, Quality)

Scope of projects:

- Patient well-being
- Interaction with patients and their families
- Patient management (care pathway)
- Day-to-day patient involvement
- Adapted and modern methods of communication



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« I’m lost – where do I have to go? »

Welcome and guidance volunteers

ACTION

Problem description:

« Ease of orientation in the hospital »

	CHL	ASPE
2023	83	86

Action:

- Since Mai 2024, 11+ volunteers for the welcome and guidance of patients
- Since August 2025, volunteers have been guiding patients in the paediatric hospital
- Volunteers visit patients in social isolation (internal medicine and neurology)

Impact and patient feedback:

- Improvement of « Ease of orientation in the hospital »
- Positive feedback form volunteers
- Improvement suggestions from volunteers

2023	2024
83	85

Challenges:

- Standardisation of the HR aspects (recruitment, training,…)
- Coordination of recruitment

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« I saw the medic, but I have so many more questions about how to deal with this on a daily basis…»

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Patienten House

ACTION

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Patienten House

QU'EST-CE QUE LE « Patienten House » DU CHL ?

Un lieu d'accueil, de soutien, de rencontre et d'information.

- Être le trait d'union entre les patients, leurs familles et l'hôpital.
- Améliorer l'accompagnement des patients et de leurs proches dans leur parcours de soins.
- Répondre aux préoccupations de tous en matière de santé.
- Offrir des ressources complémentaires pour aborder le retour à domicile avec la maladie.
- Ajouter à l'après hospitalisation un espace d'échange pour l'intégration de la maladie dans la vie de tous les jours sur base de l'expérience patient.

PATIENTEN HOUSE
LES ASSOCIATIONS

- ALAN - Maladies Rares Luxembourg
- Afa crohn RCH France
- Ambulanz Wonsch a.s.b.l.
- Association Luxembourgeoise des Intolérants au Gluten
- ALLM - L'Association luxembourgeoise de lutte contre la mucoviscidose
- Amicale des Patients de l'INCCI
- Association des familles ayant un proche atteint de Psychose au Luxembourg asbl
- Association d'Aide aux Personnes Epileptiques
- Association Luxembourg Alzheimer
- Association Spama
- Association Luxembourgeoise des Groupes Sportifs Oncologiques Asbl
- Association Luxembourgeoise des Groupes Sportifs pour Cardiaques
- Association Luxembourgeoise du Diabète et la Maison du Diabète
- Association Luxembourgeoise d'Aide aux Enfants Cardiaques
- Association Nationale des Victimes de la Route
- Blëtz Asbl
- D'Ligue - Santé Mentale
- Den-i asbl - Syndrome de Marfan
- Dialyse Patienten Lëtzebuerg a.s.b.l.
- Don de Moelle a.s.b.l.
- Europa Donna Luxembourg
- Fédération Luxembourgeoise des Associations de Sport de Santé
- Fondation Cancer
- Fondatioun Kriibskrank Kanner
- HörgeschädigtenBeratung - Patients déficients auditifs
- ILCO-LUX
- Ligue Luxembourgeoise d'Hygiène Mentale
- Lipödem Lëtzebuerg asbl
- Luxembourg Allergy Network
- Mäi Wëllen Mäi Wee
- Multiple Sclérose Lëtzebuerg
- Omega 90
- Parkinson Luxembourg a.s.b.l.
- TRISOMIE 21 Lëtzebuerg a.s.b.l.
- Waërtvollt Liewen a.s.b.l.
- Wonschkutsch a.s.b.l.

SHARED PATIENT EXPERIENCE

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« I hope I won’t be served the standard menu again! »

SHARED PATIENT EXPERIENCE

Dedicated meal ordering team

ACTION

Problem description:

« Meals offered to patients »

CHL	ASPE
69	79

Action:

- Setting up a dedicated team to take meal orders in the oncology, general surgery, cardiology and maternity units
- Team made up of CHL staff undergoing professional redeployment

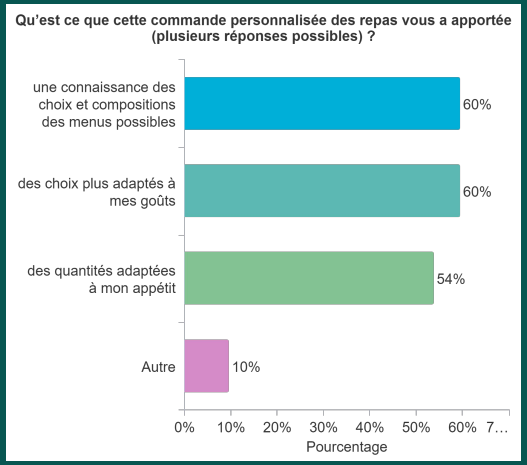
Impact and patient feedback:

2022	2023	2024
69	69	75

- Amelioration « Meals offered to patients »
- 100% recommendation from patients to maintain this team
- Staff: significant reduction in their absenteeism rate
- Significant reduction in domestic waste (trays ordered are consumed)

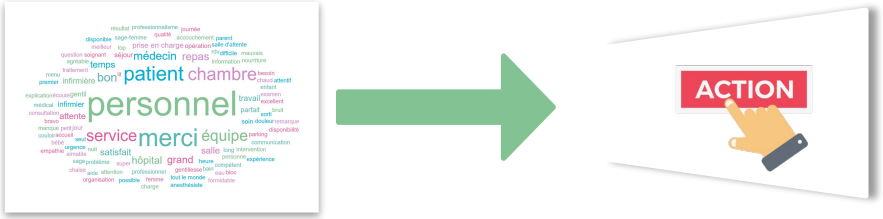
Challenges:

- Funding for the staffing of the meal ordering team
- Extending the scope of the project to other units, which are in demand
- Project with the Agency for Employment Development (ADEM)



Conclusion

Conclusion



- **Inclusion of the patient via multiple ways** : focus groups, patient partners at the PatientenHouse, patient interviews and systematic patient satisfaction questionnaires.
- Patient feedback helps **identify and prioritise** improvement projects and justify investments.
- The **Patient Experience Committee** as a driving force for project implementation.
- **Projects with measurement** of the positive impact on the patient experience, through indicators and/or qualitative data.

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THANK YOU !

SPX SHARED PATIENT EXPERIENCE