

#SPXALWAYSON

2021 International Colloquium

PRACTICAL
EXPERIENCES IN
HOSPITAL
INSTITUTIONS

ALWAYS ON SERIES | MAY - NOVEMBER 2021

SHARING FOR IMPROVEMENT: PATIENT EXPERIENCE IN PRACTICE

INTRODUCTION

Outstanding progress has been made in defining and developing the conceptual framework of the patient experience, given its increasingly central role in healthcare institutions as the third pillar of quality of care.

These conceptual and methodological foundations are being applied and tested, which has allowed for an evolutionary dynamic of concepts, methodologies and tools related to the patient experience. However, these approaches remain isolated.

Healthcare organizations need to take up the challenge of consolidating the patient experience paradigm, and systematically implement evaluation strategies to use the results in order to generate change. Convincing skeptical professionals, generating scalable proposals and evaluating the results of interventions are some of the challenges for healthcare organizations.

There are no "miracle solutions", and for this reason, SPX has a clear proposal: share to improve.

In this sense, the new 2021 edition of the International Colloquium SPX ALWAYS ON wants to share real experiences.

HOSPITALS AGENDA

AUGUST - NOVEMBER | 4 to 6 pm (CEST)

Each hospital will present its "Patient Experience" strategy, the most significant PX initiatives and the results obtained.

After the completion of each session a report will be produced with the key messages of the presentations and the conclusions of the debates, and will be delivered to all registrants.



AUGUST 24 - Geneva, SWITZERLAND
HÔPITAUX UNIVERSITAIRES GENÈVE



SEPTEMBER 7 - Riga, LATVIA
CHILDREN'S UNIVERSITY HOSPITAL



SEPTEMBER 21 - Paris, FRANCE
HÔPITAUX FOCH



OCTOBER 19 - Barcelona, SPAIN
HOSPITAL CLÍNIC BARCELONA



Sant Joan de Déu
Barcelona · Hospital

NOVEMBER 2 - Barcelona, SPAIN
HOSPITAL SANT JOAN DE DÉU



NOVEMBER 9 - Gent, BELGIUM
AZ MARIA MIDDELARES

HOSPITALS PARTNERS

AUGUST - NOVEMBER | 4 to 6 pm (CEST)

HÔPITAUX UNIVERSITAIRES GENÈVE

AUGUST 24 - Geneva,
SWITZERLAND

<https://www.hug.ch/>

Sylvie Touveneau, Patient partner program manager, Care department

University hospital, with 64,134 admissions, 22,409 surgeries, 163,521 emergency room visits, 83 organ transplants and 4,020 births (2020).

CHILDREN'S UNIVERSITY HOSPITAL

SEPTEMBER 7 - Riga, LATVIA

www.bkus.lv

Vita Steina, Head of Patient experience and Customer service

Specialized mother-child hospital, with 11,484 emergencies, 110,985 unique patients, and 334,414 consultations (2019).

HÔPITAL FOCH

SEPTEMBER 21 - Paris, FRANCE

www.hopital-foch.com

Valérie Moulins, Director of Communication and Patient Experience

General hospital, which annually receives 63,586 admissions, 12,936 surgical stays, 188,000 consultations, and 55,000 emergency room visits.

HOSPITAL CLÍNIC

OCTOBER 19 - Barcelona, SPAIN

www.clinicbarcelona.org

Josep Maria Campistol, CEO of Hospital Clínic, Barcelona, Spain

University hospital, with 44,035 admissions, 23,198 surgeries, 499 organs transplanted, 3,035 births (2019).

HOPITAL SANT JOAN DE DÉU

NOVEMBER 2 - Barcelona, SPAIN

www.sjdhospitalbarcelona.org

Manel del Castillo, CEO of Hospital Sant Joan de Déu, Barcelona, Spain

Specialized and referral university mother and child hospital, which annually receives more than 18,000 admissions, 13,000 surgeries, 3,500 deliveries, 120,000 emergency services and 230,000 outpatient consultations.

AZ MARIA MIDDELARES

NOVEMBER 9 - Ghent, Belgium

<https://www.mariamiddelares.be/>

Linda Staessen, Quality Coordinator

General hospital which annually received more than 65,000 admissions per year, 1,900 births, this with 1,850 employees and more than 200 doctors.

REGISTRATION AND PRICING

Two modalities of participation in the SPX ALWAYS ON 2021 INTERNATIONAL COLLOQUIUM have been considered:

1) Free access

- Videos presentations

2) Paid registration

- Videos presentations
- On-line debates that will follow each of the conferences
- Full report of each lecture and presentation

PRACTICAL EXPERIENCES

1 HOSPITAL	40 EUR
3 HOSPITALS	90 EUR
6 HOSPITALS	150 EUR

Discounts and offers are planned for all members of the association, more information at info@spexperience.org

Visit our site for registration.

<https://spexperience.org/fr/colloques/colloque-2021/>

Transfer to be made to account BE48 3631 0472 9627

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