



PROGRAM – VI PATIENT EXPERIENCE CONGRESS

09:00 - 09:30 | CONGRESS OPENING.

Welcome by the health authorities and congress organizers.

- Jesús Fernández Sanz: Regional Minister of Health of Castilla-La Mancha.
- Miguel Ángel Valverde Menchero: President of the Provincial Council of Ciudad Real.
- Isabel Campanario López: Managing Director of the Integrated Healthcare Management of Ciudad Real.
- Carlos Bezos Daleske: CEO, Patient Experience Institute, Madrid.
- Birgitte Drewes: Deputy Director, Danish Patient Safety Authority, Ministry of Health, Denmark.

09:30 - 11:00 | SESSION 1: INNOVATION AND ADVANCED TECHNOLOGIES IN HEALTHCARE

Moderator: Iñaki Gutiérrez Ibarluzea. Director of Health Research, Innovation and Evaluation, Department of Health, Basque Government.

SPEAKERS:

• IMPACT OF PATIENT EXPERIENCES ON CLINICAL PRACTICE

Speaker: Francisco Camaralles Guillem. Family Physician, Infanta Mercedes Health Center, Madrid.

• INTEGRATION OF TECHNOLOGIES AND DATA INTO THE HEALTH SYSTEM

Speaker: Óscar Solans Fernández. Catalan Health Service. eHealth Functional Manager, Barcelona.

• ICHOM: MEASURING WHAT MATTERS MOST TO PATIENTS. IMPROVING GLOBAL HEALTH OUTCOMES THROUGH STANDARDIZED, PATIENT-CENTERED DATA

Speaker: José Delgado. Director of Strategic Partnerships, International Consortium for Health Outcomes Measurement (ICHOM), USA.

• PATIENT PARTICIPATION

Speaker: Sara Granada Aguilera. Elite Athlete, HSRE. International MVP. Social Educator. Speaker on Disability.

KEY TOPICS: EQUITY IN ACCESS TO TECHNOLOGIES, PATIENT PARTICIPATION IN INNOVATION, ETHICAL ASPECTS, AND SUSTAINABILITY.

11:00 - 11:30 | COFFEE BREAK

11:30 - 13:00 | PANEL 2: SHOULD PREMs BE INCLUDED IN THE VALUE EQUATION?

Moderator:

Manel Santiñà Vila, Past-President of the Spanish Society for Healthcare Quality. Barcelona.

Speakers:

- **HOW TO INCORPORATE PREMs INTO DECISION-MAKING**
Adriana Pascual Martínez. Medical Director of Hospital Infanta Elena. Madrid.
- **SHOULD PREMs BE CONSIDERED OUTSIDE THE VALUE EQUATION?**
Carolina Varela Rodríguez, Medical Specialist, Hospital 12 de Octubre and Researcher at IMAS12. Madrid.



Guest Country: Denmark



- **PREMs AND THEIR IMPACT ON THE VALUE EQUATION**
Borja García Lorenzo. Health economist. Principal investigator. Biosistemak Institute. Bilbao.
- **USE OF PREMS DATA IN COST AND VALUE RATIOS. RESULTS OF THE ESBV BS3 GROUP IN 43 HOSPITALS IN SPAIN ACROSS 5 INDICATIONS**
Emmanuel Giménez García, Hospital Vall d'Hebron. Barcelona.
- **PREMs AS A STRATEGIC FACTOR IN LATVIAN UNIVERSITY HOSPITALS**
Vita Steina, Advisor to the Minister of Health on Patient Experience, Ministry of Health of Latvia. LETONIA.
- **PATIENT PARTICIPATION**
Patricia Ripolls Ros. Visible Foundation.

KEY TOPICS: USE OF PREMS IN QUALITY ASSESSMENT, IMPACT ON HEALTH POLICY, CHALLENGES IN IMPLEMENTATION

13:00 - 14:30 | LUNCH

14:30 - 15:30 | SESSION 3 (DEBATE): PARTICIPATION IN HEALTHCARE – MYTH OR REALITY?

Moderation and introductory presentation to the debate:

Birgitte Nørgaard. Professor, University of Southern Denmark.
Patient participation and experience in research and decision-making.

DEBATE QUESTIONS:

- Does participation in healthcare make sense?
- Does it have a real impact on transforming health systems?
- How can we design effective participatory structures?
- How can we prevent participation from being merely symbolic?

SPEAKERS:

- Raül Serra. Coordinator, Secretariat for Healthcare and Participation, Department of Health, Government of Catalonia.
- Amalio Alejandro Rey García. Director, Emotools, Madrid.
- Inés María Losa Lara. Treasurer, Platform of Patient Organizations (POP), Madrid.
- José Joaquín Mira Solves. Full Professor, Miguel Hernández University, Alicante.

KEY TOPICS: REAL IMPACT VS. SYMBOLIC PARTICIPATION, BARRIERS AND ENABLERS, SUCCESS STRATEGIES, ROLE OF TECHNOLOGY IN HEALTHCARE PARTICIPATION.

15:30 - 16:15 | PRACTICAL CASE: COLLABORATIVE PROJECT “INMUNOEXP”

InmunoExp is a collaborative project across different regions of Spain, where several autonomous communities are working together to improve care for immune-mediated diseases. The initiative brings together more than 30 hospitals and over 500 patients and healthcare professionals

MODERATOR: Carlos Martín, SESCOAM

SPEAKERS:

- **Mónica Robles García.** Technical Director of Quality and User Services at the Regional Ministry of Castilla y León



Guest Country: Denmark



Experience of the Autonomous Community of Aragon in the Inmunoexp Project

Mabel Cano del Pozo. Head of the Department of Care and Health Literacy. Directorate General of Care and Humanization. Department of Health of Aragón

- **M^a José Serrano.** Position to be confirmed.
- **Patient participating in workshops (to be confirmed)**

KEY TOPICS: GENUINE PARTICIPATION OF PATIENTS AND PROFESSIONALS, CROSS-REGIONAL LEARNING, BARRIERS AND OPPORTUNITIES TO IMPROVE HEALTHCARE, NEXT STEPS, AND SCALABILITY OF THE APPROACH

16:15 - 17:15 | SESSION 4: TRANSPARENCY, TRUST, AND EQUITY

MODERATOR: Elena Fernández Cano. Head of Nursing Management, Madrid Regional Health Service (SERMAS), Madrid.

SPEAKERS:

• **LET'S TALK ABOUT EQUITY: SOCIAL DETERMINANTS OF HEALTH AND MULTICULTURALISM**

Speaker: Ignacio Peña Ruiz. Coordinator, "Health Among Cultures" Program, Ramón y Cajal University Hospital, Madrid.

• **LET'S TALK ABOUT TRANSPARENCY: THE IMPORTANCE OF DATA AND ITS GOVERNANCE FOR EQUITABLE, PATIENT-CENTERED HEALTHCARE**

Speaker: David Novillo Ortiz. Unit Head, Data and Digital Health, World Health Organization (WHO), Regional Office for Europe.

• **LET'S TALK ABOUT TRUST: PRIMARY CARE AS A SPACE FOR STRUCTURAL AND INSTITUTIONAL TRUST, AND LEADERSHIP AT THE FIRST LEVEL OF CARE**

Speaker: Carlos Peña Laguna. Deputy Director of Primary and Social Healthcare Nursing, Integrated Healthcare Management of Ciudad Real.

• **LET'S TALK ABOUT PARTICIPATION: ACTIVE CITIZEN ENGAGEMENT IN HEALTHCARE**

Speaker: Jesús Ignacio Meco Rodríguez-Manzaneque. Director, "Poco Frecuentes" Association, Madrid.

KEY TOPICS: RELATIONSHIP BETWEEN TRUST AND QUALITY OF CARE, SOCIAL DETERMINANTS OF HEALTH, ROLE OF PATIENTS IN HEALTHCARE GOVERNANCE.

17:15 - 17:30 | PLENARY LECTURE:

Laura Cooley, *Journal of Patient Experience*.

17:30 - 18:00 | AWARDS CEREMONY AND CLOSING SESSION

- Presentation of diplomas for the *University Course on Patient Experience* issued by Rey Juan Carlos University.
- Presentation of awards for the best poster communications of the congress.



Guest Country: Denmark