



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.
- Félix García-Giralda: Principal Advisor (Health & Life Sciences), Embassy of Denmark

09:30 - 10:00 | OPENING ADDRESS

HOW RELEVANT PATIENT PARTICIPATION IMPROVES HEALTH CARE – A PATIENT SAFETY PERSPECTIVE

Birgitte Drewes, Deputy Director of the Danish Patient Safety Authority, Ministry of Health of Denmark

10:00 - 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 Camarellas 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 Santià Vila, Past-President of the Spanish Society for Healthcare Quality. Barcelona.



Guest Country: Denmark



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.
- **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

13:00–13:30 | PLENARY LECTURE

Laura Cooley, *Journal of Patient Experience*

13:30 - 15:00 | LUNCH

15:00–16:15 | PANEL 3: PATIENT PARTICIPATION IN HEALTH CARE – MYTH OR REALITY?

Chairs:

Laura Collada, President of the Patient Experience Committee, GAICR–Health Service of Castilla-La Mancha.
Cani Añó, Regional Coordinator for Social Participation in Health, Regional Ministry of Health of Castilla-La Mancha.

PANEL DISCUSSION. 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.



Guest Country: Denmark



16:15 - 17:00 | 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: Chair: Carlos Martín, Sociologist, Directorate-General for Humanisation and Social and Health Care, Regional Ministry of Health of Castilla-La Mancha.

SPEAKERS:

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

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

17:00 - 18:00 | 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 PARTICIPATORY GOVERNANCE: POLICIES AND REGULATIONS THAT PROMOTE PATIENT PARTICIPATION AND EXPERIENCE IN RESEARCH AND DECISION-MAKING

Birgitte Nørgaard, Professor at the University of Southern Denmark

• 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.



Guest Country: Denmark



18:00 - 18:30 | 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.

18:30 | CLOSING SESSION

- Isabel Campanario López, Managing Director, Integrated Care Management of Ciudad Real – SESCAM



Guest Country: Denmark



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