



CENTRUM  
KLANTERVARING ZORG



# Amsterdam

RAI Conference Venue

## European Public Health Conference

# 1st international pre-conference

Integrating the patients' perspective  
in health care

*How can feedback on patients' experiences help to empower patients and to improve the quality of care?*

# Pre-conference

# 10 November 2010

## Theme

In the modern discourse, patients are no longer passive subjects, but partners in the management of their own health care, active information seekers and an important source of feedback on health care quality.

Giving patients the opportunity to feed back on aspects such as clinical effectiveness, safety and the process of health care delivery (information, communication, involvement in decision making etc.) can help to achieve two major health aims. Firstly, it allows patients to become more empowered. And secondly, the feedback can be used to enhance the safety and quality of care for future patients.

This pre-conference seeks to explore how these goals can be achieved and which conditions need to be met. The following questions are addressed:

- How should patient feedback be generated, in other words, how can patient experiences with health care quality be measured in a valid, reliable and comparable way?
- How should this information be communicated to an audience of fellow and future patients and to an audience of healthcare managers and providers?
- Under which conditions can this information help patients to choose good quality providers?
- Under which conditions can this information help health care managers and providers to improve the quality of care?

In this pre-conference, we specifically seek to combine relevant insights from research in the field of measuring patient experiences, the field of health literacy and health education, and the field of quality of care.

## Programme

Chair: Prof. Niek Klazinga, OECD Health Care Indicators Project

11.00 - 12.00	Opening & welcome Keynote lecture by prof. Judith Hibbard, University of Oregon
12.00 - 13.00	Parallel session 1 Workshops and single presentations selected by the scientific committee
13.00 - 14.00	Lunch
14.00 - 15.00	Invited workshops
15.00 - 16.00	Parallel session 2 Workshops and single presentations selected by the scientific committee
16.00 - 16.30	Coffee break
16.30 - 17.30	Parallel session 3 Workshops and single presentations selected by the scientific committee
17.30 - 18.30	Keynote lecture by prof. Martin McKee, European Centre on Health of Societies in Transition, London School of Hygiene and Tropical Medicine
18.30	Closing

## Costs

Pre-conference only  
€ 150

In combination with main conference  
€ 100

Registration on:

[eupha.org/site/  
upcoming\\_conference.php](http://eupha.org/site/upcoming_conference.php)



## Abstract submission

All interested researchers, policy makers, or members of consumer or patient organizations are invited to submit their abstracts by 1 May 2010 via [eupha.org/site/upcoming\\_conference\\_abstract\\_submission.php](http://eupha.org/site/upcoming_conference_abstract_submission.php). You can submit abstracts via either 'Research' or 'Workshop'. After you have logged in, make sure to select '1st International Pre Conference' in the online abstract submission form under 'topics'.

You can submit abstracts for single presentations or for workshops. The time slot available for a workshop is one hour. The time available for a single abstract is 10 minutes for presentation plus 5 minutes for discussion. Single abstracts will be clustered into parallel sessions (4 abstracts per session) by the organizers.

The conference language is English. Abstracts should also be in English. All submitted abstracts are evaluated by the scientific committee. Notification of acceptance or rejection will be posted mid-June 2010.

## Who should attend?

Researchers, policy makers, patient or consumer organizations, healthcare managers and professionals who are or wish to be involved in generating and using patient feedback.

## Information / contact:

Prof. Diana Delnoij

[d.delnoij@centrumklantervaringzorg.nl](mailto:d.delnoij@centrumklantervaringzorg.nl)

## Scientific committee

Elaine Whittaker, Picker Institute Europe

Ian Seccombe, Care Quality Commission

Jany Rademakers, NIVEL

Michelle Hendriks, NIVEL

Dolf de Boer, NIVEL / Centrum Klantervaring Zorg

Laura Koopman, NIVEL / Centrum Klantervaring Zorg

Diana Delnoij, Centrum Klantervaring Zorg / Tranzo

Marloes Zuidgeest, Tranzo

Tit Albreht, EUPHA section Health Services Research

Judith de Jong, EUPHA section Health Services Research