

Pre-conference EUPHA
5-6 November 2008, Lisbon Portugal

Training seminar on measuring patient experiences in health care

Organised by the EUPHA Section on Health Services Research

Content of the training

Participants will learn why and when it is useful to measure patient experiences in health care and how this can be done. The focus will be on the different perspectives from which patient experiences can be measured: consumer choice information, quality information for purchasing agencies and quality information for health care professionals. The training will be a mix of lectures and an interactive group assignment in which participants will develop a short questionnaire. Feedback on the assignment will be provided by senior researchers in the field of measuring patient experiences. It is necessary that participants have basic knowledge on how to develop a questionnaire.

Number of participants: 20-30

Preliminary program

Wednesday November 5th

13.00-13.15	Welcome and introduction
13.15-14.00	Lecture Prof. Niek Klazinga (UvA/AMC-OECD): Measuring patient experiences in health care in Europe; three different perspectives
14.00-14.45	Lecture Dr. Jany Rademakers (NIVEL): Measuring experiences with health care rather than satisfaction; examples of questionnaires (to be confirmed)
14.45-15.00	Coffee-thea break
15.00-17.00	Assignment: developing a short questionnaire on patient experiences

Thursday November 6th

9.00-9.15	Introduction
9.15-11.30	Presentations by participants on the results of the assignment
11.30-12.00	Lecture Dr. Michelle Hendriks (NIVEL): How to develop and test an questionnaire on patient experiences in health care: The Consumer Quality Index.

Faculty:

Prof. Niek Klazinga; Academic Medical Centre, University of Amsterdam/OECD Health care indicators project

Jany Rademakers, Ph.D.; NIVEL

Judith de Jong, Ph.D.; NIVEL/vice-president EUPHA section Health Services Research

Michelle Hendriks, Ph.D.; NIVEL