



International Experience Exchange
with Patient Organisations

IEEPO Position Paper toolkit 2022

Last updated: March 2022



Introduction



This toolkit is designed to:

- ▶ Support your understanding of the [International Exchange Experience with Patient Organisations \(IEEPO\)](#) 2021 Position Paper, [Humanising Healthcare: A Call for Transformational Change](#).
- ▶ Help you engage with your key stakeholders about the Position Paper and its contents.

The toolkit will be updated on a regular basis to provide additional content aligned with agreed IEEPO activities and events that support the Position Paper. If you have any queries or questions about the IEEPO Position Paper please contact IEEPO team (global.ieepo@roche.com) or the **IEEPO Secretariat** (IEEPOSecretariat@hkstrategies.com).

IMPORTANT: *If you use any content from the Position Paper in any materials you create, make sure to credit IEEPO and the appropriate external advisory committee member as below ([more information](#)):*

1. *Humanising Healthcare: a call for transformational change. IEEPO (2021). Available at: <https://www.ieepo.com/en/ieepo-position-paper/about.html>. Accessed March 2022.*

“

Humanising Healthcare means:

Healthcare systems should be built around the needs of those that use them; putting people at the heart of what we do is the focus of humanised healthcare. By working together we can bring about transformative change and create a better, fairer, and more sustainable healthcare system, for all.

[IEEPO External Advisory Committee](#)

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Disclaimer



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IEEPO Position Paper Toolkit Contents



**IEEPO Position Paper
key slides**



Lay language summaries
for each chapter of the
IEEPO Position Paper



Discussion guide
to support outreach and sharing of
the IEEPO Position Paper
with your stakeholders



Case studies
to share best practice



Useful links
to IEEPO resources

IEEPO Position Paper key slides



About the key slides:

The IEEPO Position Paper key slides summarise the content of the paper and its contents, including what it is, what it hopes to address, why humanising healthcare is important and an overview of the calls to action that the paper identifies.

How can you use this to support your local work?

You might find it useful to use these key slides when you want to discuss the rationale and objectives of the Position Paper with your audience.

For example:

- ▶ When educating colleagues or other patient groups about why the Position Paper was developed.
- ▶ At briefing meetings with stakeholders when introducing the paper and its contents to ensure understanding of the need to humanise healthcare.



Click the above image to access the key slides, a link can also be found in the [Asset Bank](#) section of this toolkit



Did you know?

You can use the IEEPO LEARN Library to find tools to support you in Humanising Healthcare in your local area?

Lay language summaries



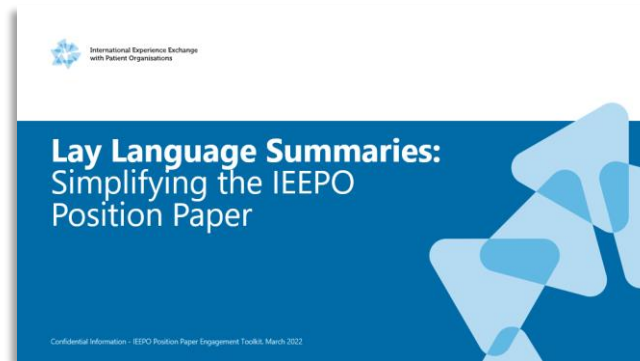
About the lay language summaries:

The lay language summaries provide a brief overview of the full position paper and each chapter when you only have limited time to share details of the IEEPO Position Paper. They provide an update of each of the five chapters in simple, lay language.

How can you use this to support your local work?

You might find these short, simple summaries useful when talking to your stakeholders about the Position Paper, and in particular when discussing the paper and its contents with your local patient community at:

- ▶ Disease awareness days.
- ▶ When educating colleagues or other patient groups about the key points from the paper.
- ▶ At briefing meetings with stakeholders when seeking support for your local humanising healthcare initiative.



Click the above image to access the lay language summaries, a link can also be found in the [Asset Bank](#) section of this toolkit

Sharing via social channels?

If sharing information about the Position Paper and its contents via your social channels, don't forget to use

#HumanisingHealthcare
#IEEPO2022
#IEEPOPositionPaper

Discussion guide

About the discussion guide:

The IEEPO Position Paper discussion guide is a framework for engagement that you can customise and adapt for use with different stakeholders e.g. clinicians, payers, policymakers, regulators, industry, other patient organisations, innovators, technology experts, schools, governments and others that would benefit from knowing more about the IEEPO Position Paper.

How can you use this to support your local work?

The guide has been developed for you to review and take from it what you need. You do not need to go through the document in full as it has been designed so you can choose which chapter is most relevant or important to the particular stakeholder you are talking to. This will allow you to jump straight to the relevant section to find talking points and questions to guide your discussion.



Click the above image to access the discussion guide, a link can also be found in the [Asset Bank](#) section of this toolkit



Want to get more people talking?

Why not share the position paper in your local language?

The Position Paper is available in seven languages including: [English](#), [Spanish](#), [German](#), [French](#), [Italian](#), [Simplified Chinese](#), [Brazilian Portuguese](#)



Case studies

About the case studies:

In order to share best practice for each area discussed in the Position Paper, a case study showing a successful action or initiative for each chapter has been included. These have been provided to give you real world examples to inspire you to work with your own local community and stakeholders to make a difference.

How can you use this to support your local work?

You can review and share the case studies when you are discussing the Position Paper to help provide real world context and how others have worked to humanise healthcare. They can be used as a starting point to support your planning and discussions with the local patient community and stakeholders.

Case study:
Australia's National Oncology Alliance

Project background and objective(more information):
The cancer community in Australia is fragmented, with different stakeholders often working in isolation to develop strategies to improve cancer care. This piecemeal approach risks not being able to realise the full promise of new science and emerging health technologies. The National Oncology Alliance (NOA) a coalition of cancer stakeholders founded by Rare Cancers Australia, bringing together patient organisations, patients, clinicians, and industry) set out to work collaboratively across the cancer community to co-create a proposed 10-year national plan for cancer care in Australia. The aim was to bypass the entrenched positions and status quo and capitalise on the opportunities presented by emerging health technologies.

Activity detail and stakeholders involved
NOA began by issuing a discussion paper making the case for a new 10-year national plan for cancer care, followed by a series of 12 virtual workshops with a range of experts to discuss emerging therapies, patient-centred care, AI and big data, genomics, clinical trials etc. Over 1,000 people attended, with an average of 85 per session, which formed the basis of the final Vision 20-30 report. The paper articulates the future of cancer and identifies elements of the health system that will require change if patients are to achieve the best possible outcomes as treatments evolve and emerge over the next decade. The report was presented to the Minister for Health days before its public launch at Rare Cancers Australia's annual policy conference CanForum, which was attended by more than 1,000 stakeholders and opened by the Minister, who endorsed the report.

Activity outputs and outcomes
The Minister has referred the report to Australia's peak government cancer control agency Cancer Australia and asked them to implement it. Cancer Australia's CEO is due to provide a progress update at Rare Cancers Australia's annual cancer congress in November 2021.

IEEPO Position Paper Engagement Toolkit, March 2022

Click the above image to access the case studies, a link can also be found in the [Asset Bank](#) section of this toolkit



Do you have some best practices to share?

Why not submit a best practice poster with us through the IEEPO Poster Gallery?

Asset bank



The materials referred to in this toolkit can be accessed via the below links

Material Name	Link
IEEPO Position Paper key slides	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=f2c59f721be6
Lay language summaries	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=cfc43abb21e4
Discussion guide	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=aedf42aa2f29
Case studies	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=b6150dbd2279

Useful links



Below are some useful links about IEEPO and the IEEPO Position Paper



**About
IEEPO**



**About the External
Advisory Committee**



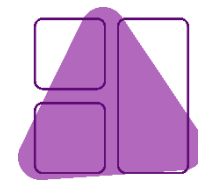
**IEEPO Position Paper
on Humanising
Healthcare**



IEEPO.com



**IEEPO LEARN
Library**



**IEEPO Poster
Gallery**



Future toolkit content – coming soon!



The toolkit is a working document and is designed to be regularly updated.
Future additional content includes:



**Humanising Healthcare
Infographic**



**Action plan
template**



**Bite-sized video
chapter overviews**



**Social media
assets**



**IEEPO Position Paper
podcast**

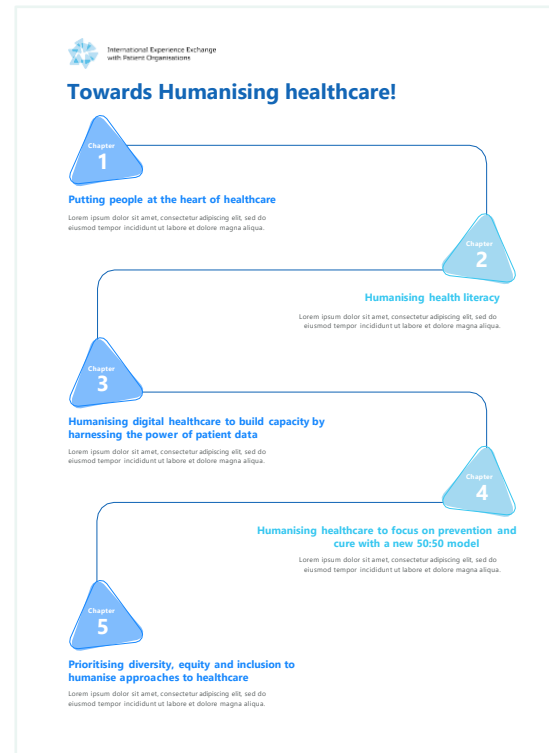


Infographic sneak peak – coming soon!



What is this?

This will be a fully interactive visual representation of the steps required to advocate for humanised healthcare systems for patient advocates across all development stages globally.





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