



International Experience Exchange
with Patient Organisations

IEEPO Position Paper toolkit 2023

Last updated: March 2023



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



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for each chapter of the IEEPO Position Paper



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



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Action Plan template
to help you plan how to action change locally



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Humanising Healthcare Infographic
to visualise specific actions for each stakeholder group



Bite-sized video chapter overviews
to help you master key points from the IEEPO Position Paper



IEEPO Position Paper Posters
to support presentations at conferences/events

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.

IEEPO Position Paper Engagement Toolkit. March 2023/M-XX-00009997



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?

The toolkit is created to support the customisation and personalisation of the IEEPO materials.

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

Lay language summaries



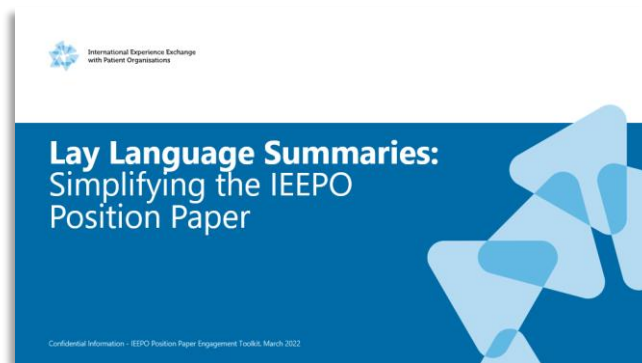
About the lay language summaries:

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](#)



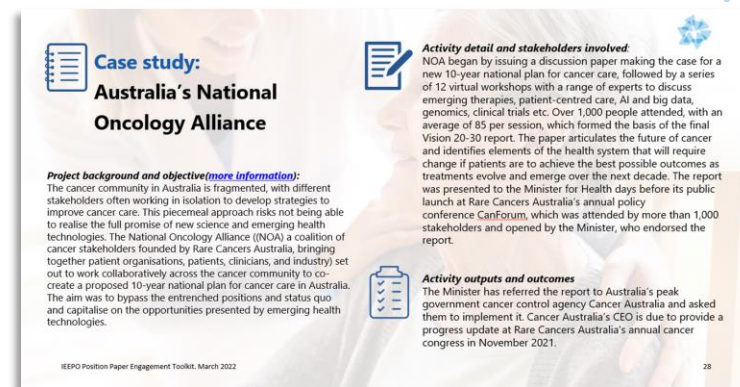
Case studies

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.



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?

Policy backgrounder

About the policy backgrounder:

The policy backgrounder lifts relevant parts from each area of the Position Paper, and extracts points, evidence and calls to action for policymakers. These have been provided to give you a real world resource which you can take and present to your local government stakeholders.

How can you use this to support your local work?

You can print and distribute the backgrounder when you are discussing topics from the Position Paper with political stakeholders. They can be used as a starting point to support your planning and discussions at relevant conferences, political events and meetings.

IEEPO community members presented the backgrounder at the World Health Assembly in June 2022.

- The Position Paper policy one-pager was well received, with a great deal of buy in from ministers, especially the health minister from Bhutan
- Two main takeaways were the Global Patient Action Plan and fostering compassionate culture with a focus on zero harm.

Humanising Healthcare: a call for transformational change - a roadmap for (re)building compassionate healthcare systems

The issue: there are cracks in healthcare systems globally

Even before COVID-19, global healthcare systems were showing inadequacies, inefficiencies, and underlying systemic problems. Originally designed for acute care, our healthcare systems were being crippled by the needs of an increasingly diverse, aging and growing population.

The solution: rebuild, more resilient, and sustainable humanised healthcare systems

There is a need for more compassionate and sustainable healthcare systems that bring patients, healthcare professionals, and other relevant stakeholders closer together to deliver holistic care for better outcomes.

Originally healthcare systems were designed in a manner that:

- Lacks a culture of compassion.
- Heavily focuses on secondary care.
- Undervalues patient empowerment (i.e. health literacy, shared decision making and self care).
- Lacks clear and universally accepted data collection and management principles.
- Is inflexible to the needs of increasingly diverse populations.
- Is not considerate of diversity, equity and inclusion.

Humanised healthcare systems can achieve:

- Better access for all and parity of health across the globe.
- Healthier populations.
- Improved economy (in terms of better utilisation of resources and services leading to cost savings).
- Empowered patients' who take ownership of their own health.

Findings from the IEEPO global patient survey demonstrated a clear ask for universal health coverage.

85.5% of the respondents agreed or strongly agreed that universal health coverage should be the goal when governments are investing in health.

To what extent do you agree with this statement: 'Universal health coverage (UHC) should be the goal when governments are investing in health, to provide health services people need without financial hardship?'

Response	Percentage
Strongly agree	51.2%
Agree	34.2%
Disagree	1.2%
Strongly disagree	1.2%
I am not sure	9.5%
Blank	2.5%

The International Exchange Experience with Patient Organisations (IEEPO) 2021 Position Paper: Humanising Healthcare: A Call for Transformational Change

Humanising healthcare is defined as working hand-in-hand with patients and all stakeholders to create a more personalised approach.

The IEEPO Position Paper on Humanising Healthcare*

- Is an urgent and timely call to "humanise healthcare"; this means recognising the whole person – both in terms of those who give and those who receive health services.
- It also means working together to rebuild healthcare systems around the needs of patients and their communities.
- Contains analysis and specific calls to action of areas that are seen as urgent and in need for action by the global patient community.
- Was informed by the input of 8,000+ patients, carers, advocates, researchers and interviewees from the IEEPO 2021 External Advisory Committee (15 international patient advocate experts).
- Is available in 11 languages including: English, Simplified Chinese, Spanish, Portuguese, German, French, Italian.

Do you have best practices to share?

Let us know how you've best engaged with policymakers and submit a 'how to guide' or poster detailing the project to the [LEARN Library](#).

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

Action plan template



About the action plan template:

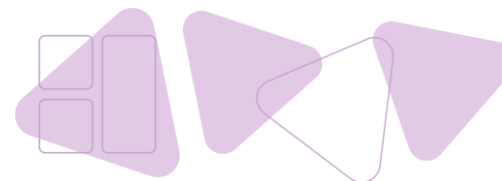
The IEEPO Position Paper was created to empower change and assist in transforming healthcare systems. The purpose of the Action Plan Template is to assist you when strategising with your team. It lays out points to consider when planning how to action change locally.

How can you use this to support your local work?

You might find this useful in planning and strategy sessions. However, it could also be used to assess the strength of a previous plan and identify how you might adapt it in the future.



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



Do you want to see more action?

Why not share your completed version of the Action Plan template and let us know if your planning was successful?

Position Paper Infographic

About the infographic:

The interactive infographic outlines key calls to action that each stakeholder in the healthcare ecosystem can take to achieve the Humanising Healthcare ambition. The tool presents each stakeholder group (patients and citizens, patient organisations, healthcare professionals, policymakers, technology stakeholders, education stakeholders) with specific actions for them to drive as well as supporting materials such as the policy backgrounder and the digital starter toolkit.

How can you use this to support your local work?

It can help you engage with your key stakeholders about the Position Paper call to actions to help them understand what steps they can take to reach Humanised Healthcare.



Click the above image to access the infographic, 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 infographic with your stakeholders?

Bite Sized Chapter Videos

About the Bite Sized Chapter Videos:

For those who prefer visuals then you might find these short, simple video clips useful when talking to your stakeholders about the Position Paper, and in particular when discussing the paper and its content.

How can you use this to support your local work?

These videos can help you quickly master key points to further support your engagements with stakeholders. You can also direct local stakeholders to the videos with your local patient community:

- On 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.



About IEEPO



Chapter 1: Putting People at the Heart of Healthcare



Chapter 2: Humanising health literacy



Chapter 3: Humanising digital healthcare to build capacity by harnessing the power of patient data



Chapter 4: Humanising healthcare to focus on prevention and cure with a new 50:50 model



Chapter 5: Prioritising diversity, equity and inclusion to humanise approaches to healthcare

Click on the above images to access the videos.

Sharing via social media channels?

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

#HumanisingHealthcare #IEEPO2022
#IEEPOPositionPaper

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**

Asset bank



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

Material Name	Link
IEEPO Position Paper key slides <i>(English)</i>	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=f2c59f721be6
IEEPO Position Paper key slides <i>(Spanish)</i>	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=9e2f8abf2911
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
Policy backgrounder	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=bc9d579d5b47
Action plan template	https://www.ieepo.com/en/useful-resources/learn-library.html?resource=75f97b5f421b
Interactive Infographic	https://www.ieepo.com/en/ieepo-position-paper/position-paper-infographic.html
Diversity Equity and Inclusion Poster	Link to be added



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