



**Universität
Zürich** UZH



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Digital Society Initiative



Excellence in Patient Care Symposium 2021

The Swiss Database of Individual Patient
Experiences (DIPEX.ch)



Hybrid Symposium: live & virtual
Languages: German & English

November 26, 2021
Digital Society Initiative, UZH
Rämistrasse 69, 8001 Zürich
Room SOC-E-010
Livestream via [Zoom](#)



Invitation

Dear Colleagues,

As part of the efforts of the University Hospitals of Basel and Zurich and the University of Zurich to further develop Swiss health care towards a patient-centered system, a first Excellence in Patient Care (EPC) Symposium on the subject of “Value Based Healthcare” took place at the University Hospital Basel in 2018. This was followed by EPC symposia on Shared Decision Making (Zurich, 2019) and on Patient-Reported Outcome Measures (PROMs) (Basel, 2020, moved to June 21 due to the pandemic).

In continuation of this endeavor, we are pleased to invite you to a follow-up event. The focus of the upcoming EPC Symposium will be on the question how we can harness patient narratives to align our health system even more closely to patients’ needs, values and preferences. The new digital “Swiss Database of Individual Patient Experiences” (DIPEX.ch) will be at the center of the symposium.

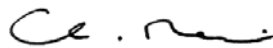
In order to enable an intensive exchange, keynote speeches by outstanding experts will be followed by workshops and a panel discussion. The event will be hosted by the Digital Society Initiative (DSI) of the University of Zurich. In addition, part of the event will be made available to a wider audience as a livestream.

With this in mind, we would be very happy if you could reserve this day and register using [this link](#) where you will have the choice to sign up for onsite or online participation. We are looking forward to this opportunity to reflect on ways to foster excellence and innovation of our health care system.

Sincerely,



Prof. Dr. Nikola Biller-Andorno
Vice Dean Innovation and Digitalization
Medical Faculty, Director Institute of
Biomedical Ethics and History of
Medicine, University of Zurich



Prof. Dr. Christoph A. Meier
Director, Clinic and Policlinic for Internal
Medicine
University Hospital Zürich



Dr. Florian Rüter
Head of Quality Management & VBHC
University Hospital Basel



PD Dr. Manuel Trachsel
Head of Clinical Ethics
University Hospital Basel

Program

08.45	Registration
Livestream	
09.00	Welcome and introduction (E, G)
09.15	Keynote 1: Health Experiences Research for Patient Benefit (E) Prof. Sue Ziebland, University of Oxford, UK
09.45	Keynote 2: Patient experiences, health competency, and quality standards (G) PD Dr. Peter Berchtold, Swiss Patient Organization SPO, Switzerland
10.15	Coffee break
Livestream	
10.30	DIPEX.ch – a new resource for the Swiss healthcare system (E) Prof. Nikola Biller-Andorno, University of Zurich, Switzerland
11.00	DIPEX module «Living with dementia» (G) lic. rer. soc. Andrea Radvanszky, University of Zurich, Switzerland
11:45	Discussion
12.00	Lunch break
13.15	Workshops (G) [only onsite] Introduced by Prof. Andrea Glässer, Zurich University of Applied Sciences, Switzerland
13.30	Parallel workshop 1: The potential of DIPEX for better understanding healthcare needs (G) Parallel workshop 2: The DIPEX database and NLP approaches to analysis (E) Parallel workshop 3: DIPEX, decision aids and (continued) education (G)
14.30	Coffee break
14.45	Presentation of workshop results and plenary discussion (E, G) [only onsite]
Livestream	
15.15	Panel: Harnessing patient experiences for excellence in patient care (G) Moderated by Prof. Christoph A. Meier, University Hospital Zurich, Switzerland
15.45	Joint outlook (G)

Program Committee

«Excellence in Patient Care»

Prof. Nikola Biller-Andorno

Vice Dean Innovation and Digitalization, Medical Faculty, University of Zurich

Prof. Christoph A. Meier

Director, Clinic and Polyclinic for Internal Medicine, University Hospital Zurich

Dr. Florian Rüter

Head of Quality Management & VBHC, University Hospital Basel

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Head of Clinical Ethics, University Hospital Basel

Local Organizing Committee

University of Zurich

Prof. Nikola Biller-Andorno

Vice Dean Innovation and Digitalization, Medical Faculty, University of Zurich

Prof. Andrea Glässel

Lecturer and Senior Researcher for Interprofessional Practice and Teaching at the Institute for Health Sciences, ZHAW School of Health Professions

Prof. Tanja Krones

Head of Clinical Ethics, University Hospital Zurich

Prof. Christoph A. Meier

Director, Clinic and Polyclinic for Internal Medicine, University Hospital Zurich

Jana Sedlakova

PhD Candidate, Coordinator of DSI-Health & Ethics Communities, University of Zurich

Michelle Heimgartner

Head of Administration, IBME, University of Zurich

Dominik Bolliger

IT Specialist, IBME, University of Zurich

Speakers and moderators

PD Dr. med. Peter Berchtold

PD DR. Peter Berchtold is a specialist in internal medicine with research in the field of immunology and hematology. He has many years of experience in health care management. Furthermore, Peter Berchtold is co-founder and since 1999 co-Head of the College for Management in Health Care (College-M) in Bern, featuring continuing education (management/leadership training for doctors and other health professions), research and development (interdisciplinary management/leadership in health institutions, integrated supply). Peter Berchtold is Vice-President of the Board of Trustees of the Swiss Patient Organization SPO.

Prof. Dr. med. Dr. phil. Nikola Biller-Andorno

Prof. Dr. med. Dr. phil. Nikola Biller-Andorno, MHBA, directs the Institute of Biomedical Ethics and History of Medicine, University of Zurich (UZH), Switzerland, a WHO Collaborating Centre for Bioethics. Biller-Andorno serves as DIPEX country representative for Switzerland. She acts as Vice-President of the Clinical Ethics Committee of the University Hospital Zurich and is a member of both the Swiss Academy of Medical Sciences and the Swiss National Research Council. She held a Commonwealth Fund Harkness Fellowship and Visiting Professorship at Harvard University (2012-14) as well as a Fellowship at the Collegium Helveticum (2016-20). In 2021, Nikola Biller-Andorno was elected as Vice Dean Innovation and Digitalization of the UZH Medical Faculty.

Susanne Gedamke, MA (Panelist)

Susanne Gedamke is a managing director and delegate of SPO (Schweizerische Patiententorganisation). After completing her studies in communication science in 2011, she led research projects at various universities and supported actors in the healthcare sector in developing strategies. Susanne Gedamke works part-time as a personal trainer in a Zurich health start-up.

Prof. Dr. Andrea Glässer

Prof. (ZFH) Dr. Andrea Glässer, MPH, MSc holds a double appointment with UZH and the Zurich University of Applied Sciences (ZHAW). She has been a researcher of the Swiss DIPEX (Database of Individual Patient Experiences) team at the Institute for Biomedical Ethics and History of Medicine (IBME) since 2017 and currently coordinates a module on patients' experiences of Multiple Sclerosis (MS). At ZHAW, Andrea Glässer is professor for interprofessional collaboration at the Institute of Health Sciences (IHS) in Winterthur. She teaches students of different healthcare professions in qualitative research and other subjects. In addition, Andrea is a trained physiotherapist with clinical experience and holds a Master in Neurorehabilitation and Public Health.

Dr. Jacqueline Martin (Panelist)

Jacqueline Martin is CEO of Careum School of Health. Before, she worked at the University Hospital Basel in various senior management positions and acted as Director of Nursing / MTT. In addition, she took on board mandates for strategic management in hospitals: from 2014 to 2019 on the board of directors of the Cantonal Hospital Baselland and since January 2020 on the board of directors of the Felix Platter university geriatric medicine in Basel. She has been a member of the Sciana Health Leaders Network since 2017. In addition, Dr Martin holds a PhD in Nursing Science and has been active in teaching and curriculum development for many years.

Prof. Dr. med. Christoph A. Meier

Prof. Dr. med. Christoph A. Meier directs the Department of Internal Medicine of the University Spital Zurich. From 2016 to 2020, Meier was Chief Medical Officer and Deputy CEO of the University Hospital Basel, Switzerland. He is chairman and member of the Council of Experts of the Swiss Medical Board. Furthermore, he serves on the Board of Directors of the Swiss Implant Registry and of the Scientific Advisory Board of Research Foundation of the University Hospitals of Geneva. Meier's research areas include value-based health care, patient-reported outcome measurements and shared-decision making.

Andrea Radvanszky, lic. rer. soc.

Andrea Radvanszky is a research fellow at the Institute of Biomedical Ethics and History of Medicine (IBME) and responsible for the DIPEX modules "Dementia" and "Young hematological patients". She holds a licentiate degree in sociology from the University of Berne. In addition, she is lecturer in qualitative social research methods at the UZH sociology department. Her research interests focus on the social phenomenology of dementia. In her PhD ("the social diagnosis of dementia"), which she is currently finalizing at the University of Leipzig, she investigates the social impact of rule-breaking behavior in significant relationships. Her research addresses the ethics of dementia care and its empirical foundation.

Dr. med. Florian Rüter (Panelist)

After 20 Years as a cardiac surgeon Dr. Florian Rüter is Head of Quality Management & Value Based Healthcare (VBHC) at University Hospital Basel since 2018. The focus of his work and that of his team in Basel as well as in various commissions and working groups throughout Switzerland and internationally is on linking quality-enhancing measures with the overall concept of VBHC. He graduated in „Leadership in Healthcare“ and „Team Dynamics under Change and Coaching“ (University of Applied Sciences Northwestern Switzerland) and completed the Harvard Business School Executive Education „Strategy for Health Care Delivery“.

Liliane Waldner (Panelist)

Liliane Waldner is a business economist and member of the SP. She was Emilie Lieberherr's personal adjunct for many years. From 1986 to 2003 she was a cantonal councilor and involved in numerous commissions, with a focus on financial and economic policy. She was a member of the board of directors of the power station of the canton of Zurich and a member of the ZKB bank council.

Prof. Dr. Sue Ziebland

Sue Ziebland is Professor of Medical Sociology and Co-Director of the Medical Sociology & Health Experiences Research Group (MS&HERG) in the Nuffield Department of Primary Care Health Sciences, University of Oxford. Sue chairs meetings of the department's Self-Assessment Team (SAT) for Athena SWAN (AS) and is the department lead for AS. She is also a Governing Body Fellow at Green Templeton College and in 2013 she was appointed as an NIHR Senior Investigator (renewed 2017). In 2021 she was appointed as NIHR Senior Investigator emerita. Since May 2017 Sue has served as Programme Director for NIHR Research for Patient Benefit. Sue is exploring how to support capacity building and learning about patient experiences in low- and middle-income countries (LMICs). Finally, Sue is a founding member of DIPEX International.



Contact Organization:

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