

# From words to action: artificial intelligence and patient committees to improve patient experience and engagement



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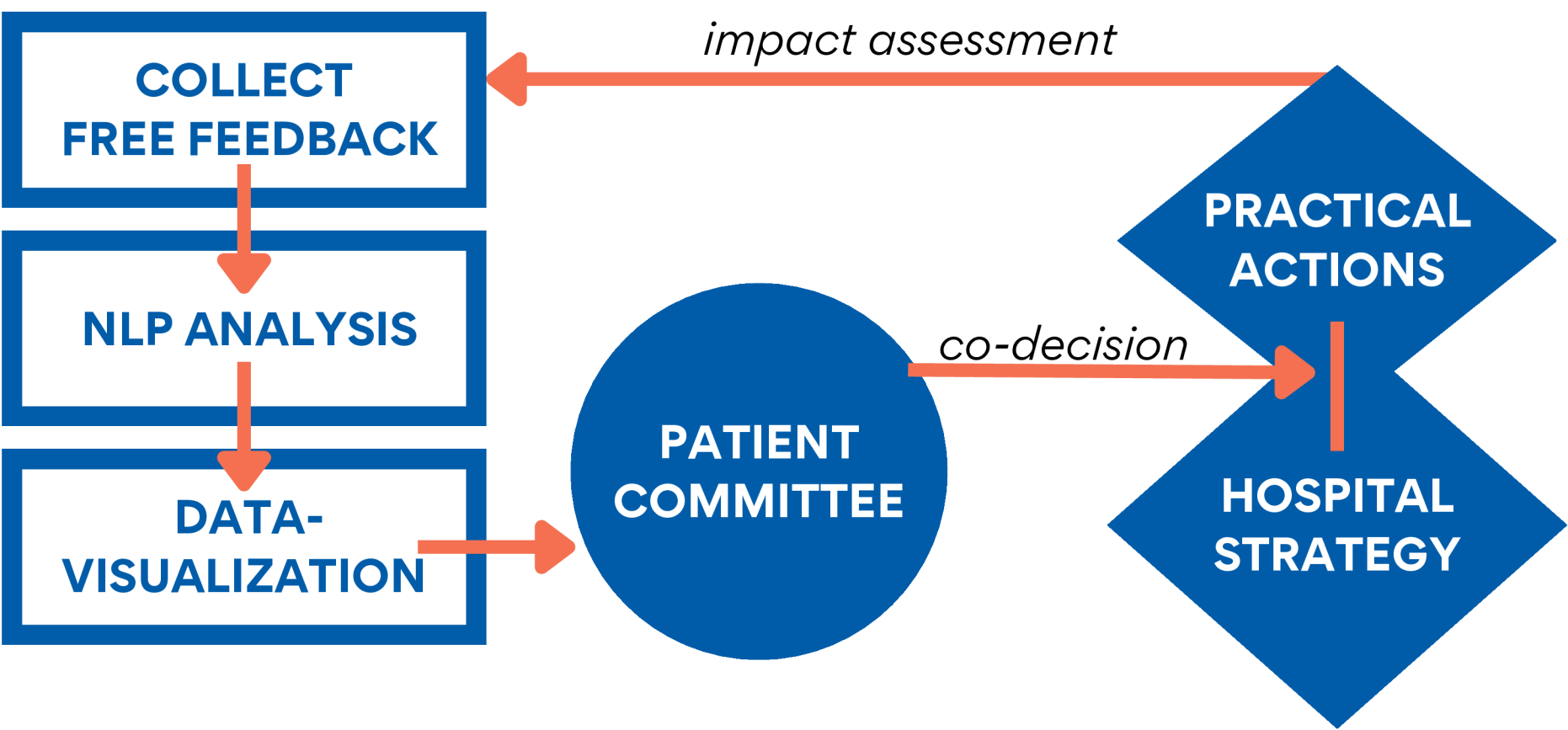
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## INTRODUCTION

William Lennox Neurological Hospital (WLNH) has implemented an innovative strategy that combines the use of an artificial intelligence (AI) tool, developed by the company 'EntendsMoi' [1], and a patient committee. The AI tool is designed to collect and analyze patient feedback [1] to provide this information to members of the patient committee, who take decisions on quality improvement projects and hospital strategy. The primary goal of this strategy is to encourage the emergence of a true partnership between patients [2], their relatives and hospital professionals, at all levels of the organisation [2] (micro-, meso-, macrolevel) but also to measure the impact of this strategy in order to create value.

## METHODOLOGY

The first step in this approach is to gather patient feedback using questionnaires containing open-ended questions. These questionnaires are accessible through a QR code, which patients or their relatives can scan at any time during their care, including consultations. This method captures patients' "free speech", avoiding predefined responses and promoting a more authentic expression of their experiences. Once the feedback has been collected, the AI tool classifies the verbatims using natural language processing (NLP). This classification includes 4 levels of experience, from very bad to very good for the sentiment analysis and around 10 themes and over 50 sub-themes for the theme analyses. The data is then visualized through interactive dashboards, detailed reports and simplified visualisations that can be printed out and displayed in care units.



The life cycle of continuous quality improvement based on patient experience

## RESULTS/FINDINGS

Since February 2023, this new method has been used to collect over than 400 patient verbatim, with a response rate identical to that of previous satisfaction questionnaires, which consisted of closed questions. The results of these analyses are shared transparently with WLNH teams via meetings and regular reports. All staff members, including both healthcare and non-healthcare professionals, as well as patient partners from the hospital's patient committee, are invited to propose concrete actions to address identified issues. With this method every patients are encouraged to actively participate in improvement projects. The patient committee is made up of 5 former patients, 4 caregivers including 2 parents, the head nurse, a quality coordinator and guests. Their roles are to co-construct quality improvement projects with healthcare teams, and to bring the patient perspective to hospital strategy, thanks to 2 patient partners who participate in the governance bodies. As a result, this holistic approach of involving patients at all levels of the hospital has resulted in numerous improvement actions.

### The patient committee



Patients

5



Caregivers

4



Managers

2



Guests

0-3

## DISCUSSION

However, this approach requires a profound cultural change within healthcare establishments. Redefining roles and collaborative practices can be met with strong resistance to change, requiring the day-to-day involvement of a patient experience manager. On the other hand, this approach to continuous quality improvement appears to be very promising, particularly thanks to the use of free patient feedback, enabling the patient committee to play its full role.

## CONCLUSION

Combining automated analysis of free feedback from the patient experience as a source of learning for a patient committee appears to be a promising approach to using the patient experience to create value. The engagement of patients at all levels of the organization, particularly in the continuous improvement of quality of care, appeared to be essential for deciding and creating practical projects that meet the needs of all stakeholders.

[1] Rousson G., Cerisey C., Bezie G., Le Gars Y. (2023). « En direct de...EntendsMoi – Et si l'intelligence artificielle permettait de transformer l'expérience patient en levier d'amélioration continue de la qualité? », Risques & qualite en milieu de soins, XX, n° 2, p. 99-102.

[2] Pomey MP, Flora L, Karazivan P, Dumez V, Lebel P, Vanier MC, et al. Le « Montreal model » : Enjeux Du Partenariat relationnel entre patients et professionnels de la santé: Santé Publique. 18 mars. 2015;S1(HS):41-50