

The Patient Journey: Understanding and Measuring Patient Experiences

Value in Health

The patient journey is made up of many different interactions across the continuum of care, including selecting a physician, undergoing diagnostic tests, and using therapeutic or health technologies to fulfill healthcare needs. While treatment outcomes are important to patients, the patient experience is about improving the sum of all interactions that influence patient satisfaction and their perception of the products and services they receive.

As healthcare systems move towards patient-centered care, the use of patient-reported experience measures in routine clinical settings is rapidly expanding. The patient experience is a quality indicator that can be objectively measured using patient-reported experience measures. But what are good patient-reported experience measures? How can patient-reported experience measures be utilized to inform service improvements to achieve patient-centered care? How do we take the step from experimentation with patient-centeredness to mainstream implementation?

Recognizing that there are still many open questions related to the assessment and use of patient experience data, the Editors are issuing a Call for Abstracts for research that examines the patient experience, patient-reported experience measures, and utilization of the data these measures produce. The aim of this themed section is to publish a body of work that promotes understanding patient-reported experience measures and their role

All interested authors are invited to submit an abstract for consideration in this themed section no later than **June 15, 2021**. Abstracts should not exceed 500 words and should be submitted to our online portal at <https://vihabstracts2.secure-platform.com/a>. Submissions must also include a title page that includes the proposed title of the paper, names and affiliations of all authors and corresponding author, and expected word count and number of graphical elements of the final paper. Please direct any content-related questions to the Guest Editors, Elly Stolk, PhD (stolk@euroqol.org) or Axel Mühlbacher, PhD (muehlbacher@hs-nb.de).

The abstracts will be reviewed internally by the Guest Editors. Authors whose abstracts best fit the scope, vision, and goals of this initiative will be invited to submit full papers for consideration in this themed section. Invited papers will be due no later than **October 15, 2021**. All invited papers will undergo a rapid peer-review process before the Editors make final decisions about papers to be included in this special themed section of *Value in Health*.

in healthcare systems moving to patient-centered care—to discover what works and allow best practice to evolve. This themed section encourages research, evaluation, and close monitoring of initiatives that have been implemented to demonstrate the impact of patient experiences on the patient journey, the measurement of patient-reported experience measures, and any resulting improvements in clinical practice.

Topics of interest include, but are not limited to:

- Methodological and/or theoretical background on the patient journey, patient preferences, patient experience, and patient-reported experience measures to move healthcare systems towards patient-centered care
- Methodological and/or theoretical background on the differentiation and association/relationship of patient-reported experience measures and patient-reported outcomes
- Research about the development and implementation of a patient journey
- Research about the development and implementation of patient-reported experience measures
- Research formulating a set of recommendations for decision makers for implementation of patient journey methods and measurement of patient experiences via patient-reported experience measures