



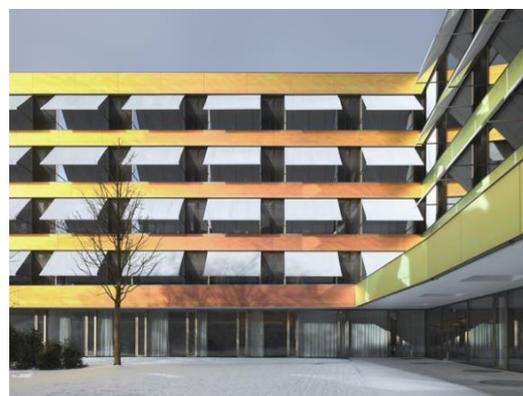
European Health Property Network

EUROPEAN HEALTH PROPERTY NETWORK

2019 WORKSHOP

Basel, Switzerland, 18-20 September

Getting It Right, First Time, For Patients



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2019 Workshop
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Getting It Right, First Time, For Patients

A challenge for leadership, learning and integrated project delivery

This year's EuHPN workshop theme is 'Getting It Right First Time, For Patients'.

We all know that healthcare facilities are complex and expensive to plan, design, build and maintain. Infrastructure projects need input from a huge range of people – managers, designers, engineers, clinicians, technicians, estates professionals and patients – if they are going to be a success, and no one wants to finish a project only to find that it doesn't meet the needs of staff or patients, or both.

So how do we 'get it right, first time, for patients? How do we ensure that new build or rebuilt or reconfigured facilities meet the original brief in terms of utility, design and sustainable affordability? How can we do our very best to make our healthcare built environment the best place possible for patients?

Organisational development and management studies suggest that three factors can help to ensure that facilities will properly support care models and meet patient need. First, having the right **leadership**. Not just the CEO or the president of the board, but leadership throughout an organisation when capital investments are being planned and implemented. Second, being willing to **learn** from the past and from contemporary exemplars in the health and care (and other) sectors. Third, **integrated project delivery**: using tools and methods to bring together the right stakeholders, with the right expertise, at the right time.

The 2019 EuHPN workshop will be exploring these factors through keynote presentations, case studies of health building projects around Europe and some hands-on, interactive co-design challenges. We hope you'll join us in Basel for three days of debate and discussion about how to *get it right, first time, for patients*.

Who should come?

As in recent years, the EuHPN 2019 workshop is an opportunity to engage with an eclectic mix of individuals and organizations, representative of every aspect of health infrastructure development. Participants typically represent a wide variety of professional backgrounds: health policy makers, healthcare architects and engineers, health system planners, clinical/medical professionals, capital investment experts, health infrastructure academic researchers, and many others. The annual EuHPN workshop is structured to give our member organisations an opportunity to share examples of best practice and to learn from each other's experiences. But the workshop is also an important opportunity for participants to hear from outside our immediate network and from a range of professionals who bring different perspectives. This year we will experiment with a highly interactive format where participants will co-create an infrastructure design or a patient experience together with healthcare professionals. This is thanks to the support of [walkerproject](#), one of Europe's leading consultancies for innovation in healthcare. Walkerproject works closely with healthcare professionals to improve patient experience, quality of care and team collaboration.

Workshop Programme: 18-20 September 2018

Wednesday 18 September: Arrival, welcome, context and case studies

- 10.00 – 11.30 EuHPN member meeting**
- EuHPN members are invited to a pre-workshop meeting to review network activity over the year and to look ahead at plans for 2020.
- The venue is the ‘Silo West’ room at Launchlabs (Dornacherstrasse 192, 4053 Basel).
- 12.00 – 13.00 Arrival, registration and buffet lunch**
- Workshop participants are invited to meet speakers and other attendees for a simple lunch at the Launchlabs venue.
- 13.00 – 17.30 Welcome and setting the scene**
- After brief introductions and welcomes from the EuHPN board, walkerproject and workshop sponsors, keynote speakers will examine the current state-of-play in health infrastructure development in Switzerland, and the links between necessary changes to Europe’s health systems and the responses of the built environment. This is participants’ opportunity to see the big picture, and to discover coming trends and challenges.
- After coffee, we will welcome presenters with real-world case studies which illustrate the principles of leadership and multi-stakeholder project delivery. The afternoon will end with facilitated audience debate of the issues raised by all the speakers.
- 17.30 – 19.00 Drinks reception**
- Join us for canapes and aperitifs in the Werk8 café/restaurant next to the Launchlabs space, and take the opportunity to continue the discussion with colleagues from around Europe.

Thursday 19 September: Inspiration and Interactive Co-Design Challenges

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| 09.00 – 12.30 | Group 1 at the Prototyping Zone | Group 2 at Launchlabs |
| | Interactive, small group work on real-world design challenges: systems, buildings, processes, people. | Case study presentations from across Europe on the themes of leadership, learning and integrated project delivery. |
| 12.30 – 14.00 | Lunch at Launchlabs. | Lunch at Launchlabs. |
| 14.00 – 18.00 | Group 2 at the Prototyping Zone | Group 1 at Launchlabs |
| | Interactive, small group work on real-world design challenges: systems, buildings, processes, people. | Case study presentations from across Europe on the themes of leadership, learning and integrated project delivery. |
| 19.30 – 22.00 | Gala dinner at Werk8. | Gala dinner at Werk8. |

Friday 20 September: What did we learn? & Study site visits

08.30 – 10.00 Prototyping Zone Feedback

This session is an opportunity for the groups who took part in the Prototyping Zone co-design projects to reflect on what they learned and to compare and contrast their solutions with other participants.

Rapporteurs will assist and record the key points of the discussion.

10.30 – 12.00 Keynote addresses: leaving our comfort zone!

This year we have invited high profile speakers to reflect on leadership and organisation learning, to challenge all workshop participants to think harder about a range of issues: using infrastructure to tackle health inequalities, the role of patients and staff in driving service change and facility redesign, learning from our mistakes.

We end the workshop with a panel discussion and audience debate.

12.00 – 12.45 Grab'n'go farewell buffet lunch

12.45 – 14.15 Study site visits

Choose from (preliminary):

- Felix Platter Hospital
- Children's Hospital of Basel
- Roche Tower

14.30 Study site visitors returned to Basel train station

Registration and payment

To register for the 2019 EuHPN workshop, please use the separate registration form. The participation fees for this year's workshop are:

- EuHPN members: Euro 350.00 (CHF 400.00)
- Non members: Euro 400.00 (CHF 455.00)

An invoice will be issued on receipt of the completed registration form. Payment can be made by electronic bank transfer.