

# XXVIII IFSO World Congress

9-12 September 2025 | Santiago, Chile



## LEARNING FROM THE HEALTH CARE VALUE TO MOVE INTO ACTION

Violeta Moizé  
Hospital Clínic de Barcelona

# IFSO 2025 Santiago

Combined Therapies, The Dawn of a New Era

[ifso2025.org](https://ifso2025.org)

# Disclosure Slide

*I don't have any conflict of interest to disclose related with this talk.*



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile

# Development of the idea of value



XXVIII IFSO  
World Congress  
9-12 September 2025  
Santiago, Chile

## EARLY FOCUS



Health care systems were built around **activity-based models**

- Fee for service
- Success measured by volume

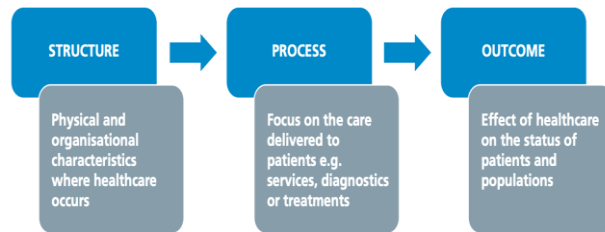


More activity, not better outcomes

Quality movement  
Until 2000  
Background

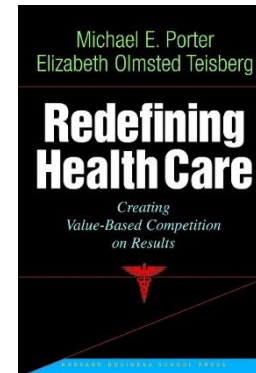


Quality assessment in healthcare



→ Shift toward quality improvement and evidence based medicine

2000-13  
Model



Value in health care =

The Picker Patient Experience Questionnaire

Int J Qual Health Care 2002

2013-25  
Consolidation



The Patient Experience and Health Outcomes

Matthew P. Manary, M.S.E., William Boulding, Ph.D., Richard Staelin, Ph.D., and Seth W. Glickman, M.D., M.B.A.

N Engl J Med. 2013;368:201-3.

~~Satisfacción~~



health outcomes that matter to patients  
cost



ifso2025.org

# Key elements

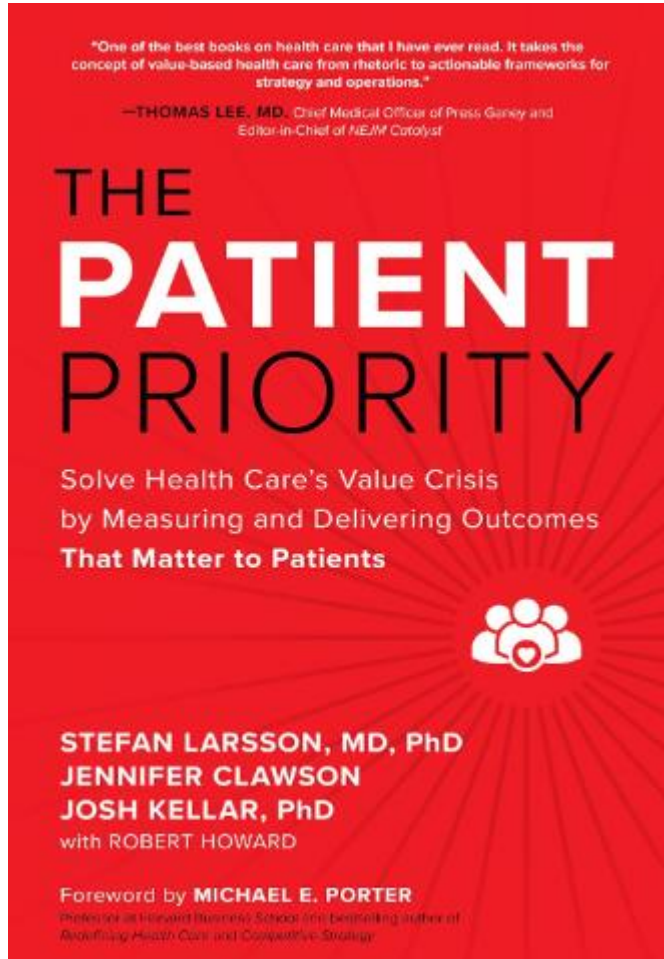


XXVIII IFSO

World Congress

September 2025  
Santiago, Chile

## value-based transformation



01

### Patient groups with common needs

Healthcare processes NOT procedures



02

### Outcomes that matter to patients

PROM & PREM



03

### Patient Perspective

Real patient engagement



04

### Systematic Metric

Minimal set of metrics for clinicians to track



# Quality of care



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile



## Safety

Prevent unforeseen damage

## XPA

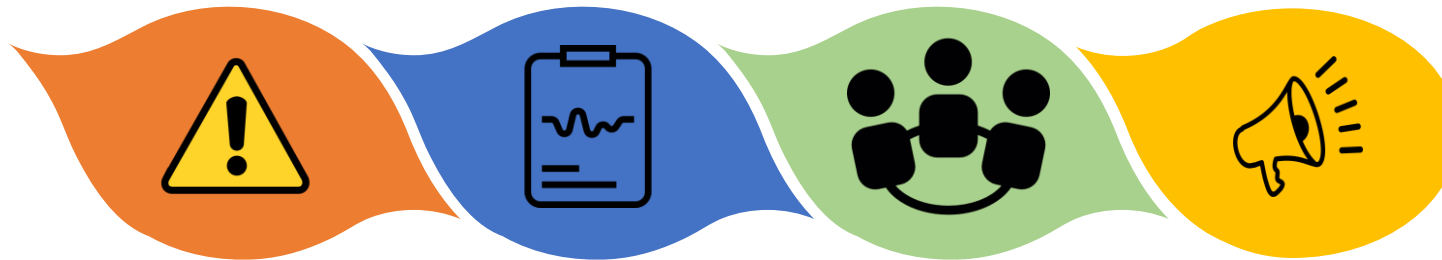
Vision of the global  
care process

**Focused on unmet  
needs**

Evaluate

Ask - Observe - Understand

Prototypes



## Effectiveness

Achieving the best possible  
patient outcomes

## Feedback

Information on the global care  
process.

Adaptado de: <https://www.sath.nhs.uk/patients-visitors/patient-experience/>

**A systematic review of evidence  
on the links between patient experience  
and clinical safety and effectiveness**

Cathal Doyle,<sup>1</sup> Laura Lennox,<sup>1,2</sup> Derek Bell<sup>1,2</sup>

BMJ Open 2013;3:e001570



@JoanEscarrabill

ifso2025.org

# The Human Experience in Healthcare



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile

## 1 Interactions

- Patient
- Family & environment
- Healthcare workers
- Context

## Culture

How the organization is led

2

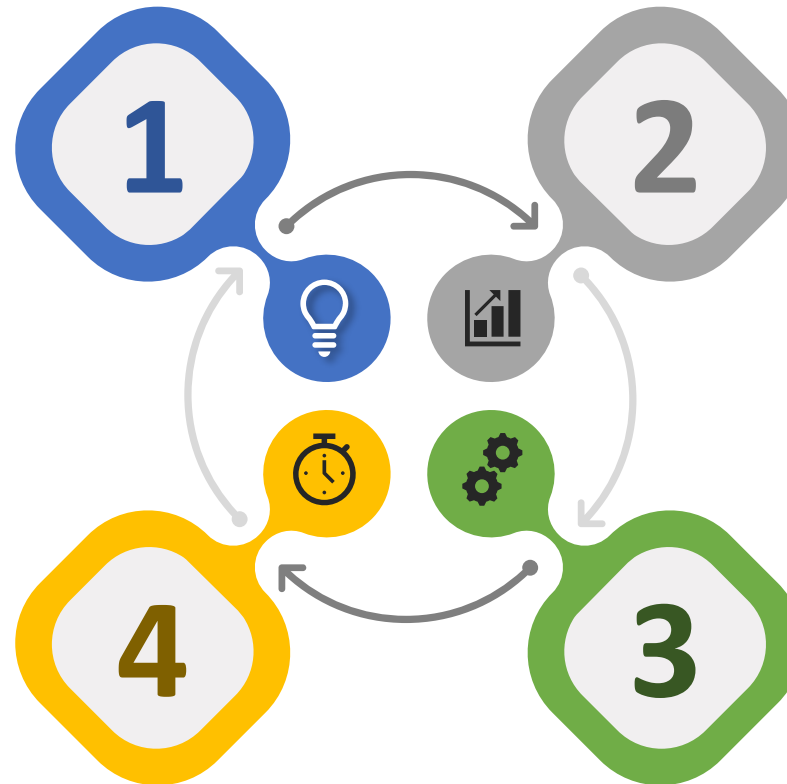
## 4 Continuum

Care within the framework of the life cycle (beyond care devices: in the community)

## Perceptions

How patients view the healthcare organization

3



**PXJ** Patient Experience Journal  
Volume 8, Issue 1 – 2021, pp. 16-29

Research

Reexamining “*Defining Patient Experience*”: The human experience in healthcare

Jason A. Wolf, PhD, CPXP *The Beryl Institute* / Patient Experience Journal, [jason@psjournal.org](mailto:jason@psjournal.org)  
Victoria Niederhauser, DrPH, RN, *The University of Tennessee Knoxville, College of Nursing*, [vniederh@utk.edu](mailto:vniederh@utk.edu)  
Dianne Marshburn, PhD, RN, NE-BC, *East Carolina University College of Nursing*, [marshburnd@ecu.edu](mailto:marshburnd@ecu.edu)  
Sherri L. LaVela, PhD, MPH, MBA, *Department of Veterans Affairs (VA), Center of Innovation for Complex Chronic Care (CINCCCH), Health Services Research, Edward Hines Jr. VA Hospital; Department of Physical Medicine and Rehabilitation, Feinberg School of Medicine, Northwestern University*, [Sherri.Lavela@va.gov](mailto:Sherri.Lavela@va.gov)

@JoanEscarrabill

[ifso2025.org](http://ifso2025.org)



# A multifaceted view of XPA: the case of obesity.



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile



## Professionals

Skills  
Development  
Barriers

Exploring Barriers in Integrating Patient Experience Evaluation and Improvement Within the Clinical Practice of Dietitians-Nutritionists in the Catalan Public Health System

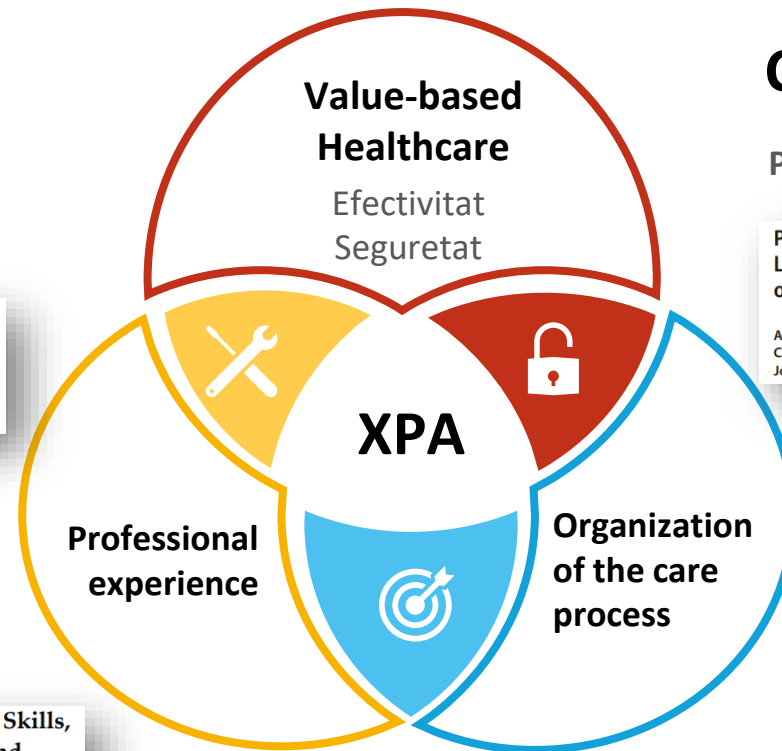
Violeta Moizé<sup>1,2</sup> · Joan Fernando<sup>3</sup> · Roser Martí<sup>4</sup> · Joan Escarrabill<sup>3</sup>

Influence of Nutrition Training, Eating Habits, and Culinary Skills of Health Care Professionals and Its Impact in the Promotion of Healthy Eating Habits

Alex Catalán, MD; Isabella Gastaldo, MS; Elena Roura, PhD, RD; Toni Massanes; Joan Escarrabill, PhD, MD; Violeta Moizé, PhD, RD

Enhancing Healthcare Professionals' Culinary Skills, Food Management, Counseling Confidence, and Mediterranean Diet Adherence through a Culinary Medicine Boot Camp: A Pilot Implementation Program (PIP)

Joan Fernando<sup>1</sup>, Lucia Alonso<sup>2</sup>, Isabella Gastaldo<sup>3</sup>, Alba Coll<sup>3</sup>, Josep Lozano<sup>3</sup>, Vinicius Martini<sup>3</sup>, Elena Roura<sup>3</sup>, Lina Williamson<sup>4</sup>, Joan Escarrabill<sup>1</sup> and Violeta Moizé<sup>2,5\*</sup>



## Clinic

Patient-centered care

Psychosocial, Lifestyle, and Body Weight Impact of COVID-19-Related Lockdown in a Sample of Participants with Current or Past History of Obesity in Spain

Amanda Jimenez<sup>1,2,3</sup> · Ana de Hollanda<sup>1,2,3</sup> · Eva Palou<sup>4</sup> · Emilio Ortega<sup>2,3,5</sup> · Alba Andreu<sup>1</sup> · Judit Molero<sup>1</sup> · Carla Mestre<sup>1</sup> · Ainitze Ibarzabal<sup>1</sup> · Amadeu Obach<sup>1</sup> · Lilliam Flores<sup>1,2,6</sup> · Silvia Cañizares<sup>1</sup> · Jose Maria Balibrea<sup>1</sup> · Josep Vidal<sup>1,2,6</sup> · Joan Escarrabill<sup>4</sup> · Violeta Moizé<sup>1,2,6</sup>

## Gestió

Methodology  
of the  
drawings

Patient participation  
Identification of needs  
Education – Culinary Medicine  
LEAN  
Evaluation



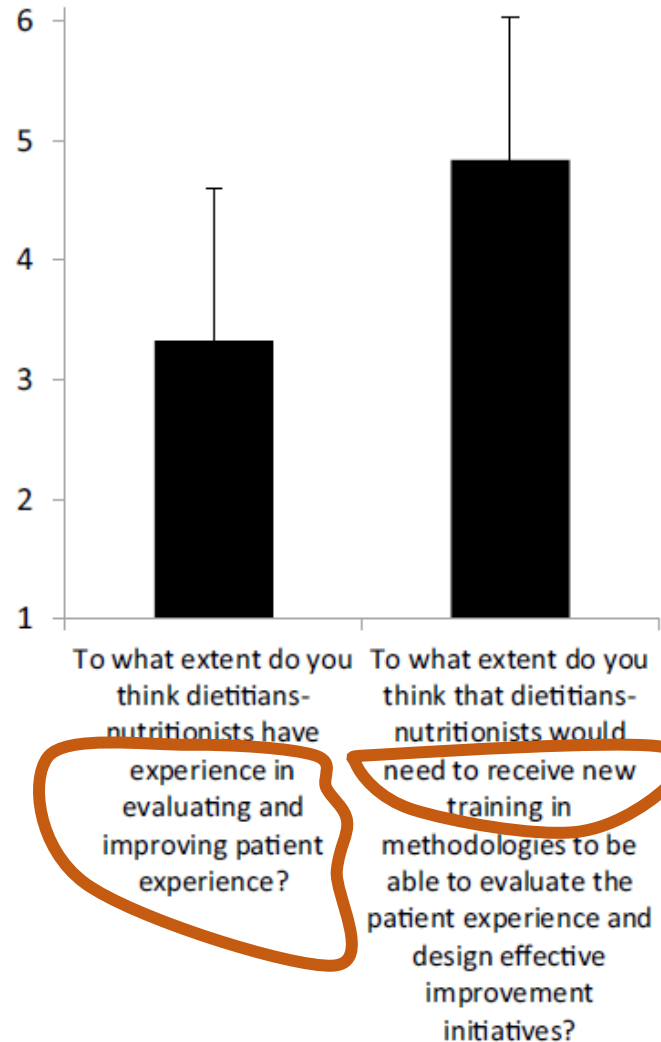
ifso2025.org

# XPA: Barriers from the Dietitians' Perspective



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile



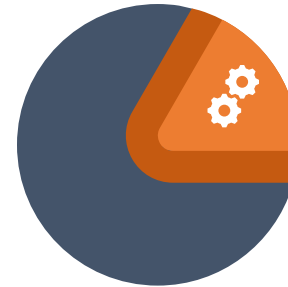
## Health policy

Number of professionals  
Intrusiveness



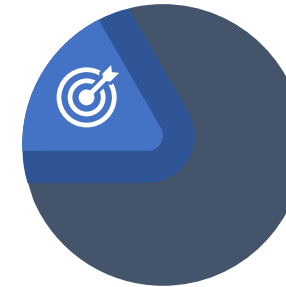
## Organization

Resistance to change  
Vagueness of the model



## Professional practice

Lack of time  
Formation



Exploring Barriers in Integrating Patient Experience  
Evaluation and Improvement Within the Clinical Practice  
of Dietitians-Nutritionists in the Catalan Public Health System

Violeta Moizé<sup>1,2</sup> · Joan Fernando<sup>3</sup> · Roser Martí<sup>4</sup> · Joan Escarrabill<sup>3</sup>

Obes Surg. 2024 Mar;34(3):1033-1035



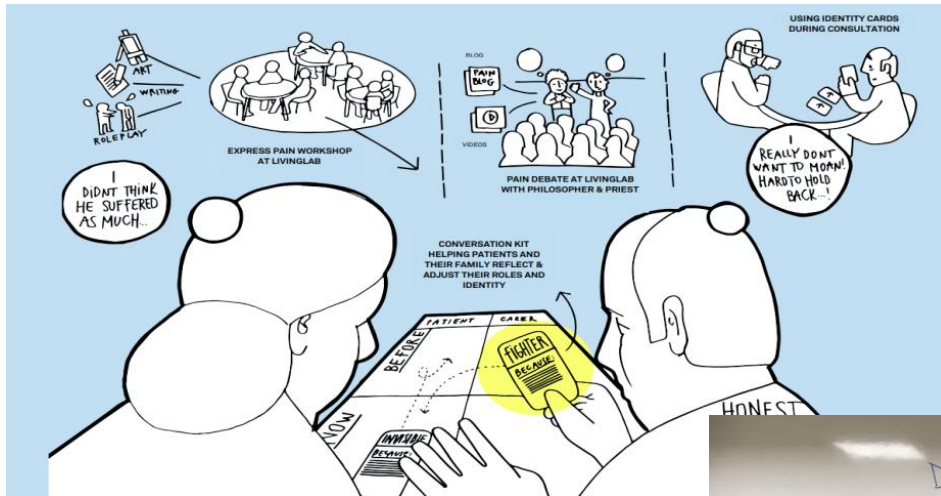
# Ask the patient: what do they need

## ➤ Patient Experience Observatory (Living Lab) Co-creation Space

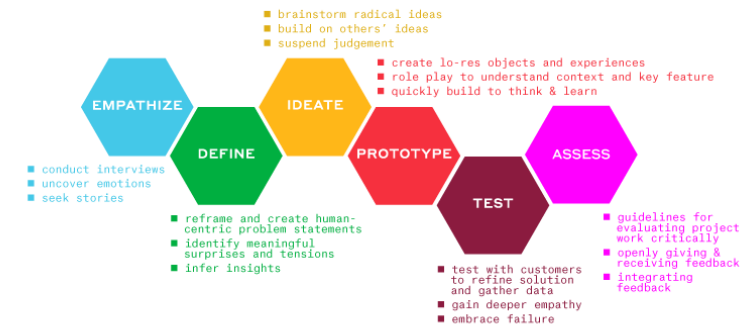


Involve the patient in the process:

- ✓ Program Design
- ✓ Clinical guidelines
- ✓ Evaluations



### Design Thinking Process Diagram\*



d.school Executive Education  
Hasso Plattner Institute of Design at Stanford University

\*not necessarily linear, apply as needed ©2019

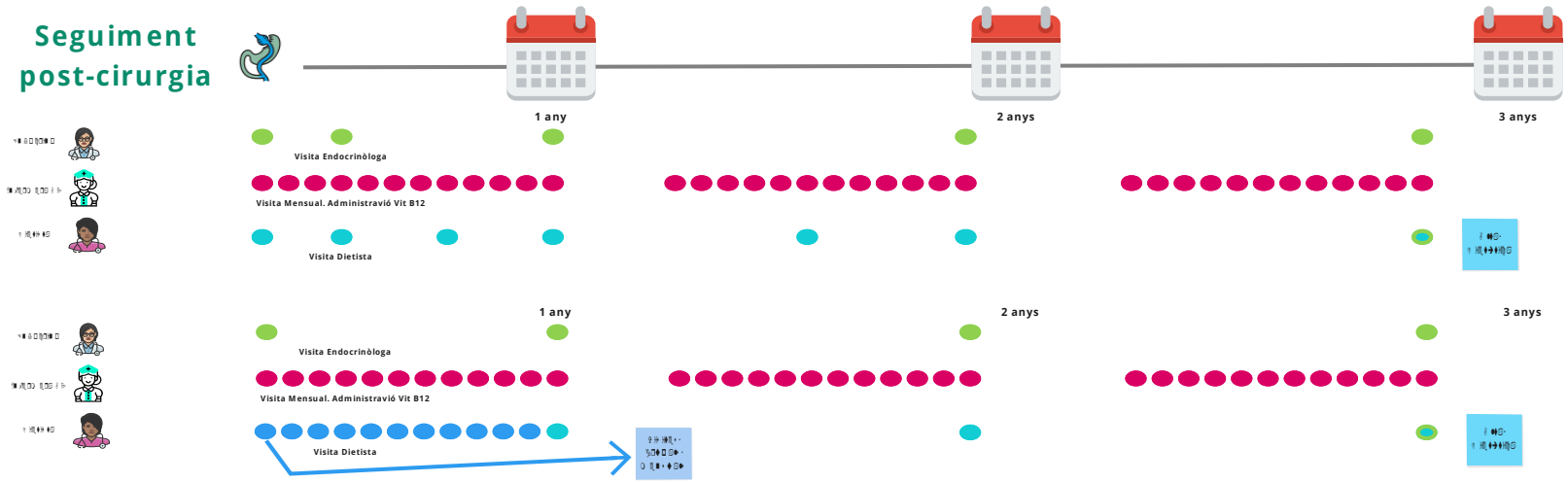
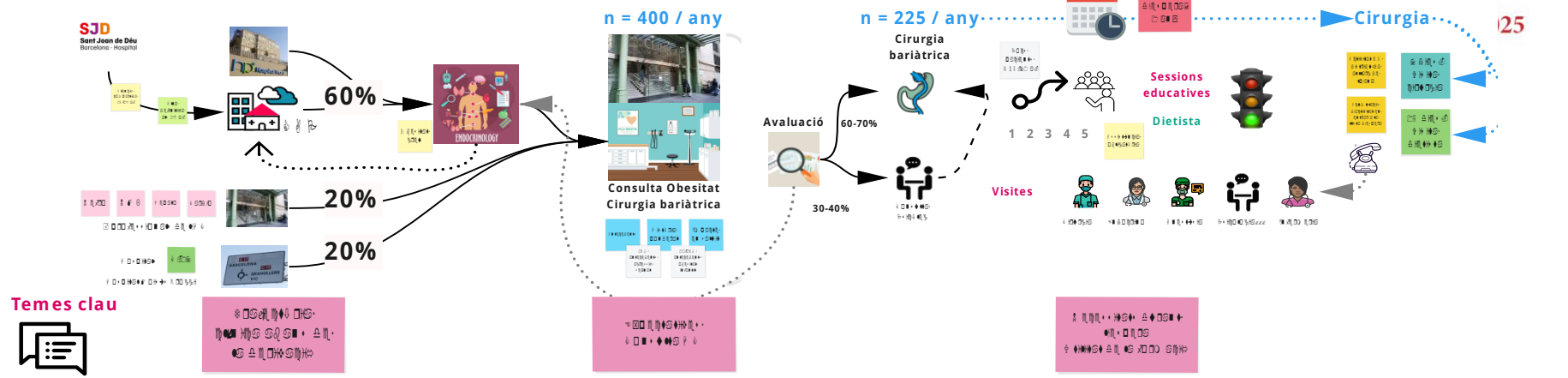


# Living with Obesity

- To explore people living with obesity's (PLwO) experience during current therapeutic interventions at Hospital Clinic Barcelona.
- To identify barriers to therapeutic adherence and unmet healthcare needs, and to develop comprehensive educational materials for a targeted therapeutic education.



## Obesity and bariatric surgery



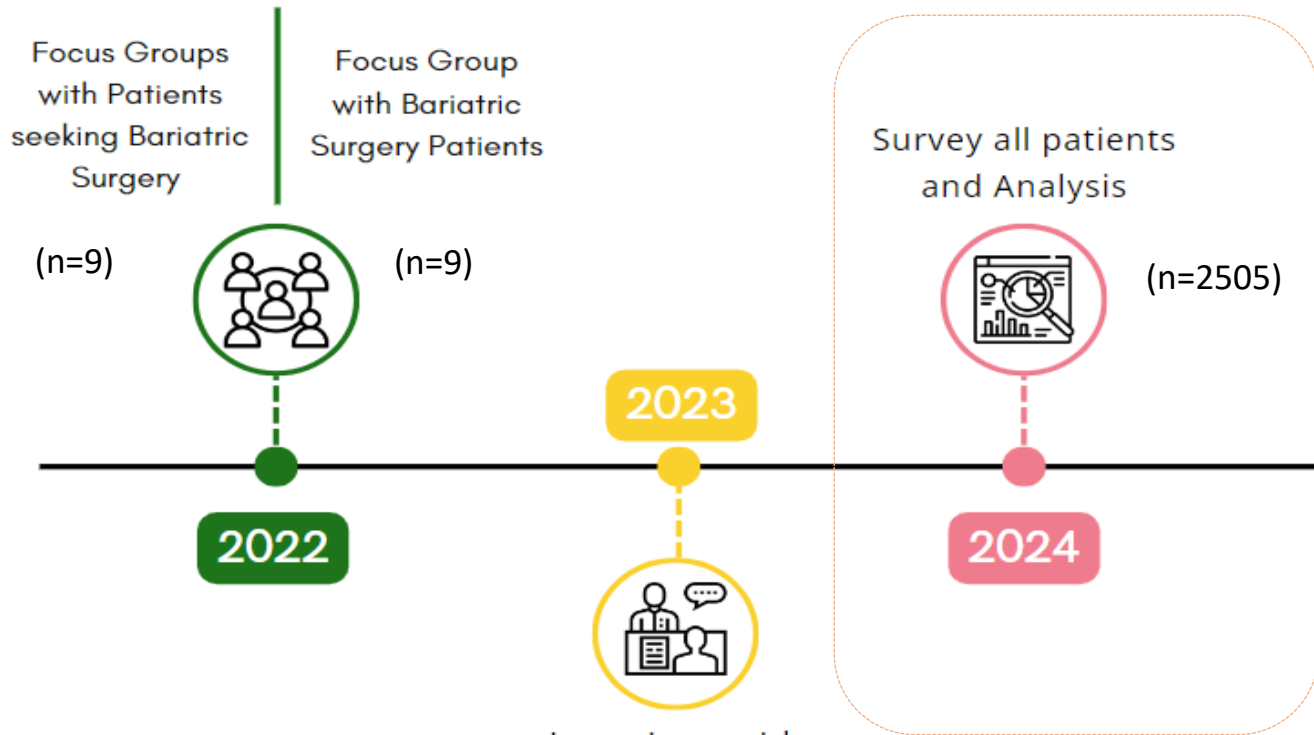
# Living with Obesity



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile

## Methods:



Espai d'Intercanvi d'Experiències (EIE)

Sumant valor en la relació de pacients, cuidadors i professionals sanitaris



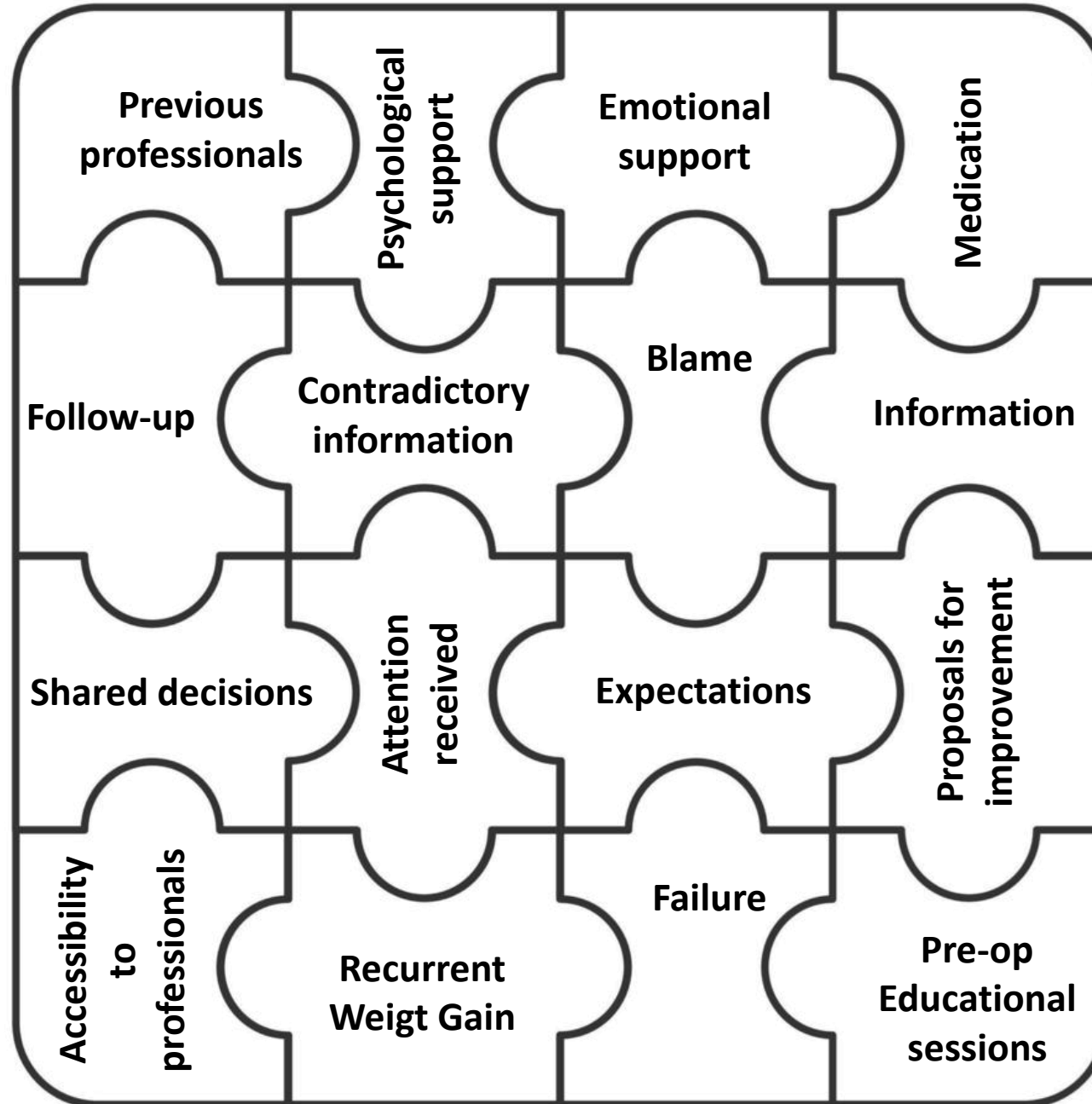
Grant Funseco 2022



ifso2025.org

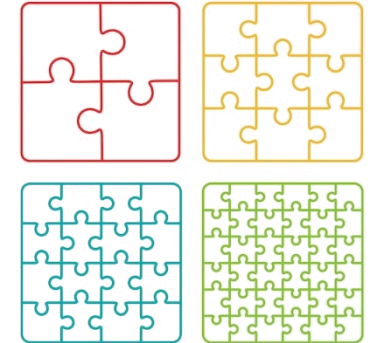


Local



# XXVIII IFSO World Congress

9-12 September 2025  
Santiago, Chile



[ifso2025.org](http://ifso2025.org)

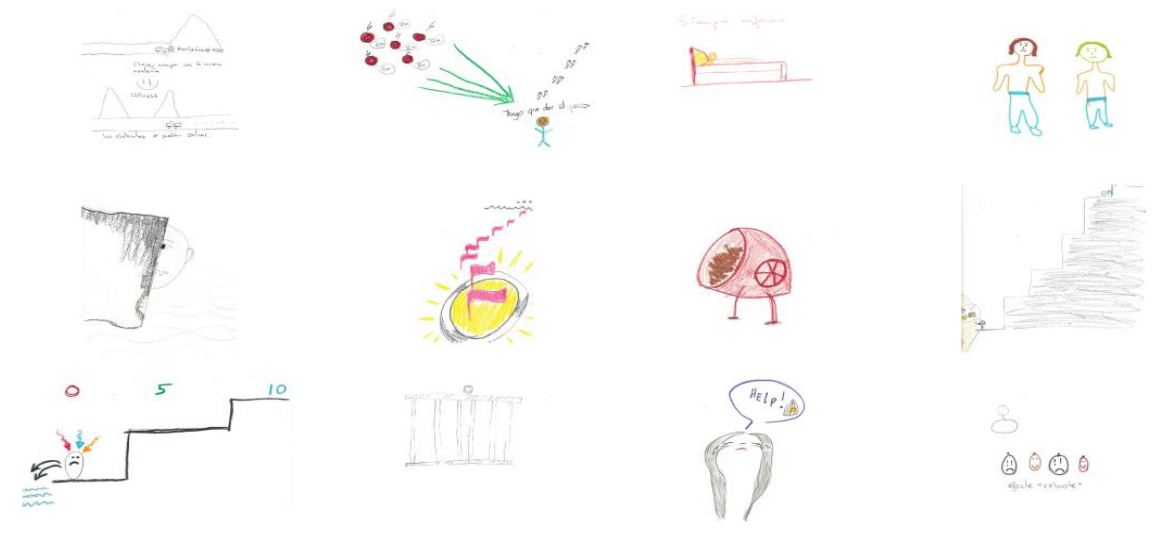
# Assessment Through Drawings of How People Living with Obesity Perceive Their Illness



How do you believe people in your social environment perceive you?



How do you feel when you do not achieve therapeutic goals related to physical activity, a healthy diet, or daily life activities?



# Expressing emotions and needs through drawing



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile

Post-bariatric surgery patients



1

"How do you think the people around you see you?"

2

"How do you feel when you do not achieve therapeutic goals in relation to physical activity, healthy diet or activities of daily living?"



Valoració a través de dibuixos de la percepció de la seva malaltia que tenen pacients amb obesitat

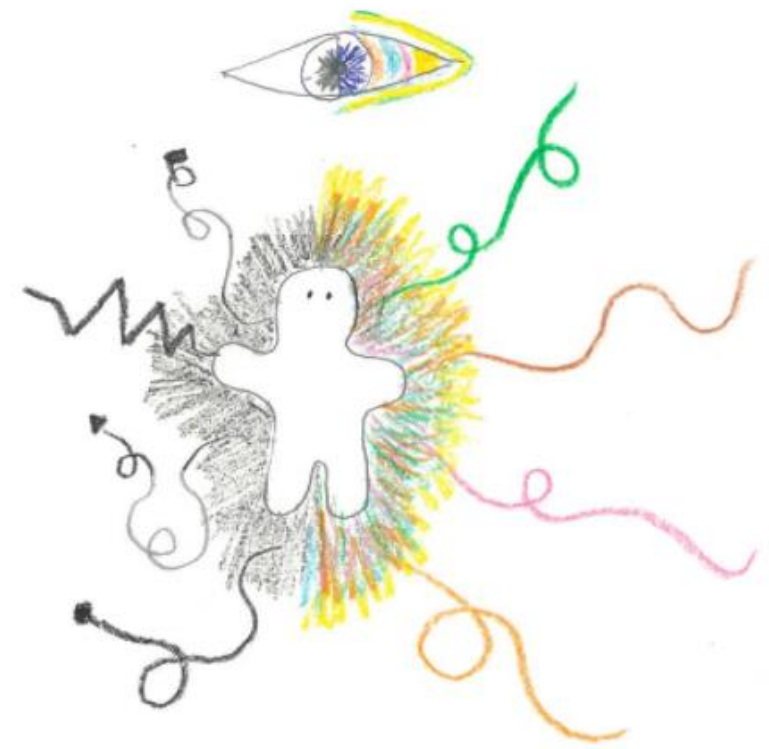
"Com creieu que us veuen les persones que us envolten?"



Como si llevara mi casa encima.



He puesto un caracol porque ... llevo mucho peso encima y voy poco a poco sacándomelo



Tengo muchos colores, pero hay una parte gris que mucha gente ve y que de repente opaca esos colores,...

Moizé et al. In press. 2025



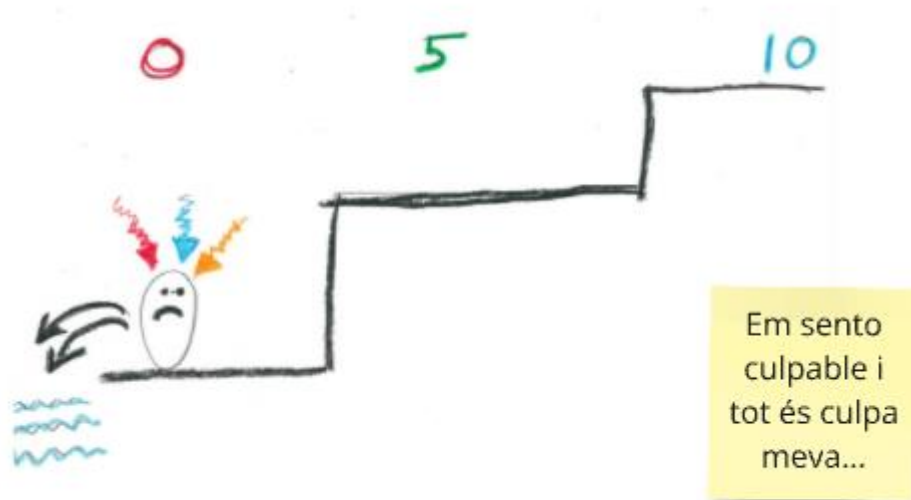
# Social pressure...



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile

## Culpa



## Estigma



# Culinary Medicine



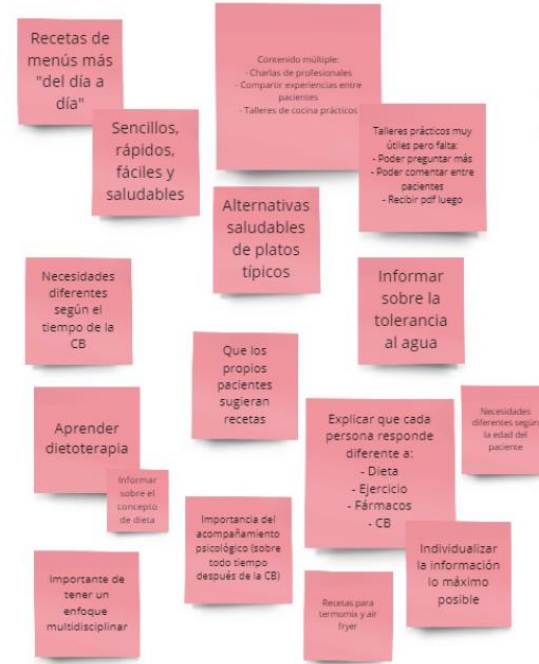
O  
ess  
15

## CULINARY MEDICINE

¿En qué creéis que os puede ayudar?



Contenido



Formato

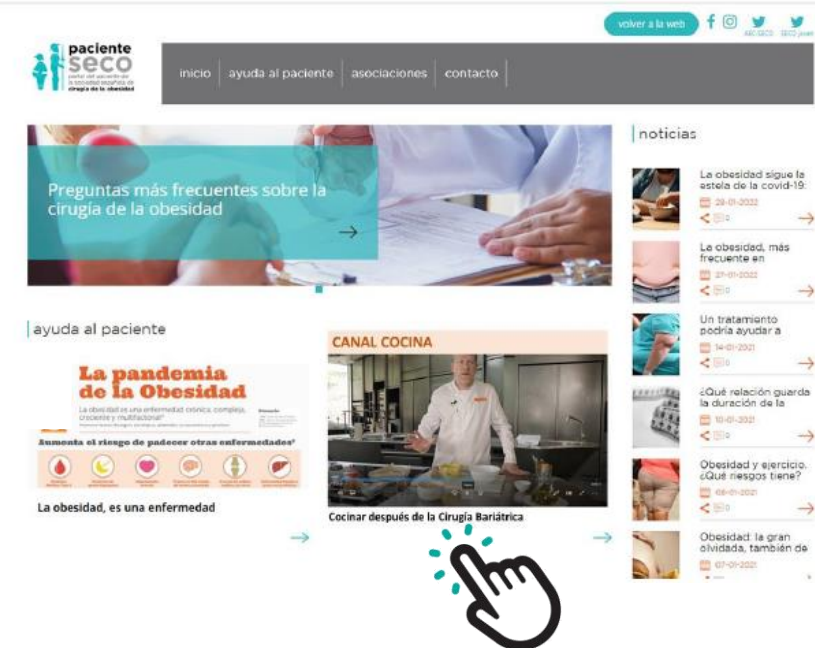


Temas invisibilizados:  
- Sexualidad  
- Higiene  
- Cirugía estética





## Medicina Culinaria como estrategia para aumentar la adherencia a los hábitos alimentarios saludables recomendados tras la cirugía bariátrica: Desarrollo de un canal de cocina centrado en la persona





**The complex nature of many chronic diseases, which affect people many different ways, requires a multifaceted response that will meet the needs of the individual patient.**

# To take away

Medicine is difficult—there are no shortcuts

Delivering high quality, patient centred care requires medical training that is long enough, broad enough, and deep enough, writes Andrew Elder

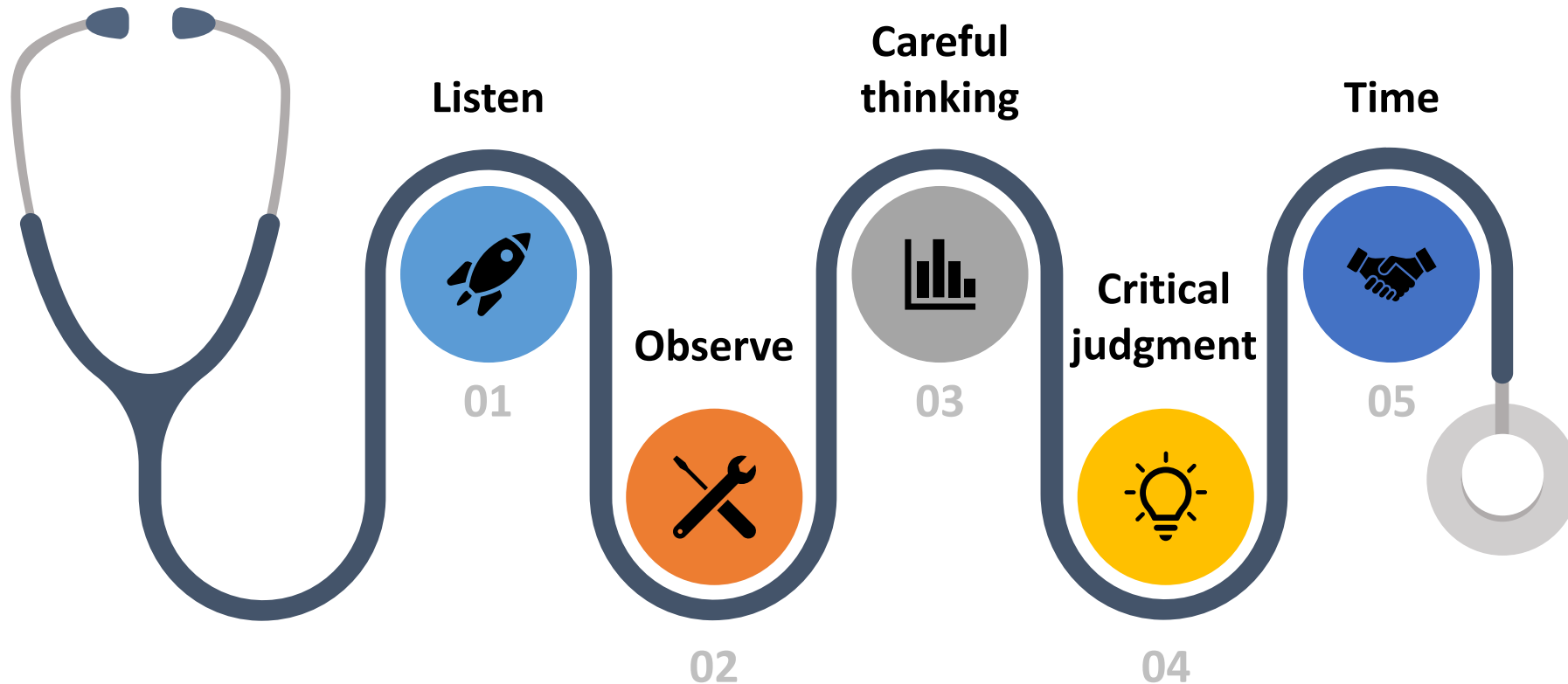
Andrew Elder,

BMJ 2024;387:q2163



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile





# Talking about value is a radical change of direction



XXVIII IFSO  
World Congress

9-12 September 2025  
Santiago, Chile



It cannot be done without patients

It is not a personal choice, it is a collective change.

It has no "end point"

**Measuring is the challenge**



**Thank you**  
**@JoanEscarrabill**

*Thank you for your attention!*



[vmoize@clinic.cat](mailto:vmoize@clinic.cat)  
[@violetaMoize](https://www.linkedin.com/in/violetamoize)



[ifso2025.org](http://ifso2025.org)