

1. Patients or caregivers with experience relevant to the conference's central theme actively participate in the design and planning of the event, including the selection of themes, topics and speakers.
Patients and caregivers were part of the program development phase and were instrumental in selecting central theme, topics and speakers.

International PX Symposium supports patient participation within the conference planning process.

The symposium will focus on measuring, understanding and acting on patient experience insight, and demonstrating responsiveness to that insight to improve care. Through national updates and case study presentations the conference will support participants to measure, monitor and improve patient experience in their healthcare service.

Emphasizing the paradigm shift towards 'person-centered care' and propagating patients to be equal partners of their own care journey; The International Patient Experience Symposium will re-imagine the existing care models and help deliver on the strategic promise of experience excellence.

2. Patients or caregivers with experience of the issues addressed by the event participate[2] in its delivery, and appear in its physical audience.

Our line-up of speakers includes patients themselves and also those working with patients on co design and learning from excellence in patient experience practice. Speakers include :

1. **Dr. Mariam Mohd Fatima Matar**, Founder & Chairperson | **UAE Genetic Diseases Association**
2. **Dr. Bassam Saleh Hasan Mahboub**, Head of Care Model Innovation | **Dubai Health Authority**
3. **Leslee J. Thompson**, CEO | **Health Standards Organization and Accreditation Canada**
4. **Karin Jay**, MA-Vice President, Global Services | **Planetree**
5. **Dr. Aysha Ali Ahmed Al Mehri**, Group Director of Nursing & Allied Health | **Abu Dhabi Health Services Company – SEHA** & President | **Emirates Nursing Association**
6. **Jane Griffiths**, Chief Nursing Information Officer | **Dubai Health Authority**
7. **Ahmad Al Khaja**, Patient

We also promote active participation of representatives from patient advocacy councils.

3. Travel and accommodation expenses for patients or carers participating in the advertised programme are paid in full, in advance. Scholarships[3] are provided by the conference organisers to allow patients or carers affected by the relevant issues to attend as delegates.

Presenters are paid for attendance and full reimbursement is given for costs in advance if requested and relevant scholarships are extended to promote active participation of patients in the event.

IPXS offers 20 free passes to Patients to participate in the symposium so they can apply (first come first served basis). Patient scholarships can be availed by writing to Zenab.husain@biiworld.com

4. The disability requirements of participants are accommodated[4]. All applicable sessions, breakouts, ancillary meetings, and other programme elements are open to patient delegates.

The International Patient Experience Symposium will be held at the Bab Al Qasr Hotel, Abu Dhabi. The hotel is a modern, wheelchair-accessible venue.

All disability requirements are taken care of and included in the deliverables list to be supplied to the venue hotel.

The conference staff are experienced in accommodating patient needs, such as reserved seating and dietary requirements

5. Access for virtual participants is facilitated,**[5]** with free streaming video provided online wherever possible. The social media hashtag #IPXSymposium will be actively promoted prior to, and during, the event so that everyone, whether able to attend the event or not, can join the conversation.

Upon the consent of the speakers, their presentations will be made available to share with the participants.