

4. Patient Experience Data use throughout the Healthcare process

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The Stakeholder matrix helps you understand how Patient Experience Data is used in the product development process and the healthcare process. The matrix gives you the opportunity to see the collective value behind PED use. This view would support stakeholders' alignment to avoid duplication and inefficiencies.



	Real World Data	Symptoms identification	Diagnosis	Treatment choices	Therapy cycles	Disease progression or survivorship
Stakeholder						
Patients, caregivers	Measure improvements in health outcomes or quality of life	Enhanced understanding of the natural history of the disease or condition, including progression, severity, chronicity	Personalized medicine/ biomarkers	Enrich treatment information guidance (6)		
Patient advocate	Inform research, policy, education initiatives Unmet medical needs Defining patient-relevant added values and outcomes Enhanced understanding of the natural history of the disease or condition					Inform research, policy, education initiatives Unmet medical needs
Healthcare professionals	Inform healthcare priority setting Performance monitoring and assurance Unmet medical needs Enhanced understanding of the natural history of the disease or condition (6) Establish clinical guidelines (6) Characterise disease (6)	Enhanced understanding of the natural history of the disease or condition (6)	Personalized medicine/ biomarkers Enhanced understanding of the natural history of the disease or condition			Inform healthcare priority setting Performance monitoring and assurance Unmet medical needs

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	Real World Data	Symptoms identification	Diagnosis	Treatment choices	Therapy cycles	Disease progression or survivorship
Stakeholder						
Regulators						
Life sciences industry	Inform priority setting, value propositions, pipeline and business decisions Assessment of current treatments Product design					Inform priority setting, value propositions, pipeline and business decisions Assessment of current treatments
HTAs organization						
Clinical practice			Diagnosis procedures	Quality improvement Shared decision making Relevant endpoints Risk/benefit balance	Quality improvement Shared decision making Relevant endpoints Risk/benefit balance	
Researchers	Augment real-world evidence Assessment of current treatments Unmet medical needs Defining patient-relevant added values and outcomes					Augment real-world evidence Assessment of current treatments Unmet medical needs Defining patient-relevant added values and outcomes
Funders						
Payors						

Resources

(6) Patient involvement in the development, regulation and safe use of medicines CIOMS Working Group report Draft, 24 February 2022

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