



**GAMES FOR HEALTH EUROPE  
2025**

**DR. ENRIC MAYOLAS OSCAR DALMAU  
GONZALO OTERO**

# HEALTHCARE SKILLS TOOLBOX

What **SKILLS** do we need to develop a change in organizational culture?  
To support digital transformation?  
To enhance team well-being?  
What **CAPABILITIES** should we use to promote more personalized health?  
And to improve the patient experience?

**HOW CAN WE DEVELOP THESE SKILLS?**

<https://healthcareskillstoolbox.com/>

Welcome to  
**HEALTHCARE SKILLS  
TOOLBOX**



by



Healthcare  
Learning  
Hub®

# HEALTHCARE SKILLS TOOLBOX

## CHALLENGES FOR HEALTHCARE IN EUROPE

- Complex Organizations
- Environmental Changes
- People are key (Patients-Professional-Public)
- Quality and safety
- Digital health and AI
- Value-based health care
- Innovation and Sustainability



# HEALTHCARE SKILLS TOOLBOX

Healthcare requires strong leadership and management to tackle new and increasing challenges





# HEALTHCARE SKILLS TOOLBOX

Skill disruption - Future of Jobs Report 2025

Future of Jobs Report 2025

## Core skills in 2025



1. Analytical thinking
2. Resilience, flexibility and agility
3. Leadership and social influence
4. Creative thinking
5. Motivation and self-awareness
6. Technological literacy
7. Empathy and active listening
8. Curiosity and lifelong learning
9. Talent management
10. Service orientation and customer service

Cognitive skills Self-efficacy Working with others Management skills Technology skills Engagement skills

Note: The skills selected by surveyed organizations to be of greatest importance to workers at the time of the survey.

Source: World Economic Forum. (2025). *Future of Jobs Report 2025*.

## Top 10 skills

### in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

### in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



Source: Future of Jobs Report, World Economic Forum



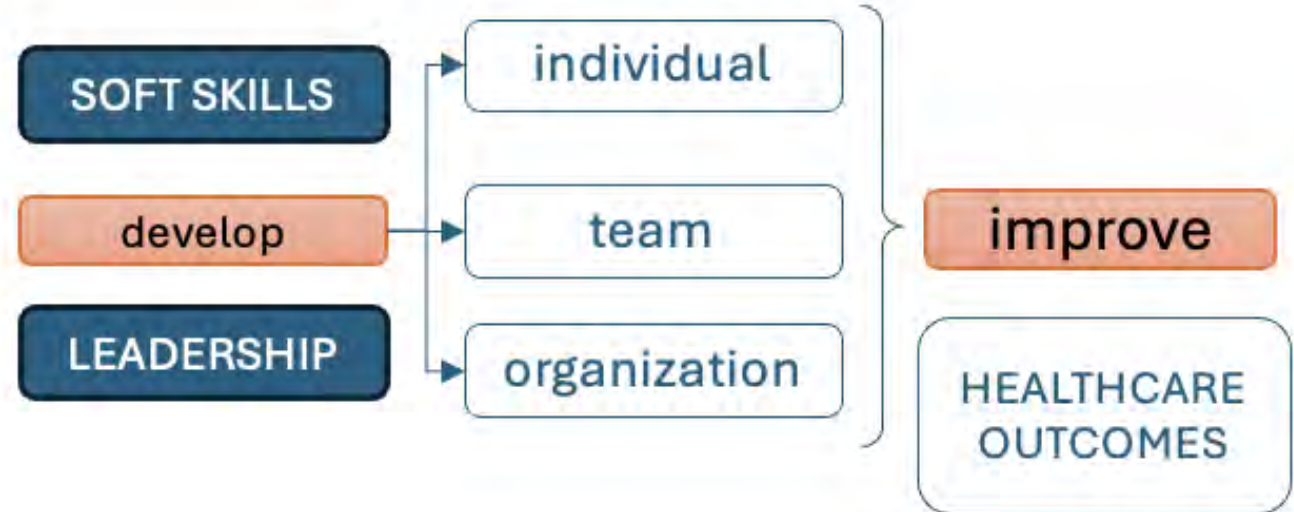
[https://reports.weforum.org/docs/WEF\\_Future\\_of\\_obs\\_Report\\_2025.pdf](https://reports.weforum.org/docs/WEF_Future_of_obs_Report_2025.pdf)

Core skills in 2025 - Future of Jobs Report 2025

# HEALTHCARE SKILLS TOOLBOX

## WHY SOFT SKILLS AND POWER SKILLS MATTERS?:

- Enhance adaptability to new scenarios
- Prepare for a changing environment
- For better Patient Care and Experience
- Team Collaboration
- Talent management
- Improve Leadership and Management







64 CARDS

8 SUITS

EVERY CARD ONE SKILL

DIFFERENT GAMES

## Level 1.

**Games as a support  
tool for in-person  
participatory dynamics**

Participants are around a table in small groups  
Game start with healthcare organisational challenge



# HEALTHCARE SKILLS TOOLBOX

We play the cards in face-to-face seminars or through digital environments

## SMALL GROUPS PHASE 1. EXPLORATIO



## SMALL GROUPS PHASE 2. IDENTIFICATIO



## SMALL GROUPS PHASE 3. PRIORITISATION



## IN COMMON PHASE 4. DISCUSSION



# HEALTHCARE SKILLS TOOLBOX

## Level 1.

Games as a support tool  
for in-person  
participatory dynamics.

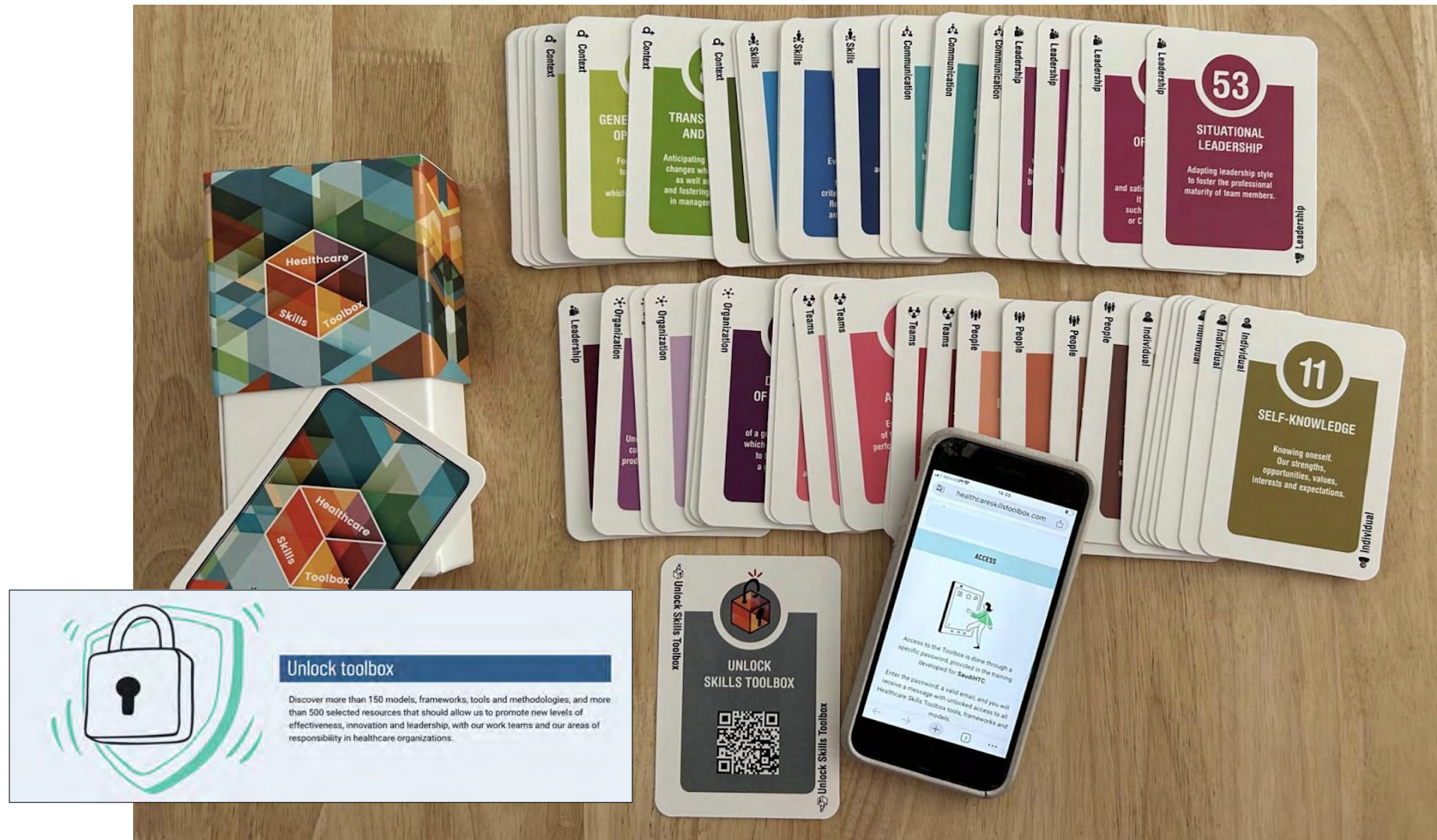
## Level 2.

**Gaming is the key to  
access resources and  
information evidence  
based**



# HEALTHCARE SKILLS TOOLBOX

The game becomes hybrid, through an access that allows unlocking tools.



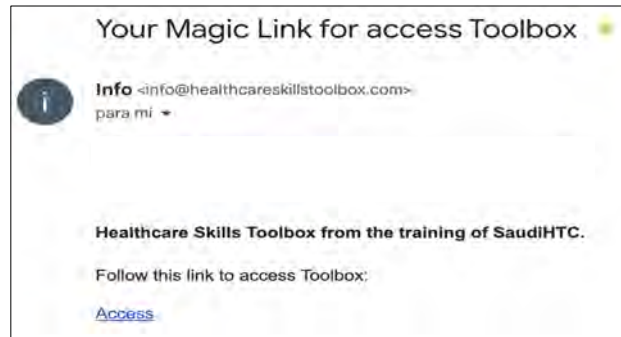
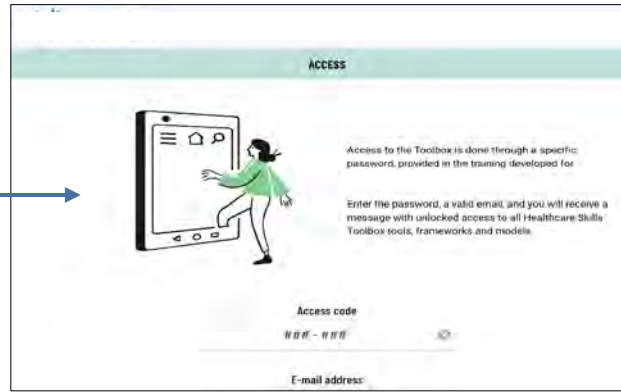
## Unlock toolbox

Discover more than 150 models, frameworks, tools and methodologies, and more than 500 selected resources that should allow us to promote new levels of effectiveness, innovation and leadership, with our work teams and our areas of responsibility in healthcare organizations.



# HEALTHCARE SKILLS TOOLBOX

The cards unlock a specific access




# The cards unlock a set of resources and tools for learning, evidence based from international health organizations.

back to Cards

## 27. Promote professional's wellbeing

INITIAL

INFO TOOLS



**DESCRIPTION**

This card refers to the overall state of physical, mental, and emotional health and satisfaction among individuals working in the healthcare organization. It encompasses various aspects of their professional and personal lives and is essential for ensuring high-quality patient care, professional fulfilment, and job satisfaction.

Prioritizing the wellbeing of healthcare professionals is essential and delivering high-quality patient care.

After the Covid-19 pandemic, the need to strengthen leadership, reinforce and nurture well-being teams (psychological, physical)

**RELATED TERMS**

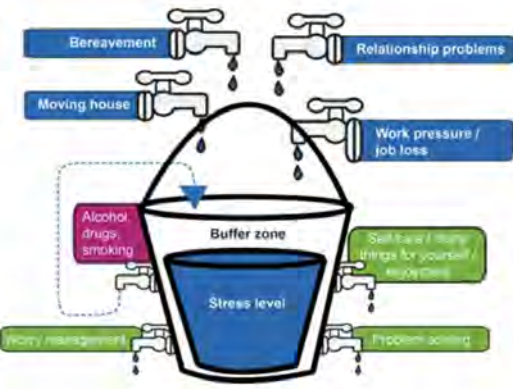
Resilience Training, Work-Life Balance, Employee Assistance Program, Advocacy

**SELF-REFLECTION QUESTIONS**

- How do I foster a supportive culture that promotes team wellbeing?
- What methods do I use to recognize and appreciate my team's contributions?

INFO TOOLS

### TOOL 3 of 3: Stress Bucket Model



**STRESS BUCKET MODEL**

The stress bucket shows how different triggers to stress can fill up our "internal bucket"; and if we don't manage this stress with helpful coping strategies this can make our "bucket" overflow where we start to feel overwhelmed. By engaging in helpful coping strategies to manage our stress, this reduces our stress levels.

We can manage stress by engaging in helpful coping strategies such as:

- Exercise
- Adapting a healthy lifestyle
- Relaxation
- Socializing
- Worry management techniques &
- Problem solving

Stress Bucket Model

Stress Bucket Activity

The diagram illustrates the Stress Bucket Model as a bucket with a 'Buffer zone' at the top and 'Stress level' at the bottom. Triggers (represented by faucets) include Bereavement, Moving house, Relationship problems, Work pressure / job loss, Alcohol/drugs/smoking, and Poor time / money management. Coping strategies (represented by faucets) include Self-care / taking things for yourself / mindfulness, Worry management, and Problem solving.

# HEALTHCARE SKILLS TOOLBOX

## Level 1.

Games as a support tool for in-person participatory dynamics.

## Level 2.

Games as the key to accessing resources and information on international evidence.

## Level 3.

From each card, access to specific microlearning

1-2 hours mobile learning associated to each skill.



# HEALTHCARE SKILLS TOOLBOX

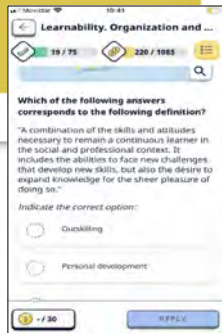
Connect each card with training microcontents in mobile learning format.

**Individual**

**18**

**LEARNABILITY**

Commitment with continuous education, lifelong learning and competency development.



**Teams**

**33**

**TEAM DEVELOPMENT**

Identifying diverse talent, integrating it and fostering its collective competences by means of new challenges.

**Teams**

organizational effectiveness.



This implies that the different recommendations (to enhance productivity, career

promoting best practices and innovation.

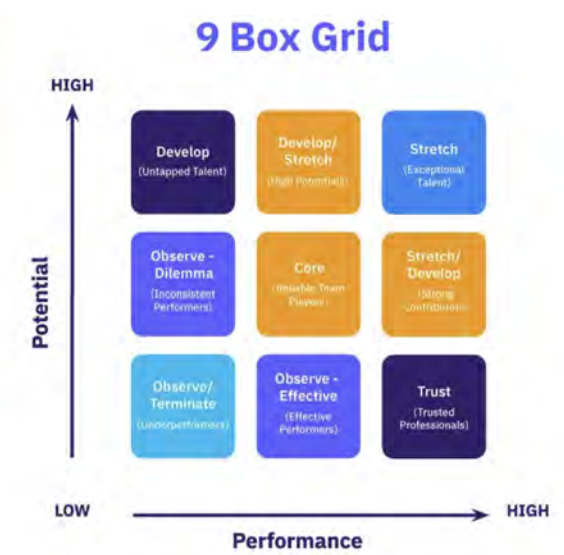


make decisions.

2 A roadmap to guide strategic planning.

Example of talent matrix:

The talent map is a proactive approach to people management based on a dynamic conception of talent, which can and must be developed to have a motivated and committed team.



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From each card, access to independent learning. 1-2 hour microcontent in mobile learning format associated with each skill.

## Level 4.

**Challenge-based learning. Connecting multiple cards, with specific content and simulation (practice).**

# HEALTHCARE SKILLS TOOLBOX

Connect cards related with specific Challenges in Healthcare

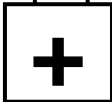
	Challenge A	Challenge B	Challenge C	Challenge D	Challenge ETC				
Card 11	X			X					
Card 12			X						X
Card 13				X			X		
Card 14						X			
Card 15		X			X				
Card 16								X	
Card Etc	X		X						



From challenges, we connect autonomous content with simulations & practice.

**Example of Challenge: Improve results by redesign of care processes**  **Microcredential**

<p><b>34</b></p> <p><b>TEAM-BASED CARE</b></p> <p>A collaborative healthcare approach where multidisciplinary teams provide patient-centered, coordinated, and efficient care.</p>	<p><b>35</b></p> <p><b>SERVICE ORIENTATION &amp; PATIENT EXPERIENCE</b></p> <p>Prioritizing patients in healthcare organizations by understanding and meeting their needs. Includes models like Patient Experience and Customer Centricity.</p>
<p><b>45</b></p> <p><b>PROCESS MANAGEMENT</b></p> <p>Optimizing processes to enhance efficiency and meet both patient and organizational needs.</p>	<p><b>54</b></p> <p><b>INNOVATION</b></p> <p>Implementing new ideas and processes to create value and drive transformation.</p>
<p><b>36</b></p> <p><b>QUALITY IMPROVEMENT &amp; PATIENT SAFETY</b></p> <p>Building a team culture focused on quality and patient safety, including protocols, error management, and second-victim support.</p>	<p><b>XI</b></p> <p><b>ANALYTICAL &amp; CRITICAL THINKING</b></p> <p>Assessing data, evaluating problems, and making evidence-based decisions to enhance healthcare processes and policies.</p>



The objective of the **gamification & simulation** is to optimize key decisions of the quintuple AIM: clinical practices of maximum value, increase the patient experience, organizational effectiveness and efficiency, commitment and satisfaction of professionals, and equity.



**Specific game for Hospital challenge**

# HEALTHCARE SKILLS TOOLBOX

Based on challenges, we connect autonomous content with simulations & practice.

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## Example of Challenge: Improve results by redesign of care processes



Microcredential

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**34**  
TEAM-BASED CARE

A collaborative healthcare approach where multidisciplinary teams provide patient-centered, coordinated, and efficient care.

**35**  
SERVICE ORIENTATION & PATIENT EXPERIENCE

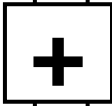
Prioritizing patients in healthcare organizations by understanding and meeting their needs. Includes models like Patient Experience and Customer Centricity.

**45**  
PROCESS MANAGEMENT

Optimizing processes to enhance efficiency and meet both patient and organizational needs.

**54**  
INNOVATION

Implementing new ideas and processes to create value and drive transformation.

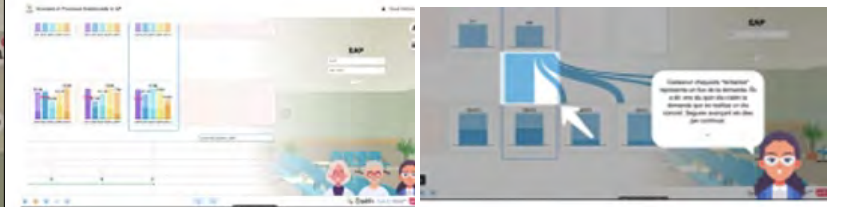
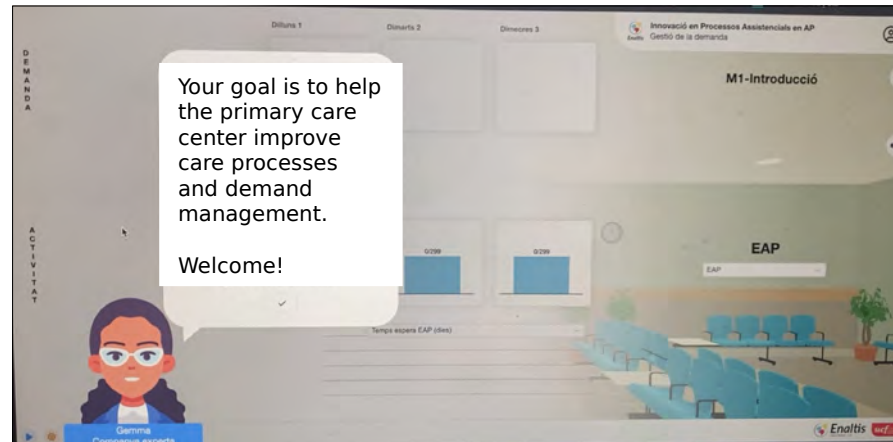
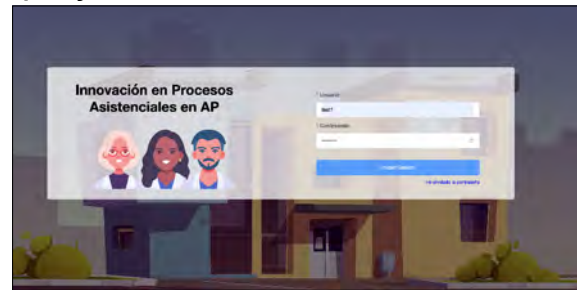


**36**  
QUALITY IMPROVEMENT & PATIENT SAFETY

Building a team culture focused on quality and patient safety, including protocols, error management, and second-victim support.

**XI**  
ANALYTICAL & CRITICAL THINKING

Assessing data, evaluating problems, and making evidence-based decisions to enhance healthcare processes and policies.



**Specific game for Primary Healthcare challenge**

Based on challenges, we connect autonomous content with simulations & practice.

**Example of Challenge: Improve results by redesign of care processes**



**Microcredential**

The objective of the **gamification & simulation** is to optimize key decisions of the quintuple AIM: clinical practices of maximum value, increase the patient experience, organizational effectiveness and efficiency, commitment and satisfaction of professionals, and equity.

STARTING WITH A GAME

WE SPARK DIFFERENT SIMULATIONS & SERIOUS GAMES FOR HEALTHCARE CHALLENGES

*Specific game for Primary Healthcare challenge*





Based on challenges, we connect autonomous content with simulations & practice.

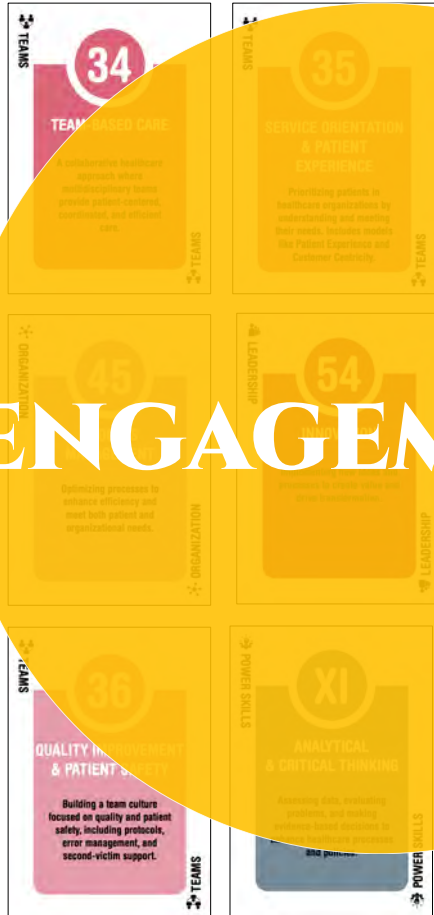
**Example of Challenge: Improve results by redesign of care processes**



**Microcredential**

The objective of the **gamification & simulation** is to optimize key decisions of the quintuple AIM: clinical practices of maximum value, increase the patient experience, organizational effectiveness and efficiency, commitment and satisfaction of professionals, and equity.

**ENGAGEMENT + RELEVANCE & VALUE**



**Specific game for Primary Healthcare challenge**

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## Level 5.

**Learning paths by function/challenges.**

# HEALTHCARE SKILLS TOOLBOX

Finally, learning paths by function/challenges

## SELF-PACED LEARNING.



The participant connects microcredentials into progressive learning paths.

## LEARNING PATHS.



Practically oriented toward skill development, according to a plan.

## PERSONALIZED



Designing an itinerary based on the challenges and needs of an organization and team.



## DEVELOPMENT AND IMPROVEMENT ACTIVITIES



Academic Certification  
(Diploma, Expert, etc.)

# HEALTHCARE SKILLS TOOLBOX



## **DR. VALENTÍ MARTÍNEZ I ESPINOSA**

PhD in Psychology from the Abat Oliba University, Bachelor of Psychology from the Ramon Llull University, Diploma in Nursing from the University of Barcelona. Diploma in Hospital Management and Health Management from EADA (Barcelona). Current, Academic Director of the Chair of Leadership in Values.

For 20 years, General Director of the Bages University Foundation (Manresa Campus of the University of Vic - Central University of Catalonia).

Member of different boards of trustees of Manresa institutions.

Member of the Coordination Committee of the University sector of the Spanish Association of Foundations, Madrid.

## **DR. ENRIC MAYOLAS**

Doctor of Medicine (Autonomous University of Barcelona). Member of the College of Physicians of Barcelona, FADA (Quality Care), the AIA Foundation (Architecture and Health) of France and member of the Board of the Practicum Foundation of Madrid. Professor at the Universities of ESAM and Continental de Lima (Peru) and UTC Compiègne and at the National School of Public Health in Paris (France).

He has been Director of Hospitals, of the Health Administration of the Generalitat de Catalunya and Director of International Promotion of the Chamber of Commerce of Barcelona. He has developed health projects in Spain, France, Africa and Latin America both in the private sector and for the World Bank, the IDB-Ibero-American Development Bank, the European Development Bank and the Pan American Health Organization PAHO.



## **MR. ÒSCAR DALMAU IBAÑEZ**

Currently, Director of Innovation at UCF. For 12 years, Managing Director of Unió Consorci Formació (training center belonging to the Catalan Union of Hospitals and the Healthcare Consortium of Catalonia). Also, Vice President of RECLA - Continuing Education Network in Latin America and Europe.

Consultant in continuing education, e-learning, talent development, and innovation in training. Postgraduate Diploma in Simulation and Teaching Innovation (Manresa campus, UVIC-UCC). Management of Service Companies (ESADE). MBA (UPC). Author of the book "Training and talent development. An innovative experience in health organizations".

## **MR. GONZALO OTERO**

Professional in health sciences, Bachelor in Veterinary Sciences, BVSC, Green Belt Lean Six Sigma and Master in High Management of Health Services and Business Management. University of Alcalá.

Healthcare consultant +20yrs. Enthusiast of quality improvement and innovation through innovative management tools. Academic and teaching coordinator of the MSC in Healthcare Business Administration and Management at UCM (Universidad Complutense de Madrid), 2016/2019 and lecturer in other business schools (IE Business School, EADA,...)






# HEALTHCARE SKILLS TOOLBOX




[Summit](#) [Programme](#) [Experiences](#) [Registration](#) [Spaces](#) [ESP](#)

## SUMMIT ON CONTINUING MEDICAL EDUCATION

IMPROVING HEALTH THROUGH INNOVATIVE  
LEARNING EXPERIENCES FOR PROFESSIONALS,  
PATIENTS AND BEYOND

 13 to 16 May 2025

 Barcelona - Manresa (Spain)

[Register](#)

# HEALTHCARE SKILLS TOOLBOX

We are working on a report on **"Trends in Continuing Education and Health Learning"**.

Your participation will be extremely useful

We appreciate your collaboration

# THANK YOU

**TO PARTICIPATE IN THE  
SURVEY, PLEASE SCAN QR  
CODE:**





# **GAMES FOR HEALTH EUROPE 2025**

**DR. ENRIC MAYOLAS** (Oscar Dalmau - Gonzalo Otero)