



INTENT

Benchmarking tool

User guide

- 1) Go to <https://intent-benchmark.uzis.cz/>
- 2) Click on the *Benchmarking tool* button
- 3) Log in

INTENT tools homepage

Virtual know-how centre

INTENT official website

Benchmarking tool

INTENT intranet

Two tools are available:

- 1) Online questionnaires management
- 2) Interactive data presentation

INTENT Benchmarking Tool

Online questionnaire
management

Interactive data presentation

Online questionnaires management

Overview of all questions included in the survey

[Browse surveys](#)

Exports

switch dimension ▾

switch target group ▾

Print all

Export all (CSV format)

Search:

Code	Question	Target group
age	Age	Patients
Axis_1_1	Does the Board of Directors present the strategy (quality objectives, investments, organization of services, budgeting, ...) to the committee of volunteers?	Management
Axis_1_1_P	Are you informed about the strategic plan of the [name of the Institute] (quality objectives, investments, organization of services, budgeting, etc.)	Expert Patients
Axis_1_2	Does your Institute, is commitment to patient-centred care impact the code of ethics of staff and charter of patients' rights?	Management
Axis_1_2_P	Do you know the content of the charter of patients' rights of the Institute?	Expert Patients
Axis_1_3_M	Do you consider volunteer associations as one of your assets?	Nurses
Axis_1_3_P	Do you plan your activities together with the Board of Directors of the [name of the institute]?	Management
Axis_1_3_S	Do you consider volunteer associations as one of your assets?	Expert Patients
Axis_1_4_M	Does the center have a formal committee of volunteers*, which meets at least annually to provide inputs to hospital management? [*Group of representatives of volunteer associations and/or patients operating in your Institute]	Nurses
Axis_1_5_M	Does the Board of Directors present the report on patient satisfaction to the committee of volunteers?	Management
Axis_1_5_P	Do you discuss patient satisfaction reports with the Board of Directors of the [name of the Institute]?	Expert Patients
Axis_1_5_S	Are you informed about the results of patient satisfaction surveys and the reasons for the complaints?	Nurses
Axis_1_6_M	Are patient associations involved in the design of clinical pathways?	Management
Axis_1_6_P	Do patient associations collaborate with staff in the design process of clinical pathways?	Expert Patients
Axis_1_7_M	Do you offer visibility to volunteer associations (e.g. website, flyers, information boards)?	Management

Display in printer-friendly layout

Export to CSV file (to be opened e.g. in MS Excel)

[Browse surveys](#)

Exports

switch dimension ▾

switch dimension

Patient Centered Culture

Communication

Accessibility

Shared Decision Making

Quality of Life

Research

switch target group ▾

Online questionnaires management
Overview of all questions included in the survey

Filters/switches for the type of questions and appropriate target group

Search:

	Question	Target group
		Patients
	the strategic plan (quality objectives, investments, organization of services, budgeting, ...) to the committee of volunteers?	Management
Axis_1_1_P	Are you informed about the strategic plan of the [name of the institute] (quality objectives, investments, organization of services, budgeting, etc.)	Expert Patients
Axis_1_2_M	In your Institute, is commitment to patient-centred care implemented in the code of ethics of staff and charter of patients' rights?	Management
Axis_1_2_P	Do you know the content of the charter of patients' rights of the Institute?	Expert Patients
Axis_1_2_S	Do you know the content of the code of ethics of your organisation and the charter of patients' rights?	Nurses
Axis_1_3_M	Do you consider volunteer associations as one of your assets?	Management
Axis_1_3_P	Do you plan your activities together with the Board of Directors of the [name of the institute]?	Expert Patients
Axis_1_3_S	Do you consider volunteer associations as one of your assets?	Nurses
Axis_1_4_M	Does the center have a formal committee of volunteers*, which meets at least annually to provide inputs to hospital management? [*Group of representatives of volunteer associations and/or patients operating in your Institute]	Management
Axis_1_5_M	Does the Board of Directors present the report on patient satisfaction to the committee of volunteers?	Management
Axis_1_5_P	Do you discuss patient satisfaction reports with the Board of Directors of the [name of the Institute]?	Expert Patients
Axis_1_5_S	Are you informed about the results of patient satisfaction surveys and the reasons for the complaints?	Nurses
Axis_1_6_M	Are patient associations involved in the design of clinical pathways?	Management
Axis_1_6_P	Do patient associations collaborate with staff in the design process of clinical pathways?	Expert Patients
Axis_1_7_M	Do you offer visibility to volunteer associations (e.g. website, flyers, information boards)?	Management

Browse surveys

Exports



Questions

Online questionnaires management

Export of answers according individual target groups to CSV file



Answers:
Management



Answers:
Medical Doctors



Answers:
Nurses



Answers:
Expert Patients



Answers:
Patients

Switch to the *Benchmarking tool*
homepage or to the *Interactive data*
presentation



Spider graph

Data table

Particular dimension

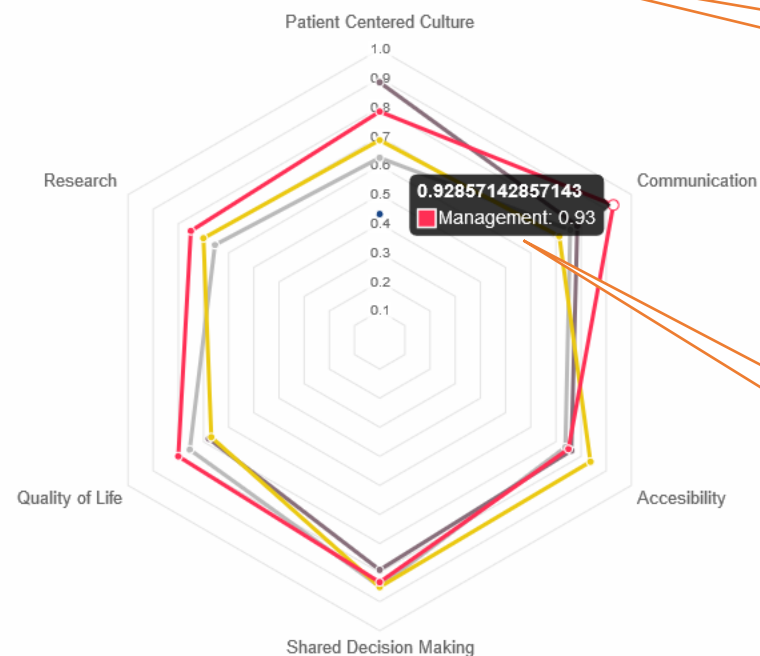
Benchmarking graph

Benchmarking table

Interactive data presentation

Summary rating of the institution in all dimension that were evaluated in the surveys

Management Medical Doctors Nurses Patients Expert Patients Total score



Click to activate or deactivate a particular target group

Rating appears on hovering mouse over the cell

Spider graph **Data table** Particular dimension Benchmarking graph Benchmarking table

Print all

Export all (CSV format)

Search:

	Patient Centred Culture	Communication	Accessability	Shared Decision Making	Quality of Life	Research	Total
Management	0.8 (N=1/7 responses)	0.8 (N=1/21 responses)	0.8 (N=1/8 responses)	0.8 (N=1/6 responses)	0.8 (N=1/15 responses)	0.8 (N=1/8 responses)	0.8 (N=6/65 responses)
Medical Doctors	0.7 (N=10/40 responses)	0.7 (N=10/110 responses)	0.8 (N=10/40 responses)	0.9 (N=10/60 responses)	0.7 (N=10/160 responses)	0.7 (N=10/50 responses)	0.7 (N=60/460 responses)
Nurses	0.9 (N=11/44 responses)	0.8 (N=11/121 responses)	0.8 (N=11/44 responses)	0.8 (N=11/55 responses)	0.7 (N=11/165 responses)		0.8 (N=55/429 responses)
Expert Patients	0.4 (N=6/30 responses)						0.4 (N=6/30 responses)
Patients	0.5 (N=58/58 responses)	0.6 (N=98/980 responses)	0.6 (N=58/588 responses)	0.6 (N=58/588 responses)	0.6 (N=58/588 responses)	0.5 (N=98/196 responses)	0.6 (N=588/2352 responses)

Display in printer-friendly layout

Export to CSV file (to be opened e.g. in MS Excel)

0.9 (N=11/44 responses)

Rating

Number of respondents / number of answers
(in the *Total* column: sum of number of
respondents / number of all answers)

Spider graph

Data table

Particular dimension

Benchmarking graph

Benchmarking table

switch dimension ▾

Print all

Export all (CSV format)

Search:

	Management	Medical Doctors	Nurses	Expert Patients	Patients	Total
1-1	1 (N=1)			0.5 (N=6)		0.8 (N=7)
1-2	0.5 (N=1)	0.9 (N=10)	1 (N=11)	0.7 (N=6)		0.8 (N=28)
1-3	1 (N=1)	0.6 (N=10)	0.8 (N=11)	0.2 (N=6)		0.6 (N=28)
1-4	1 (N=1)					1 (N=1)
1-5	1 (N=1)	0.9 (N=10)	1 (N=11)	0.3 (N=6)		0.8 (N=28)
1-6	0 (N=1)					0.3 (N=7)
1-7	1 (N=1)	0.4 (N=10)	0.7 (N=11)		0.3 (N=98)	0.6 (N=120)
2-1	0.9 (N=1)	0.7 (N=10)	0.8 (N=11)			0.8 (N=22)
2-2	1 (N=1)				0.5 (N=98)	0.7 (N=99)
2-3	1 (N=1)				0.9 (N=98)	0.9 (N=99)
2-4	0.5 (N=1)	1 (N=10)	0.5 (N=11)		0.9 (N=98)	0.7 (N=120)
2-5	1 (N=1)					1 (N=1)
2-6	1 (N=1)				1 (N=98)	1 (N=99)
2-7	1 (N=1)				0.5 (N=98)	0.7 (N=99)
3-1	0.5 (N=1)	0.9 (N=10)	0.5 (N=11)		0.4 (N=98)	0.6 (N=120)
3-2	1 (N=1)				0.7 (N=98)	0.9 (N=99)
3-3	1 (N=1)				0.9 (N=98)	1 (N=99)

[Axis-1-5] Are you informed about the results of patient satisfaction surveys and the reasons for the complaints?

The particular question is displayed on hovering mouse over the rating



Spider graph

Data table

Particular dimension

Benchmarking graph

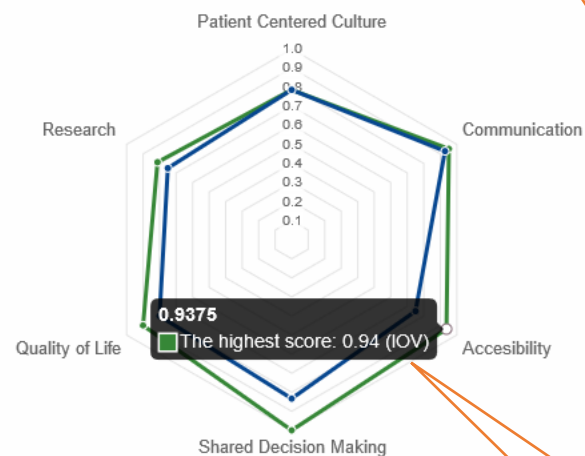
Benchmarking table

Interactive data presentation

Comparison with other institutions (the highest and the lowest score) according to target groups

Management

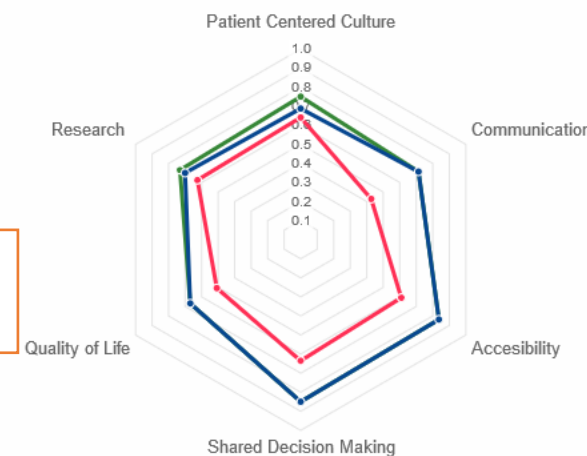
■ My institution ■ The highest score ■ The lowest score



Click to activate or deactivate a particular institution

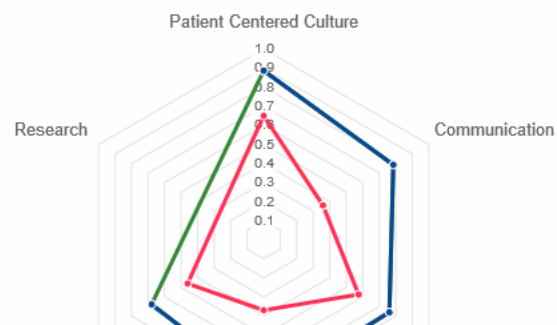
Medical Doctors

■ My institution ■ The highest score ■ The lowest score



Nurses

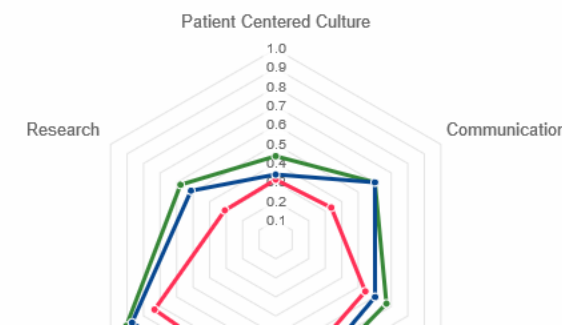
■ My institution ■ The highest score ■ The lowest score



Rating appears on hovering mouse over the cell

Patients

■ My institution ■ The highest score ■ The lowest score



Spider graph Data table Particular dimension Benchmarking graph **Benchmarking table**

Patient Centered Culture ▾

switch dimension

Patient Centered Culture

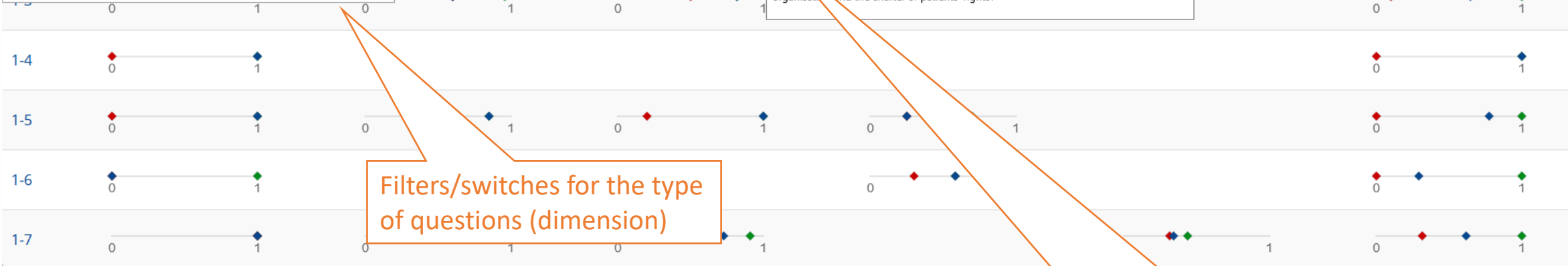
Communication

Accessability

Shared Decision Making

Quality of Life

Research



Filters/switches for the type of questions (dimension)

Download de-identified demographic data of patients who participated in the survey

Interactive data presentation

Comparison with other institutions (the highest and the lowest score) according to individual questions

Rating and text of the question appears on hovering mouse over the cell

INTENT benchmarking Tool – methodological manual

Data structure

Each question belongs to one of the six following dimensions: *Patient Centred Culture (1)*, *Communication (2)*, *Accessibility (3)*, *Shared Decision Making (4)*, *Quality of Life (5)* and *Research (6)*.

The questions were responded by respondents from 5 target groups: *Management*, *Medical Doctors*, *Nurses*, *Expert Patients* and *Patients*. Respondents of the *Management* and *Medical Doctors* groups responded to questions from dimensions 1-6, respondents of the *Nurses* group responded to questions from dimensions 1-5, respondents of the *Patients* group responded to questions from dimensions 1-6 and respondents of the *Expert patients* group responded to questions from dimension 1.

Questions can be in *Text Field*, *Single Choice* or *Multiple Choice* format.

In the case of the target group *Patients*, sociodemographic data as *Age* and *Gender* were also collected. *Gender* is displayed in the format N = male, P = female, *Age* as a numerical value.

Method of evaluation

The result of the evaluation is the average value rounded to one decimal place. In the aggregate tables, the resulting values are color-coded 0.0-0.3 in red, 0.4-0.7 in orange, 0.8-1.0 in green (Figures 1 and 2).

Question value (Figure 1: red box)

Responses to questions of the *Single Choice* type are in the Y-P-N format, where 1 point is assigned for the response Y, 0.5 points for the response P and 0 points for the response N.

Responses to *Multiple Choice* questions are in the format of an empty field or a Y response, which corresponds to 1 point. The average value for a *Multiple Choice* question is calculated by summing the Y responses and dividing by the number of options, except the option "None of the above". If one of the options is "None of the above" and it is selected by a respondent, then the question value is 0 (for example, for the *Management* group, "None of the above" was one of the 3 options, but the respondent selected both previous options, so the resulting value is 1).

Question total score over target groups (Figure 1: blue box)

Due to the fact that the number of respondents in each target group is different (e.g., in the case of *Management* N = 1, but *Patients* N = 98), question total score is calculated as the average of the question values of all target groups. For example, in question 6-1, the resulting values were 0.7 (*Patients*), 0.8 (*Medical Doctors*) and 1.0 (*Management*). The sum of these values is 2.5, dividing the number of target groups gives a score of 0.8.

Figure 1

Spider graph Data table Particular dimension Benchmarking graph Benchmarking table

Research:

CSV XLSX

	Management	Medical Doctors	Nurses	Expert Patients	Patients	Total
6-1	1 (N=1)	0.8 (N=11)			0.7 (N=98)	0.8 (N=108)
6-2	0.5 (N=1)	0.8 (N=11)			0.4 (N=11)	0.4 (N=11)
6-3	0.5 (N=1)					1 (N=1)
6-4	1 (N=1)	0.9 (N=11)			0.9 (N=11)	0.9 (N=11)
6-5	1 (N=1)					1 (N=1)
6-7	1 (N=1)	0.8 (N=11)			0.9 (N=11)	0.9 (N=11)
6-8	0 (N=1)	0.2 (N=11)			0.2 (N=98)	0.2 (N=108)

Statistical methodology manual

<https://intent.uzis.cz/res/file/benchmarking-methodology.pdf>