

INTENT CE1047 - Experiences of piloting the benchmarking tool - Survey

Deliverable D.T3.2.2 Report on using the
benchmarking tool

Version 1
06 2020





We thank you for participating in the piloting process and for using the benchmarking tool. We would like to collect your feedback on administering the benchmarking tool at your institutes [5 set of Questionnaires addressing the following stakeholders: 100 patients (50 male, 50 female), 5 expert patients, 10 doctors, 10 nurses, 1 manager (official statement of institute)].

We kindly ask the main contact person in charge of the piloting at your center to fill out the following survey to evaluate the experience of piloting the benchmarking tool both in terms of improving the processes and the content of the tool (5 questionnaires) themselves.

Name of your Institute: _____

Date of filling out the survey: _____

Section 1 Piloting Experience

Please tick the box that best describes your feelings to the following statements:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
The benchmarking tool (5 questionnaires) is appropriate in length.					
The benchmarking tool (5 questionnaires) addresses all relevant target audiences.					
The wording of benchmarking tool (5 questionnaires) was clear and easy to understand.					
The instructions on using online back office were clear and easy to understand.					
The content of the training on technical matters of using the back office was appropriate.					
The online interface to upload/fill out the benchmarking tool (5 questionnaires) was functioning properly.					



Section 2 Administering the benchmarking tool (5 questionnaires)

Please tick the appropriate box regarding the format in which the 5 questionnaires were administered. Please also describe any comments regarding administering the 5 questionnaires in the comments section below.

	Paper	Online (sending the questionnaire links via email)	Mix of paper and online (sending the questionnaires links via email)	Please describe any comments regarding administering the benchmarking tool (5 questionnaires) to the target audiences (e. g. any challenges that you may have encountered administering either the paper or the online versions via the back office, etc.)
Patients				
Expert Patients				
Doctors				
Nurses				
Management				

Section 3 Content of the benchmarking tool (5 questionnaires)

Please describe in detail each question that was difficult to understand for the relevant target audience and make suggestions for changing the wording of the English version. (Please indicate the number of the question in the relevant questionnaire).

Patients
Expert Patients
Doctors
Nurses
Management



Please describe the strengths of the piloting benchmarking process (including the use of the online tool) in your opinion.

Please describe the weaknesses of the piloting benchmarking process (including the use of the online tool) in your opinion.

Please describe any suggestions that you have to improve any aspects of the benchmarking process.
