



INTENT CE1047 - Experiences of piloting the benchmarking tool - Survey

**Deliverable D.T3.2.1 Report on use of
the implementation guidelines for a
patient-centered care model**

**Version 5
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We thank you for participating in the piloting process and for using the benchmarking tool. We would like to collect your feedback on your piloting experience broken down into the following areas:

- use of the background guidelines and the online benchmarking tool,
- use of the implementation guidelines,
- overall assessment of the piloting process.

Name of your Institute: _____

Date of filling out the survey: _____

Section 1 Piloting Experience

We would like to evaluate the experiences of the pilot sites during their piloting process. Questions at this section concern, on the one hand, the guidelines supporting the piloting process and, on the other hand, the use of the online benchmarking tool.

1.1 Evaluation of the background guidelines for the use of the benchmarking tool

We would like to ask your feedback on your experiences pertaining to the background materials that had been sent to the pilot sites for supporting the use of the benchmarking tool:

- Benchmarking tool user guide (<https://intent.uzis.cz/res/file/benchmarking-user-guide.pdf>, drafted by IHIS)
- Statistical methodology manual (<https://intent.uzis.cz/res/file/benchmarking-methodology.pdf>, drafted by IHIS)



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

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree or disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
The Benchmarking tool user guide is understandable and easy to use.					
The Benchmarking tool user guide was useful for the piloting process.					
The Statistical methodology manual is understandable.					
The Statistical methodology manual is relevant.					

Please add any comments you may have to further improve the below manuals:

Benchmarking tool user guide _____

Statistical methodology manual _____



1.2 Using the online benchmarking tool - piloting the benchmarking tools

We would like to assess the experiences of the pilot sites in using the online benchmarking tool interface, where pilot sites received their benchmarking results: <https://intent-benchmark.uzis.cz>

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

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree or disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
The online benchmarking tool is user-friendly.					
The online benchmarking tool is clear and easy to manage.					
The online benchmarking tool is useful for analysing the benchmarking results.					
The 5 formats of presenting the benchmarking results (Spider graph, Data table, Particular dimension, Benchmarking graph, Benchmarking table) are appropriate.					

Please, write down your comments on each of the 5 formats in which the benchmarking results are presented:

<i>Format of the benchmarking results</i>	<i>Comment of the pilot site</i>
Spider graph	
Data table	
Particular dimension	
Benchmarking graph	
Benchmarking table	

Overall, please describe any suggestions for improvements for the online benchmarking tool:



Did you miss any function in the online tool that would be useful?

Please tick the box at your relevant answer:

NO

PARITALLY

YES

If your answer is yes or partially, please describe it in more details:

Section 2 Use of the implementation guidelines for a patient-centered care model - piloting the guidelines

The following implementation guidelines provided instructions for the pilot sites to draft a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis and the Performance Improvement Plan (PIP) pertaining to the selected improvement points of the patient-centered model of care:

- A Patient Centered Cancer Care Model and Implementation guidelines in the Central Europe (Deliverable T1.3.1, drafted by WPT1)
- Performance Improvement Plan and SWOT template (Deliverable T3.2.3, drafted by WPT3)

At this section, we would like to evaluate the experiences of the pilot sites in using the implementation guidelines and in drafting the SWOT and PIP.

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

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neither agree or disagree</i>	<i>Agree</i>	<i>Strongly agree</i>
The Patient Centered Cancer Care Model and Implementation guidelines are understandable and clear to use.					
The recommendations of the Patient Centered Cancer Care Model and Implementation guidelines are practical.					
The guidelines of the Performance Improvement Plan and SWOT template are user-friendly and understandable.					
The Performance Improvement Plan and SWOT template is useful when turning the benchmarking results into performance improvement plans.					



Did you find the **SWOT** method suitable and useful for piloting the patient-centered care model at your institute?

Please tick the box at your relevant answer.

NO PARITALLY YES

If your answer is no or partially, please describe your answer in more details:

Do you have any recommendations to further improve the **Patient Centered Cancer Care Model and Implementation guidelines**? Please describe in details.

Did you find the **PIP template** useful for creating the Performance Improvement Plan?

Please tick the box at your relevant answer.

NO PARITALLY YES

If your answer is no or partially, please describe your answer in more details:

Section 3 Overall piloting experience

At this section we would like to assess the overall piloting experience of the pilot sites. Please, answer the following questions.

Were the piloting steps easy to follow? Please tick the box at your relevant answer:

NO PARITALLY YES

If your answer is no or partially, please describe your answer in more details:

Were the supplied background manuals and guidelines sufficient to perform the piloting process?

Please tick the box at your relevant answer:

NO PARITALLY YES



If your answer is no or partially, please describe your answer in more details:

Overall, were the supplied background manuals and guidelines to conduct the piloting exercise easy to understand and follow?

Please tick the box at your relevant answer:

NO PARITALLY YES

If your answer is no or partially, please describe your answer in more details:

Did you experience any obstacle during the piloting process?

Please tick the box at your relevant answer:

NO PARITALLY YES

If your answer is yes or partially, please describe your answer in more details:

Would you repeat the piloting process? Please tick the box at your relevant answer:

NO MAYBE YES

If your answer is maybe or no, please describe your answer in more details:

Would you recommend to perform the piloting process to another health care institute?

Please tick the box at your relevant answer:

NO MAYBE YES

If your answer is maybe or no, please describe your answer in more details:



What was your overall experience in the piloting process?

Please describe any further comments you may have that would improve the piloting in the future:
