

FP7 – 288028
Framework Programme (FP) 7
ICT -2011.5.3
Patient Guidance Service (PGS), safety and healthcare record information reuse
Combination of CP & CSA



DECIPHERPCP

Work Package:
WP2 – Pre-Commercial Procurement Coordination Activities
Deliverable 2.9
Phase 2: End user feedback report

Version: 2.0

Status: Final

Date of Issue: 09th June, 2017

File name: DECIPHER_D2.9_Phase2_enduser_feedbackReport_V1.0.doc

Consortium Confidential

Document Information

| | | | |
|----------------------------|--|-----------------|-----------|
| Full title | Distributed European Community Individual Patient Healthcare Electronic Record | | |
| Project Number | FP7 – ICT - 288028 | Acronym | DECIPHER |
| Start date Project | February 1st, 2012 January 25th, 2013 | Duration | 48 months |
| Project Coordinator | AQuAS Agència de Qualitat i Avaluació Sanitàries de Catalunya (SPAIN) | | |
| Project URL | http://www.decipherpcp.eu | | |
| EU Project Officer | Jaakko Aarnio | | |

| | | |
|----------------------------|-------------------------|--------------------|
| Date of delivery | Contractual: 31/01/2015 | Actual: 31/01/2015 |
| Nature | Report | |
| Dissemination Level | Public | |

| | | |
|---------------------------|----------------------|--|
| Responsible Author | Jean Patrick Mathieu | e-mail: jpmathieu@gencat.cat |
| | Partner: AQuAS | Phone: +34 935513477 |

| Document History | | | | |
|-----------------------------|--------------------------------|----------------------|----------------|--------|
| Date | Version | Author | Change | Status |
| 01/03/2017 | 0.1 | Jean Patrick Mathieu | First Draft | Draft |
| 01/04/2017 | 1.0 | Jean Patrick Mathieu | Final editions | Final |
| Authors | Name | Partner | | |
| Main author | Vincenzo Alberto Vella | AQuAS | | |
| Co-authors/ Contributors | Cari Almazán, JM. Fernandez | AQuAS Eurecat | | |

| | |
|-------------------------------------|---|
| Keywords | Pre Commercial Procurement, Invitation To Tender, Award Criteria, Assessment of Solutions, Framework Agreement, End User Report |
| Abstract dissemination) (for | |

| Distribution List | | |
|-------------------|------------------------|--|
| Date | Issue to | E- mail |
| 31/01/2015 | DECIPHER Consortium | |
| 31/01/2015 | EC and Project Officer | jaakko.aarnio@ec.europa.eu |

Table of Contents

| | | |
|---|--------------------------|---|
| 1 | <u>Executive summary</u> | 4 |
| 2 | <u>Annex</u> | 6 |

1 Executive summary

2 Executive summary

This document will present the results of the evaluation conducted by end users involved in the testing of proposals that reached Phase 2 of DECIPHER PCP project. As for previous stages, end users were invited to test the solutions. Differently from the past, solution developers were allowed to define some aspects of the testing environment, as to design the best conditions for patients to test their solution. Testing was conducted during a period of 15 days, using either the participants' own device or a device provided by the developer. In any case, no real names and personal health data were used during the testing, as to protect the participants' anonymity.

For each proposal, a report containing the assessment conducted by associated patients according to Phase 2 specific evaluation framework was produced and sent to the Monitoring Teams. Teams benefited from end-users feedback as part of the information they used for generating their own evaluation presented in the Monitoring Outcome Reports.

3 Patient reported assessment in DECIPHER PCP

In order to include end users' perspective from DECIPHER PCP early stages of development, a group of potential users (patients and physicians) was selected from Phase 1 to Phase 3 by Procuring Authorities. Each end user was introduced to one or more proposal (association between patients and proposals was made up by random lottery) and asked to use the associated proposal in a laboratory setting, via the supervision of a facilitator/expert. These was aimed at extracting end users feedback on proposals through semi-structured interview, in order to provide information that can be useful for assessing proposals' commercial feasibility by the Monitoring Teams.

End users went through semi-structured interviews, which were managed by a facilitator and an observer.

Interviews were structured as following:

- first, the supervisor introduced the proposal to the end user and ;
- second, the supervisor asked the potential user to answer a questionnaire,
- finally, the supervisor asked the user to provide more information regarding the use experience.

Participants were selected by procuring entities. The single selection criteria adopted was that they were all familiar with recent technologies, especially smartphones and portable devices (tablet, portable computer, etc...). Information extracted from this process was sent to Monitoring Teams in order to provide additional information for assessing proposals' commercial feasibility.

4 Phase 2 end user assessment

In Phase 2 the management of end user testing was conducted simultaneously between 2nd and 15th of February 2017 in each Procuring Entity's city: Barcelona (ESP), Florence (IT), Manchester (UK).

At this stage, procurers were asked to decide between a series of options available for the definition of the most suitable testing environment for the solution proposed. Alternatives between which they had to select were:

- providing to each participant a device on which to test the solution, owned by the developer itself; or allow participant to download the solution and install it on their own device, for example a smartphone;
- providing to participant a face-to-face introduction of the proposal or providing a downloadable manual guide;

From this framework, each provider adopted a specific combination of alternative, making each testing environment different from the other

Each proposal was associated through random lottery: i) to a group of patients identified by a procuring Entity; ii) a Monitoring Team.

In total, 18 end users were enrolled. Each Procuring Entity identified 4 patients and 2 doctors from their network of contacts. The results of their assessment are presented in the Annex.

5 Phase 2 questionnaire for end user assessment

The questionnaire adopted for end user evaluation of proposals that made it to DECIPHER PCPC Phase 2 represent an expansion of the one used for Phase 1. This because at Phase 2 proposal development allowed for a higher level of interaction with the users compared with the previous stage.

Participants were asked to assess each item using a Likert scale. Below the complete list of items of Phase 2 end user assessment questionnaire.

- The sequence of steps to perform (alarm function, data entry function) is clear.
- Once fully developed, the service will be useful
- The proposed service will meet my needs
- Prototype presents information according to a logical order
- The sequence of screens is clear
- Navigation tools (menu, labels, cursors) are easy to identify and to use
- When using the prototype, it is easy to return to previous tasks
- It is easy to remember how to perform tasks with the prototype
- The prototype provides timely feedback about all processes
- The prototype helps the user in getting out of an undesirable state of use
- The prototype is pleasant to use
- The prototype works the way I want it to work
- The prototype is useful
- The prototype meets my needs

6 **Annex**

| Item | Nissatech | Nextage | Alteraid | Linkare | e-Results | Gnomon |
|--|------------------|----------------|-----------------|----------------|------------------|---------------|
| The sequence of steps to perform (alarm function, data entry function) is clear. | 2.3 | 3.0 | 4.3 | 4.3 | 3.7 | 3.6 |
| Once fully developed, the service will be useful | 2.0 | 4.3 | 4.3 | 4.0 | 3.6 | 4.0 |
| The proposed service will meet my needs | 1.3 | 4.3 | 4.3 | 5.0 | 4.0 | 3.6 |
| Prototype presents information according to a logical order | 3.0 | 4.3 | 4.3 | 4.0 | 3.3 | 3.0 |
| The sequence of screens is clear | 2.3 | 4.6 | 4.6 | 4.3 | 4.3 | 3.0 |
| Navigation tools (menu, labels, cursors) are easy to identify and to use | 3.3 | 4.3 | 4.6 | 4.6 | 4.3 | 4.3 |
| When using the prototype, it is easy to return to previous tasks | 1.3 | 4.0 | 4.6 | 4.3 | 4.3 | 4.0 |
| It is easy to remember how to perform tasks with the prototype | 3.0 | 4.3 | 4.6 | 4.3 | 4.3 | 3.6 |
| The prototype provides timely feedback about all processes | 1.6 | 3.0 | 3.6 | 5.0 | 4.3 | 2.3 |
| The prototype helps the user in getting out of an undesirable state of use | 2.3 | 3.0 | 3.6 | 4.3 | 4.0 | 3.3 |
| The prototype is pleasant to use | 2.0 | 3.0 | 4.3 | 4.3 | 4.3 | 3.6 |
| The prototype works the way I want it to work | 1.0 | 3.6 | 4.3 | 4.0 | 4.0 | 2.0 |
| The prototype is useful | 1.6 | 3.3 | 4.3 | 4.0 | 4.3 | 4.0 |
| The prototype meets my needs | 1.3 | 4.3 | 4.3 | 3.6 | 3.3 | 3.3 |