Directorate-General for
Health & Consumers

Advancing Care Coordination
and Telehealth Deployment

ACT Programme

Annex C to Deliverable 8:

Frontline staff survey

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1 Frontline staff survey

This survey aims to find out your views about this telehealth (TH)/coordinated care (CC) programme *(to be personalised for each programme – include Programme name)* which has been included in the ACT project. The ACT Project aims to identify the best ways to support the effective implementation of TH and CC services in the routine management of people with chronic disease. For further information, see http://www.act-programme.eu/. The survey is in three main sections. Section 1 explores your views on how the programme has impacted on the organisation and your role within it. Section 2 explores your thoughts on your own involvement in the programme. Section 3 explores how your involvement in the programme encourages patients to follow their health care routines (adherence). The final section is an opportunity to provide us with some more detailed feedback on your experiences.

Q1: Could you describe your role within the organisation (e.g. primary care doctor, nurse, physiotherapist?)_____

Section 1: The extent to which the programme - [name programme] - has had an impact on your organisation as a whole and your role within it.

Please mark the response that most closely represents your thoughts on each statement.

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree
My day-to-day activities have changed significantly as a result of this programme					
My importance within the organisation has been raised because of this programme					
The organisation supports Telehealth implementation					
The organisation supports Co-ordinated Care implementation					
The organisation has changed for the better as a result of the programme					
The organisation wishes all appropriate clinical services to include TH and/or CC					
Care coordination has been implemented throughout the organisation					
Everyone recognises that the approach of this programme will bring long-term benefits					
Everyone recognises that the approach of this programme is the future direction for the organisation					

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree
The organisation is responsive to feedback and changes occur quickly					
The organisation is training all staff in the implementation of this programme					
TH/CC is an important aspect of future initiatives to improve care delivery					

Section 2: Your thoughts on your own involvement in the programme.

Please mark the response that most closely represents your thoughts on the statement.

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree
I have a clear understanding of what this telehealth/co-ordinated care programme is trying to achieve					
I feel I am able to influence the way in which the programme is delivered					
I was consulted about the implementation of the programme					
I believe patients are benefiting from this telehealth/coordinated care programme					
The implementation of the programme was well planned					
I was given appropriate training and education to support my role in the programme					
My views about the programme are gathered and acted upon regularly					
I was actively involved in the development and delivery of the programme					
I believe that the approach to CC/TH used in the programme is now part of 'normal' practice					
I have been supported to develop the skills and knowledge necessary to deliver the service					
My involvement in the implementation of this programme has positively changed my views on TH and/or CC					

Section 3 Your views on patients' involvement in the programme and how it impacts on their ability to follow health routines (adherence)

(please mark the response that most closely represents your thoughts on the statement.)

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree
This programme encourages patients to follow their health care routines					
TH/CC in general improves patient adherence					
There is a clear procedure that I follow when identifying patients for the programme					
Patients are given the choice to participate in the programme					
I feel I clearly explain the programme's purpose and goals to the patient in words they understand					
Patients are able to quickly access support on the programme if they need to					
The patients I see follow (adhere to) their treatment plans					
The patients I see understand why they need to follow (adhere to) their treatment plans					
I feel that I help patients to follow (adhere to) their treatment plans					
The patients I see benefit from being on the programme					

In your own words could you tell us what patient adherence is and how you encourage it?

Section 4: could you also tell us;

1. What do you consider to be the most positive elements of the telehealth/co-ordinated care programme (for you, patients and/or the organisation)?

2. What do you consider to be the most negative elements of the telehealth/co-ordinated care programme (for you, patients and/or the organisation)?

3. How are you made aware of the programme's aims, benefits and progress?

4. Are you actively encouraged to provide feedback on how the programme is developing? Is this feedback acted upon?

5. Have you got any suggestions for how staff engagement with the programme could be improved?

6. What training or education have you been given to help you deliver the new programme? How has it been presented (e.g. e-learning, face to face or workshops)? To whom was this training most directed towards?