

ERN ASSESSMENT TOOL V.0

User guide for Evaluations of European Reference Networks and of Healthcare Providers

HADEA/2021/OP/20012



CHANGE CONTROLS

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1. Introduction

The ERN Assessment Tool User Guide has been created to help both HCPs members and Networks coordinators through the self-evaluation process within the ERN Assessment Tool application. This guide will indicate how each member can access their own project from the platform, in order to evidence each measurable element and complete the self-evaluation. In addition, other utilities of the application will be explained, such as consulting relevant documents or accessing the communications area.

The application **ERN-Assessment Tool** provides comprehensive support for the self-evaluation and evaluation phases, as well being as a valuable source of management information for all the stakeholders involved in the ERN-evaluation process.

All information regarding current and previous projects is accessible for each stakeholder (with different access permissions) involved in the ERN evaluation process.

2. Access to ERN Assessment Tool

The online tool can be accessed via the following link:

<https://www.ern-assessment.com/>


From this site each user can **log in** or ask for a **reminder** of the access information.

ERN - Assessment Tool




The Andalusian Agency for Healthcare Quality welcomes you to ERN Assessment Tool, the online platform for the European Reference Networks Assessment

The environment **ERN Assessment Tool** aims to facilitate the assessment process in the most comfortable and personalised way possible.



Access to ERN Assessment Tool with the access information

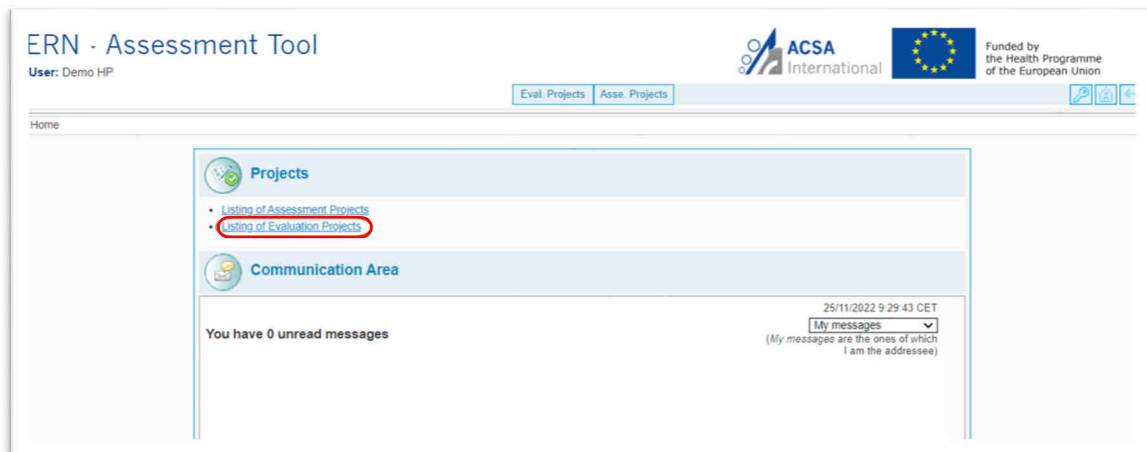


I forgot my access information

3. Home page

The home page provides access to current evaluation projects and previous assessment projects. It also allows access to unread messages in a section called Communication Area, which will be developed later in the manual.

Click on “**Listing of Evaluation Projects**” to view your evaluation projects.

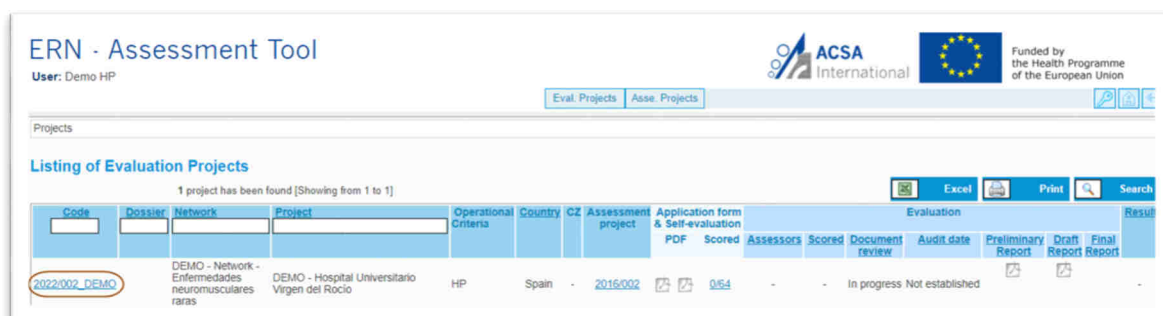


4. Health Care Provider Self-evaluation

For each network due to be evaluated, a project is created as well as a specific project for each Health Care Provider (HCP).

The Project list (shown in the figure below) allows the user to navigate among the projects registered in the information system. It provides information about the project stage, as well as shortcuts to the assessment project, the communication area, access to the different reports, etc.

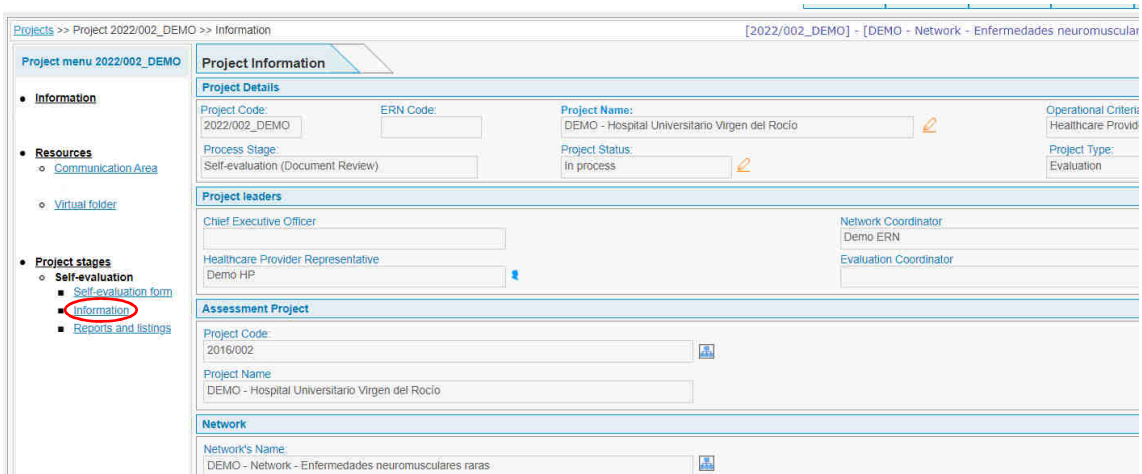
Select the project for self-evaluation by clicking on the **Code** number (i.e., 2022/002)



4.1. Self-evaluation Operational Criteria – Information

In this section, the measurable elements of the operational criterion will be self-evaluated following the scoring guide and evidences will be provided as required.

4.1.1. From this screen, project details can be viewed. To complete the **Self-evaluation**: Go to Project Menu>>Self-evaluation>>**Information**



The screenshot displays the 'Project Information' section of the ERN Assessment Tool. The interface includes a left-hand navigation menu and a main content area with several sections:

- Project Information:**
 - Project Details:**
 - Project Code: 2022/002_DEMO
 - ERN Code: [Empty field]
 - Project Name: DEMO - Hospital Universitario Virgen del Rocio
 - Operational Criteria: Healthcare Provider
 - Process Stage: Self-evaluation (Document Review)
 - Project Status: In process
 - Project Type: Evaluation
 - Project leaders:**
 - Chief Executive Officer: [Empty field]
 - Network Coordinator: Demo ERN
 - Healthcare Provider Representative: Demo HP
 - Evaluation Coordinator: [Empty field]
 - Assessment Project:**
 - Project Code: 2016/002
 - Project Name: DEMO - Hospital Universitario Virgen del Rocio
 - Network:**
 - Network's Name: DEMO - Network - Enfermedades neuromusculares raras
- Left-hand navigation menu:**
 - Project menu 2022/002_DEMO
 - Information (Selected)
 - Resources
 - Communication Area
 - Virtual folder
 - Project stages
 - Self-evaluation form
 - Information (Circled in red)
 - Reports and listings

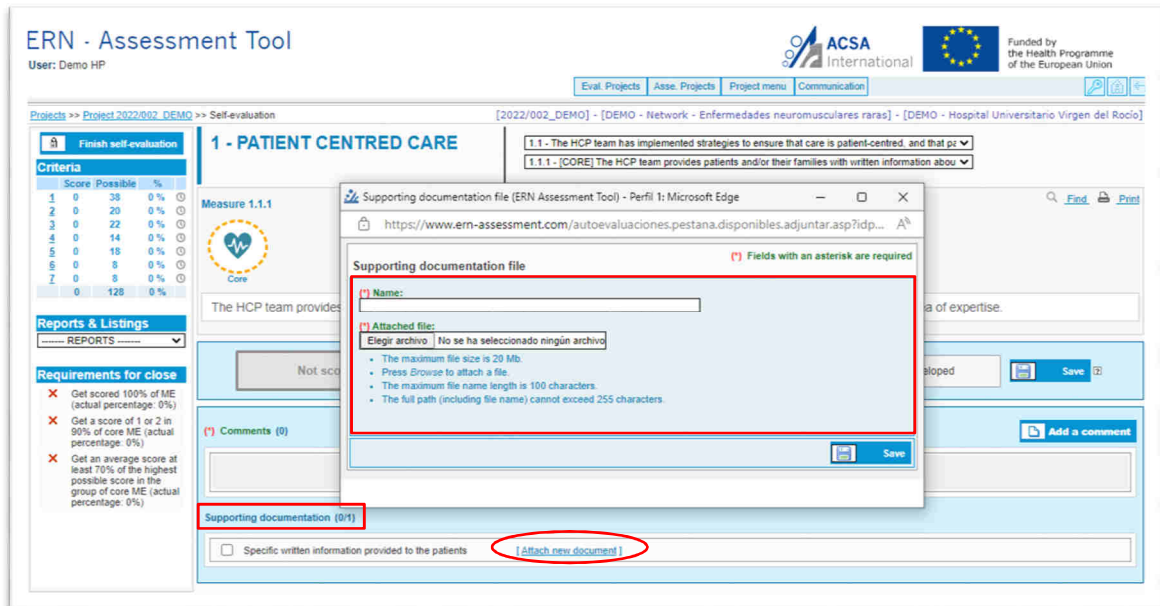
4.1.2. To start completing the self-evaluation, click on **“Add a comment”**, a pop-up window will appear where any relevant information can be written. There is also the possibility to attach a file. Remember to **save** the changes.

ERN - Assessment Tool

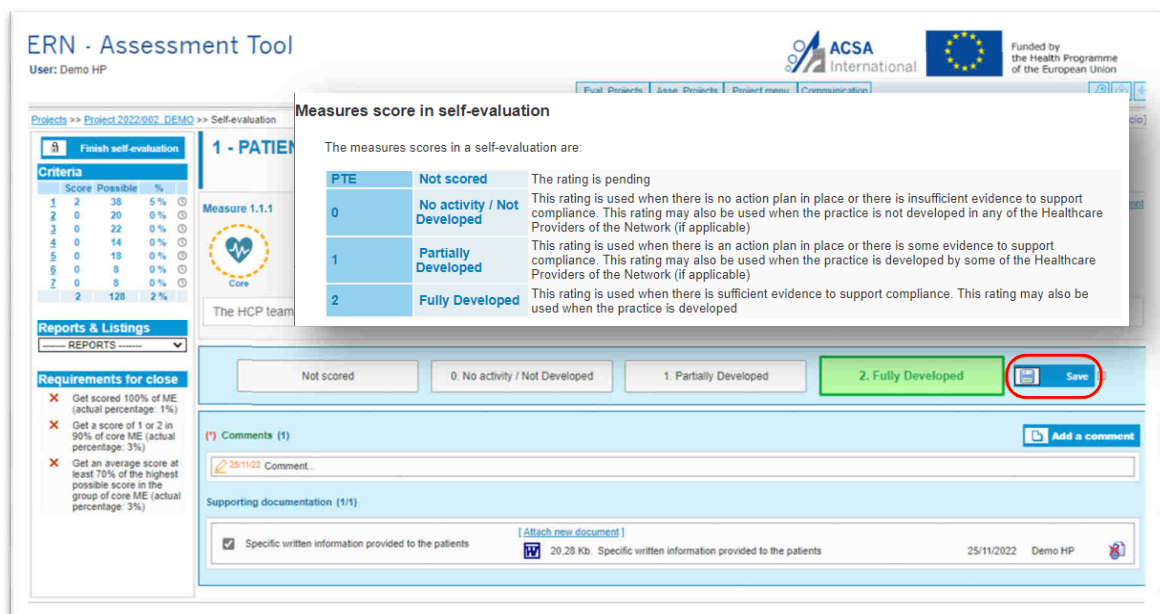
User: Demo HP

The screenshot displays the ERN Assessment Tool interface. At the top, there are logos for ACSA International and the European Union, along with the text 'Funded by the Health Programme of the European Union'. The main navigation bar includes 'Eval. Projects', 'Asses. Projects', 'Project menu', and 'Communication'. The current page is titled '1 - PATIENT CENTRED CARE' and shows a table of criteria with columns for 'Score', 'Posible', and '%'. Below the table, there are sections for 'Reports & Listings' and 'Requirements for close'. A 'Comments (0)' section is visible, with an 'Add a comment' button circled in red. A pop-up window for adding a comment is shown, with a 'Save and new' button circled in red.

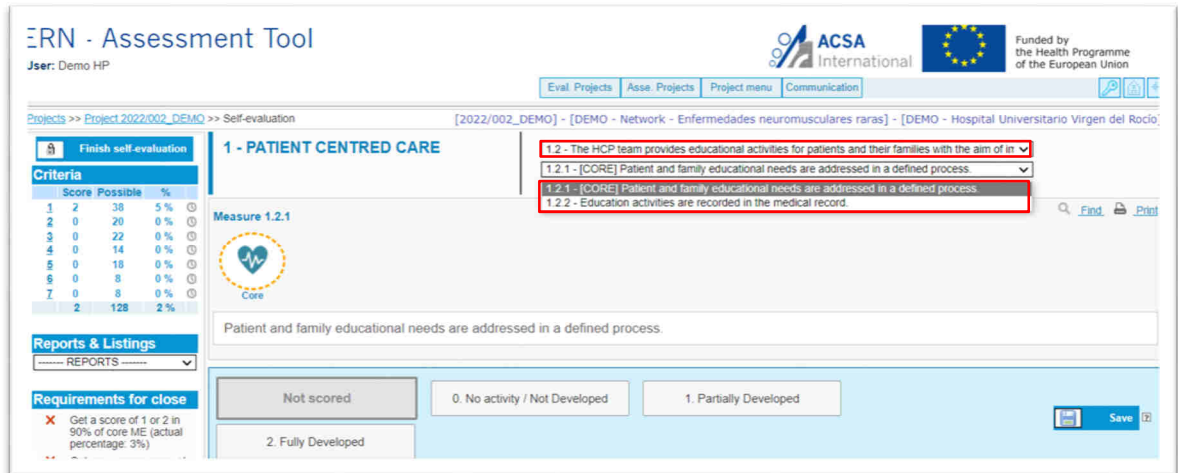
4.1.3. When supporting documentation is required, it will appear the “Supporting documentation” section. Click on “Attach new document” to add the required document.



4.1.4. Once you have completed the comment and uploaded the document (when required), select the rating box that best describes current compliance with the measure and click “Save”.



4.1.5. To continue with the self-evaluation, select the following **criteria** (i.e. 1.2) and the **measure** (i.e. 1.2.1).



The screenshot shows the ERN Assessment Tool interface. The main heading is "1 - PATIENT CENTRED CARE". On the left, there is a "Criteria" table and a "Requirements for close" section. The "Criteria" table is as follows:

Score	Possible	%	
1	2	38	5%
2	0	20	0%
3	0	22	0%
4	0	14	0%
5	0	18	0%
6	0	8	0%
7	0	8	0%
2	128	2	2%

The "Requirements for close" section indicates: "Get a score of 1 or 2 in 90% of core ME (actual percentage: 3%)".

In the center, under "Measure 1.2.1", the text reads: "Patient and family educational needs are addressed in a defined process." Below this, there are four buttons representing different development levels: "Not scored", "0. No activity / Not Developed", "1. Partially Developed", and "2. Fully Developed".

On the right side, a list of criteria and measures is shown, with the following items highlighted in red boxes:

- 1.2 - The HCP team provides educational activities for patients and their families with the aim of in
- 1.2.1 - [CORE] Patient and family educational needs are addressed in a defined process.
- 1.2.1 - [CORE] Patient and family educational needs are addressed in a defined process.
- 1.2.2 - Education activities are recorded in the medical record.

4.1.6. Before finishing, make sure that the **Requirements for close** are fulfilled (bottom left of the screen). Once all the information is completed, **finish self-evaluation** by clicking the top left button.

Criteria				
	Score	Possible	%	
<u>1</u>	1	38	3 %	🕒
<u>2</u>	0	20	0 %	🕒
<u>3</u>	0	22	0 %	🕒
<u>4</u>	0	14	0 %	🕒
<u>5</u>	0	18	0 %	🕒
<u>6</u>	0	8	0 %	🕒
<u>7</u>	0	8	0 %	🕒
	1	128	1 %	

In the top left box labeled "Criteria", you can find the following facilities :

1. keep track of the average number of scores you have for each criterion.
2. Knowing the maximum possible score you can get in total for each criterion.
3. In addition to the percentage to which that score would be equivalent.

ERN - Assessment Tool

Requirements for close

- ✗ Get scored 100% of ME (actual percentage: 0%)
- ✗ Get a score of 1 or 2 in 90% of core ME (actual percentage: 0%)
- ✗ Get an average score at least 70% of the highest possible score in the group of core ME (actual percentage: 0%)

4.2. Self-evaluation Form

In this section, the requested documents shall be downloaded, completed and attached to facilitate the collection of information necessary for the self-evaluation.

4.2.1. To complete the **Self-evaluation form** go to:

Project Menu >>Project stages >>Self-evaluation >>**Self-evaluation Form**

ERN - Assessment Tool

The screenshot shows the ERN Assessment Tool interface. The left-hand navigation menu is expanded to 'Project stages', and 'Self-evaluation form' is highlighted with a red circle. The main content area displays the 'Project Information' form, which includes fields for Project Code, ERN Code, Project Name, Operational Criteria, Process Stage, Project Status, Project Type, Project leaders (Network Coordinator and Evaluation Coordinator), Assessment Project (Project Code and Project Name), and Network (Network's Name and Network's Area of Expertise).

4.2.2. On this screen, the steps to follow to complete this section are indicated.

- **Step 1.** Download the file with the template.
- **Step 2.** Fill out and save the template on your computer.
- **Step 3.** Upload the file with the completed template.

The screenshot shows the 'Self-evaluation form' section. A yellow box highlights the following steps:

- Step 1. Download the file with the template.
- Step 2. Fill out and save the template on your computer.
- Step 3. Upload the file with the completed template.

Below the steps, a table shows the document 'Self evaluation of the healthcare providers: general information' (82,32 Kb) with a 'Download' button and an 'Upload' button, both highlighted with red circles.

Step 1	Step 2	Step 3
Self evaluation of the healthcare providers: general information	82,32 Kb Download	Upload

4.2.3. Once the document(s) have been attached, the sphere on the left will turn from red to green.

5. Network Coordinator Self-evaluation

Each member must complete their own self-evaluation through the online tool, and it is the Network coordinator's responsibility to submit their ERN self-evaluation, as well as to ensure that all Members to be evaluated have completed their self-evaluations.

The role of the Network coordinator in the HCP self-evaluation process is aimed at checking whether the process has been completed on the platform.

5.1. The Health Care Provider acting as the Coordinating Member of the Network will have access to all the projects of the members of the network by accessing from the **List of Evaluation Projects**.

The self-evaluation process will be the same as for the rest of the network members (See section 4: Health Care Provider Self-Evaluation). It is accessed by clicking on the project code, which in this case, has the operational criteria of the ERN.

ERN - Assessment Tool

User:

ACSA International

Funded by the Health Programme of the European Union

Eval. Projects | Assess. Projects | Assessments | Maintenance

Projects

Listing of Evaluation Projects

164 projects have been found (Showing from 1 to 16)

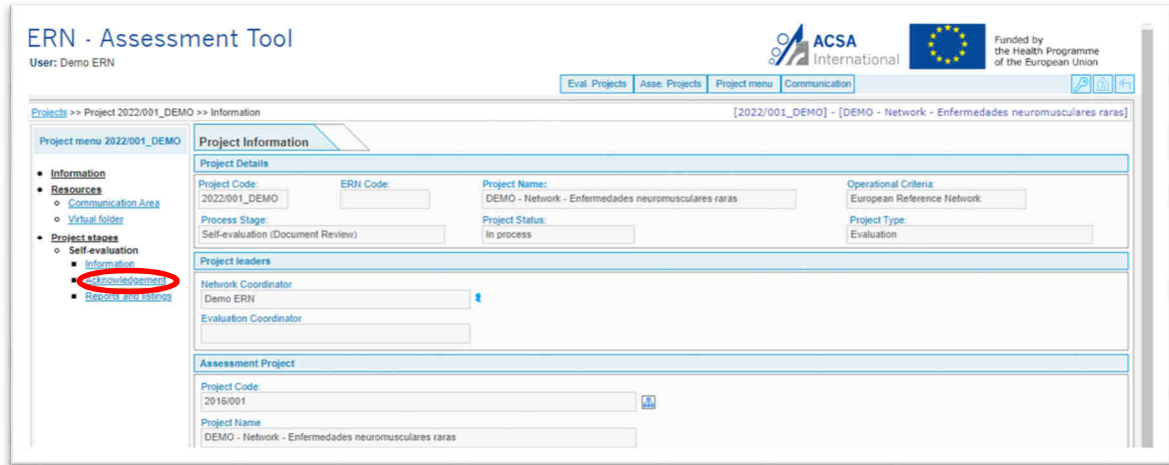
Network: [] Healthcare Provider: [] Countries: [All] Active: [Yes (864)]

Operational Criteria: [All] Assessment Coordinator: [All] Assessors: [All] Evaluation type: [All]

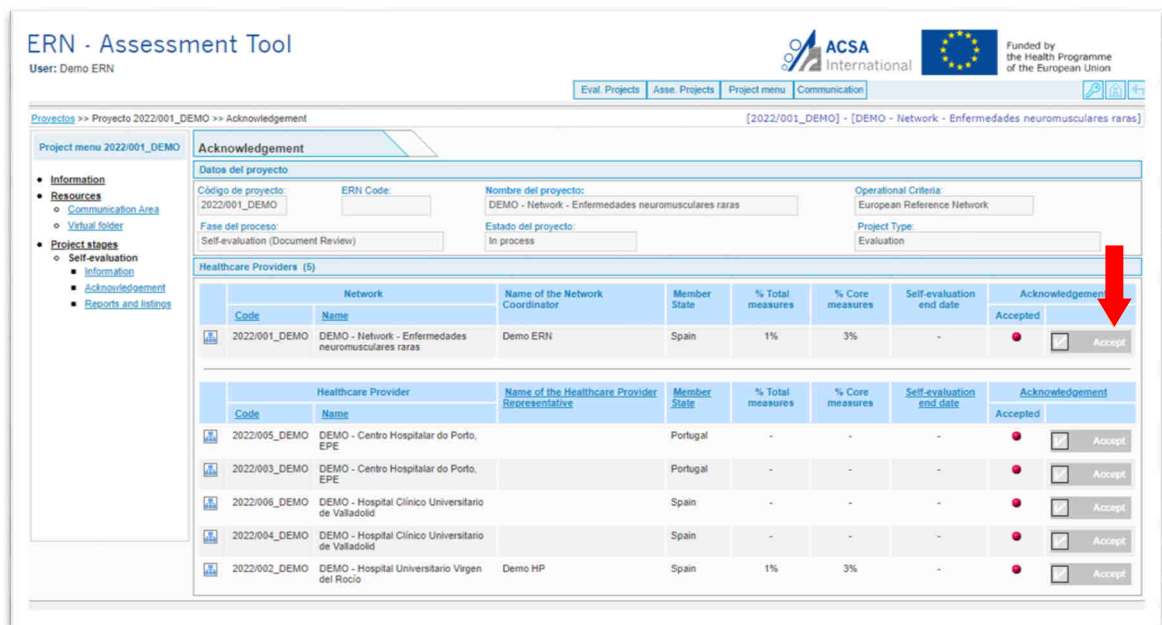
States: [Others] Phases: [All] Evaluation phase: [] Project types: [Evaluation (864)]

Code	Desktop	Network	Project	Operational Criteria	Country	CE	Assessment project	Self-evaluation Score	Assessors	Scored	Document review	Audit date	Preliminary Report	Draft Report	Final Report	Result
2022001_DEMO		DEMO - Network - Enfermedades neuromusculares raras	DEMO - Network - Enfermedades neuromusculares raras	ERN	Spain	-	2016001	1/52	-	0/52	In progress					-
2022002_DEMO		DEMO - Network - Enfermedades neuromusculares raras	DEMO - Hospital Universitario Virgen del Rocío	HP	Spain	-	2016002	1/54	-	0/54	In progress	Not established				-
2022003_DEMO		DEMO - Network - Enfermedades neuromusculares raras	DEMO - Centro Hospitalar do Porto, EPE	HP	Portugal	-	2016003	0/51	-	0/54	In progress					-
2022004_DEMO		DEMO - Network - Enfermedades neuromusculares raras	DEMO - Hospital Clínico Universitario de Valladolid	HP	Spain	-	2016004	-	-	-						-
2022005_DEMO		DEMO - Network - Enfermedades neuromusculares raras	DEMO - Centro Hospitalar do Porto, EPE	HP	Portugal	-	2016001	0/54	-	0/54	In progress					-
2022006_DEMO		DEMO - Network - Enfermedades neuromusculares raras	DEMO - Hospital Clínico Universitario de Valladolid	HP	Spain	-	2016002	0/54	-	0/54	In progress	Not established				-

5.2. In addition to the Self-Evaluation, the Coordinating Member of the Network has the possibility of recognizing all the self-assessment projects of the Network.



5.3. The screen shows the progress of the self-evaluation of all members and allows them to be recognized. For this, it is necessary that 100% of the measures have been self-evaluated.



6. Reports and listings

The Self-evaluation area provides a set of reports and listings to track and manage the status of the self-assessment, both for a network and at the HCP level (for each of the individual HCPs that make up the network).

The reports and listings can be accessed from the self- evaluation screen or from the project menu.

The screenshot shows the 'Self-evaluation' screen for 'Project 2022/002 DEMO'. The main content area displays '1 - PATIENT CENTRED CARE' with a 'Measure 1.1.1' section. A table of criteria is visible on the left, and a 'Reports & Listings' dropdown menu is open. A red box highlights the 'Reports and listings' option in the project menu and a list of filter options: Theme, Criterion, Measure, Core measure, Group by, Rating, Date, and User. A red arrow points from the filter options to the 'Reports & Listings' dropdown in the main interface.

Criteria	Score	Possible	%
1	2	38	5%
2	0	20	0%
3	0	22	0%
4	0	14	0%
5	0	18	0%
6	0	8	0%
7	0	8	0%
	2	128	2%

Project menu 2022/002_DEMO

- **Information**
- **Resources**
 - [Communication Area](#)
 - [Virtual folder](#)
- **Project stages**
 - **Self-evaluation**
 - [Information](#)
 - [Reports and listings](#)

Most Reports and Listings can be filtered by:

- Theme
- Criterion
- Measure
- Core measure
- Group by
- Rating
- Date
- User

6.1. Reports

Attached there is a table containing the different report options, their description and the type of format in which they can be found.

Reports	Description	Type
Overall distribution of the ratings	This report shows the distribution of the reached score at a global level. The pie chart represents the percentage and the level of implementation of the measurement elements.	Table / Chart
Distribution of the ratings	This report allows to analyse the implementation level reached according to the manual themes and criteria.	Table / Chart
Distribution of the rating for Healthcare Providers	This report allows to analyse the reached implementation level for every network provider, according to the manual themes and criteria.	Table / Chart
Average rating	Average rating report reached in all manual themes and criteria	Table / Chart
Average rating for Healthcare Provider	Average rating for Healthcare Provider	Average rating for Healthcare Provider

6.2. Listings

Attached a table containing the different listing options and their description can be found.

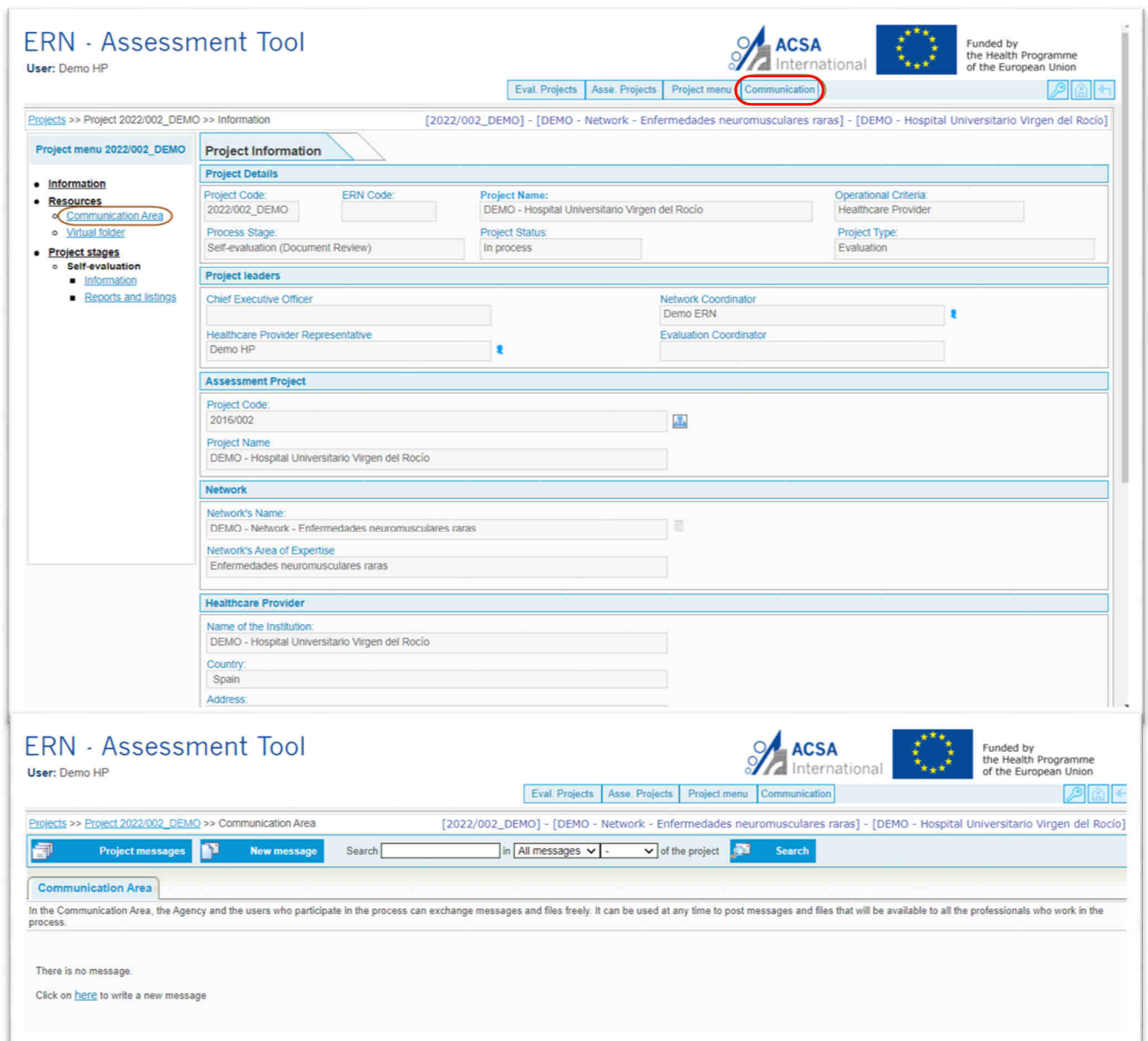
Listing	Description
View of Operational Criteria	This listing summarises how each measure is in the self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
View of Operational Criteria for Providers	This listing summarises how each measure is in the providers' self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
List of Measures	This listing summarises how each measure is in the self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
List of Measures for Providers	This listing summarises how each measure is in the providers' self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
List of Comments	This listing shows the set of defined comments which proves the measure achievement.
Documents storage	This report shows the documents attached to the comments registered for each measure.
Documents required	This report shows the required documents for each measure.

7. Communication area

Each evaluation project has been assigned a specific virtual space for communication between the network/centers and the evaluation teams.

It can be accessed from the "Home" page or by going to:


Project menu >> Resources >> **Communication area.**



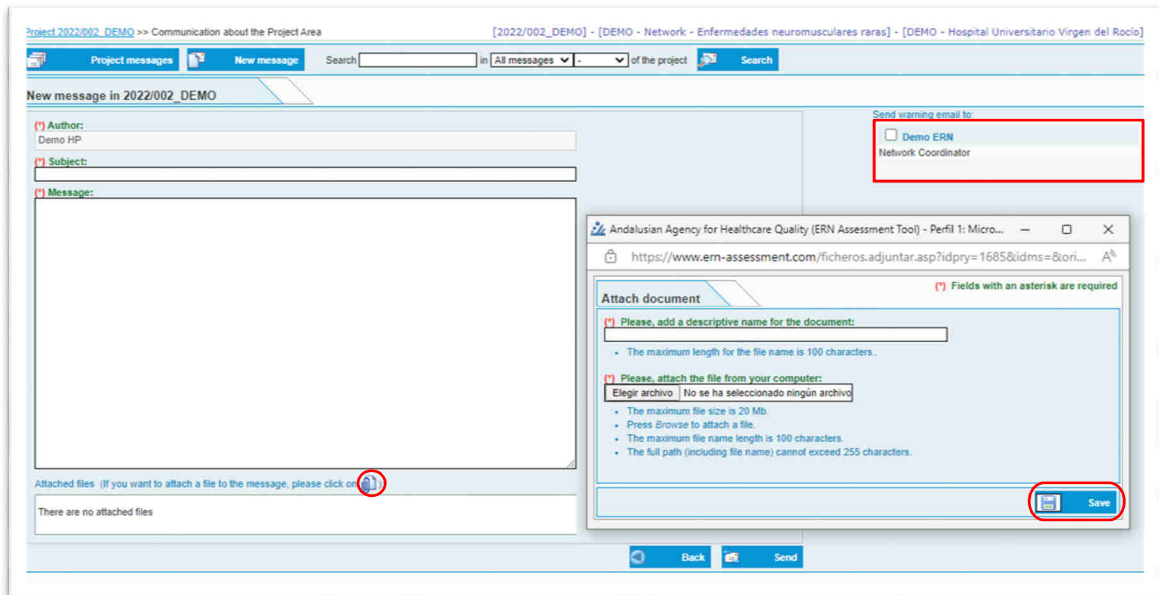
The screenshot displays the ERN - Assessment Tool interface. At the top, the user is identified as 'Demo HP'. The navigation menu includes 'Eval. Projects', 'Asse. Projects', 'Project menu', and 'Communication' (highlighted with a red circle). The breadcrumb trail shows 'Projects >> Project 2022/002_DEMO >> Information'. The left sidebar contains a tree view with 'Resources' > 'Communication Area' highlighted. The main content area is titled 'Project Information' and contains several sections: 'Project Details' (Project Code: 2022/002_DEMO, ERN Code, Project Name: DEMO - Hospital Universitario Virgen del Rocio, Operational Criteria: Healthcare Provider, Process Stage: Self-evaluation (Document Review), Project Status: In process, Project Type: Evaluation), 'Project leaders' (Chief Executive Officer, Network Coordinator: Demo ERN, Healthcare Provider Representative: Demo HP, Evaluation Coordinator), 'Assessment Project' (Project Code: 2016/002, Project Name: DEMO - Hospital Universitario Virgen del Rocio), 'Network' (Network's Name: DEMO - Network - Enfermedades neuromusculares raras, Network's Area of Expertise: Enfermedades neuromusculares raras), and 'Healthcare Provider' (Name of the Institution: DEMO - Hospital Universitario Virgen del Rocio, Country: Spain, Address).

The second screenshot shows the 'Communication Area' interface. The breadcrumb trail is 'Projects >> Project 2022/002_DEMO >> Communication Area'. The navigation menu includes 'Eval. Projects', 'Asse. Projects', 'Project menu', and 'Communication'. Below the navigation is a search bar with 'Project messages', 'New message', and a search input field. The main content area is titled 'Communication Area' and contains the text: 'In the Communication Area, the Agency and the users who participate in the process can exchange messages and files freely. It can be used at any time to post messages and files that will be available to all the professionals who work in the process.' Below this text, it states 'There is no message.' and 'Click on [here](#) to write a new message'.

To send a new message, fill in the subject box, the message and add the desired recipients in the right column.

In addition, there is the possibility to attach files by clicking on the symbol , then a description name for the document must be added, attach the file and save it.

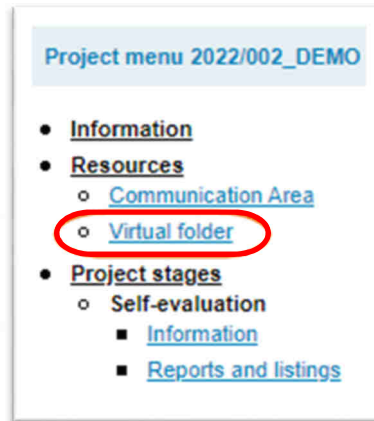
Once "Send" has been clicked on, all recipients will receive a notification to the e-mail address with which they have registered in the application.



8. Virtual Folder

Each project has a virtual folder where relevant documents, such as the evaluation report, are uploaded.

The virtual folder can be accessed from the project menu:



Once the Virtual Folder has been accessed, the list of documents contained in this virtual space appears:

