ERN ASSESSMENT TOOL V.0

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

HADEA/2021/OP/20012

CHANGE CONTROLS

VERSION	DATE	CHANGES
V.0	December 2022	Document creation

TABLE OF CONTENTS

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.
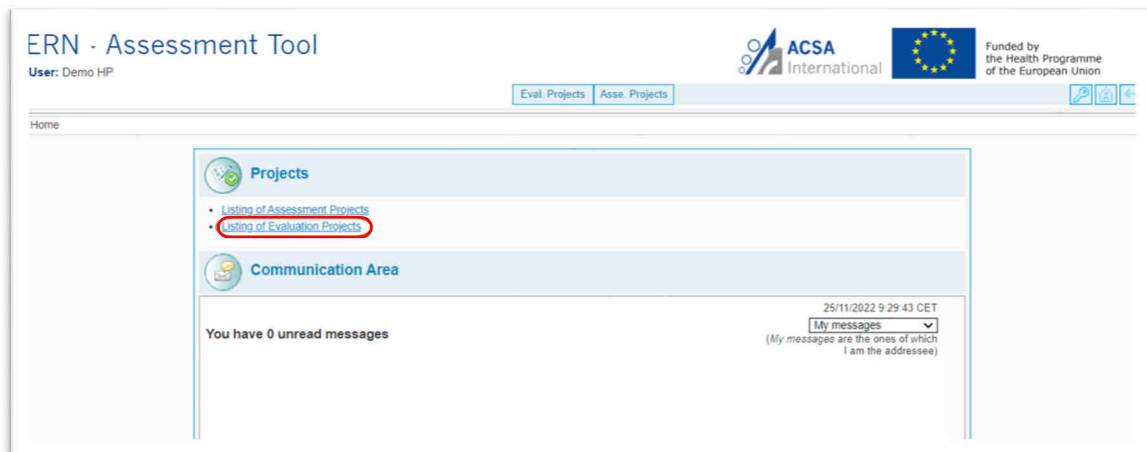
3. Home page

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.
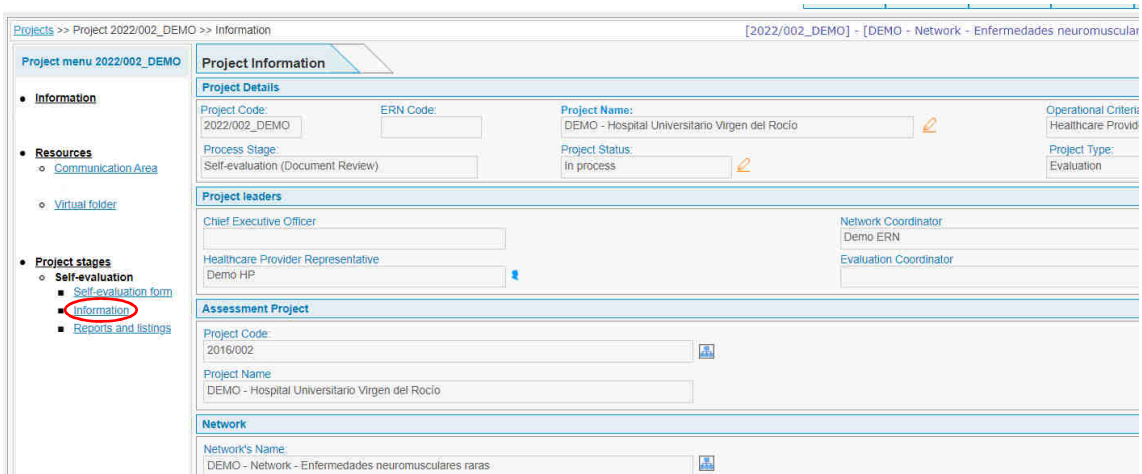
Select the project for self-evaluation by clicking on the **Code** number (i.e., 2022/002)
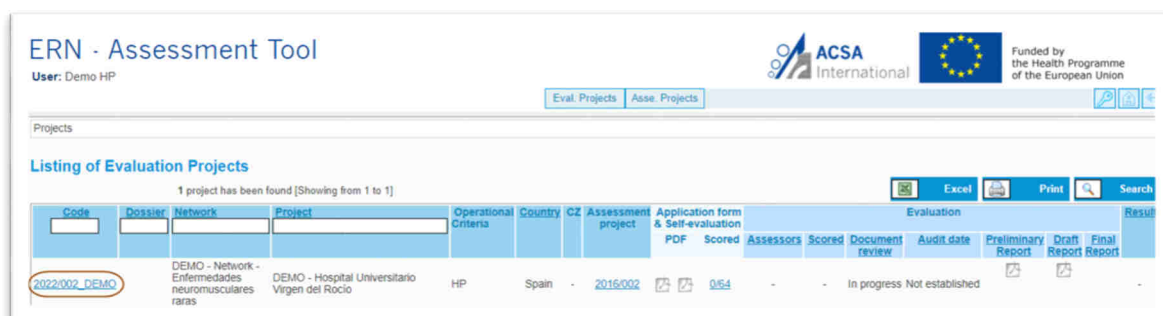
4.1. Self-evaluation Operational Criteria – Information

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**

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.
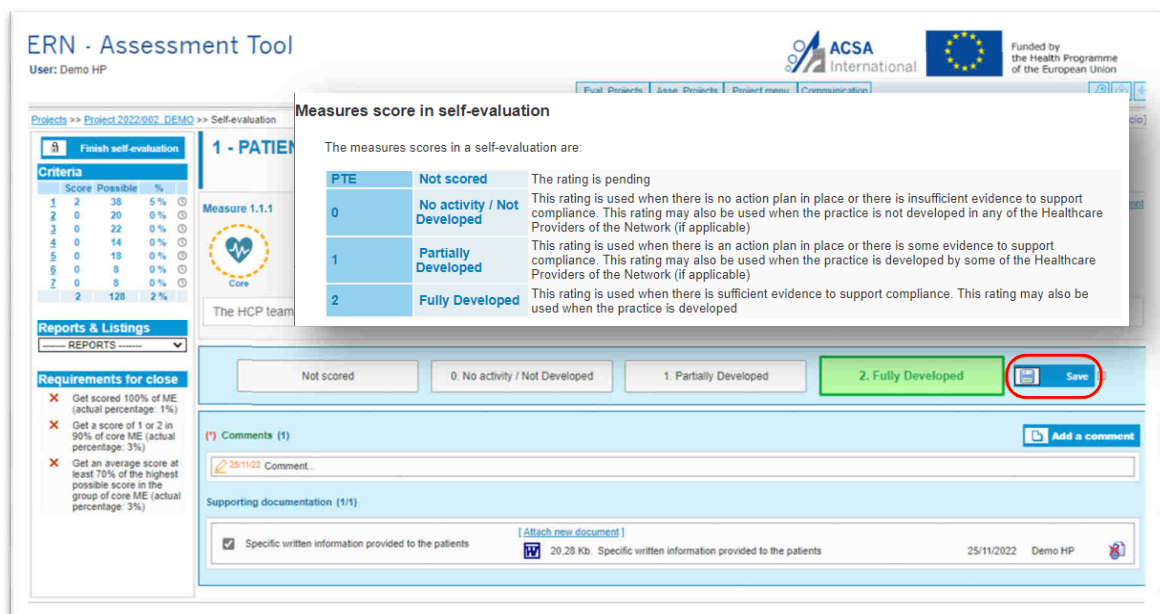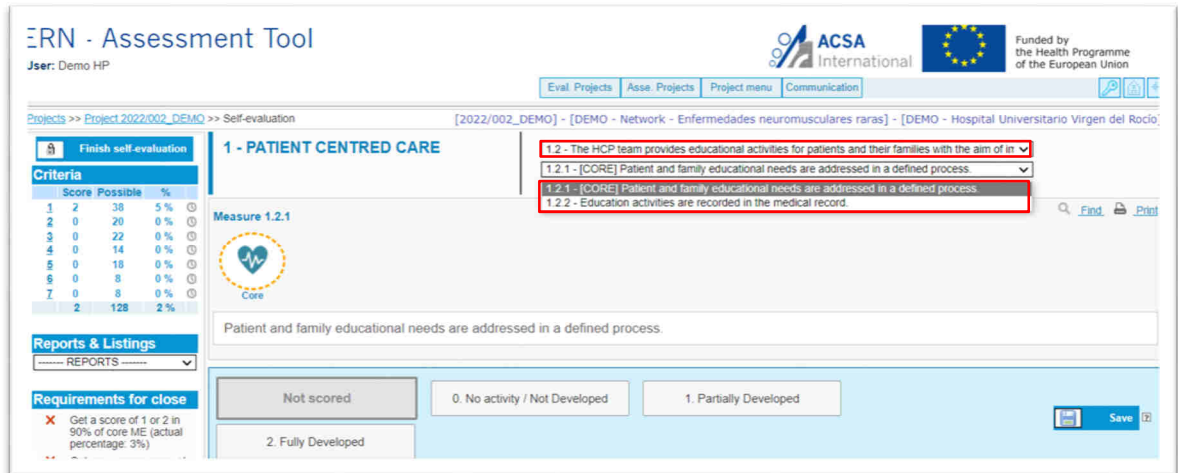
4.1.3. When supporting documentation is required, it will appear the **"Supporting documentation"** section. Click on **"Attach new document"** to add the required document.
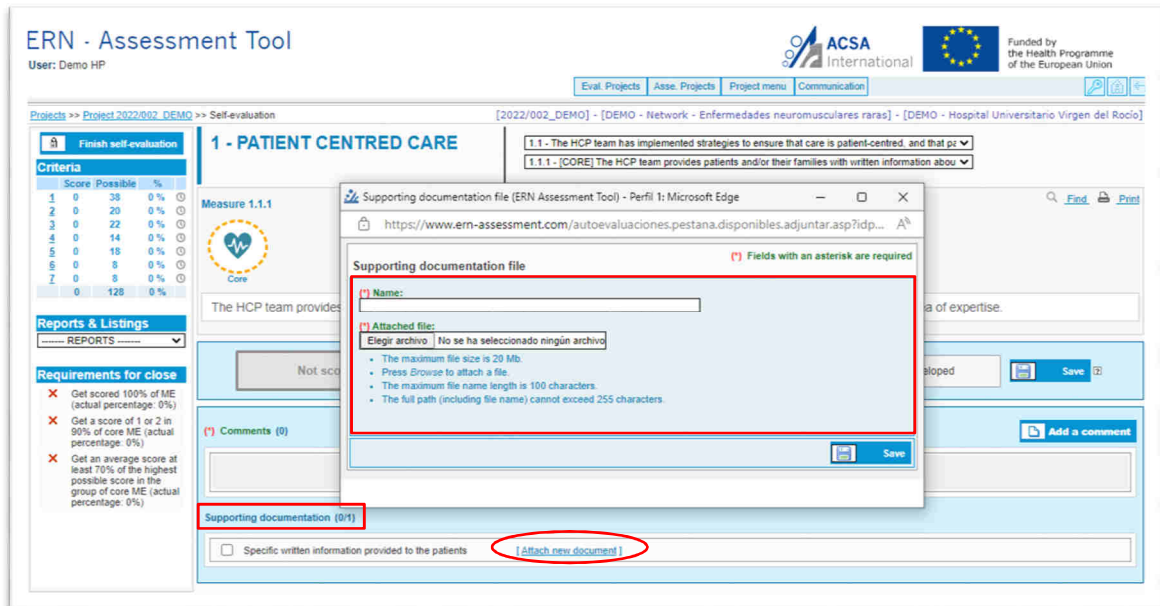
4.1.4. Once you have completed the comment and uploaded the document (when required), select the rating box that best describes current compliance with the measure and click **"Save"**.

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).

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	%	
1	1	38	3 %	
2	0	20	0 %	
3	0	22	0 %	
4	0	14	0 %	
5	0	18	0 %	
6	0	8	0 %	
7	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.

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**

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.

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.

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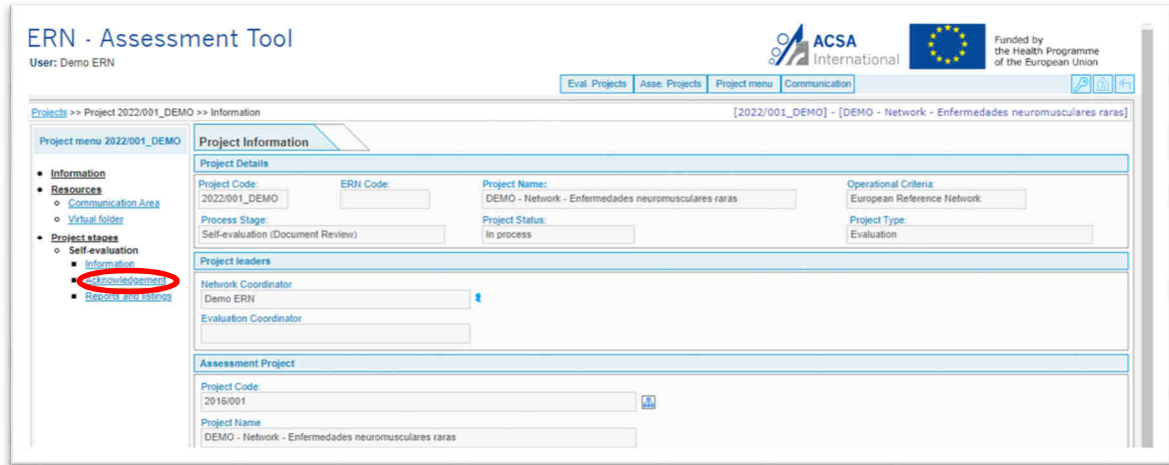
5.3. The screen shows the progress of the self-evaluation of all members and allows them to be recognized. For this, it is necessary that 100% of the measures have been self-evaluated.
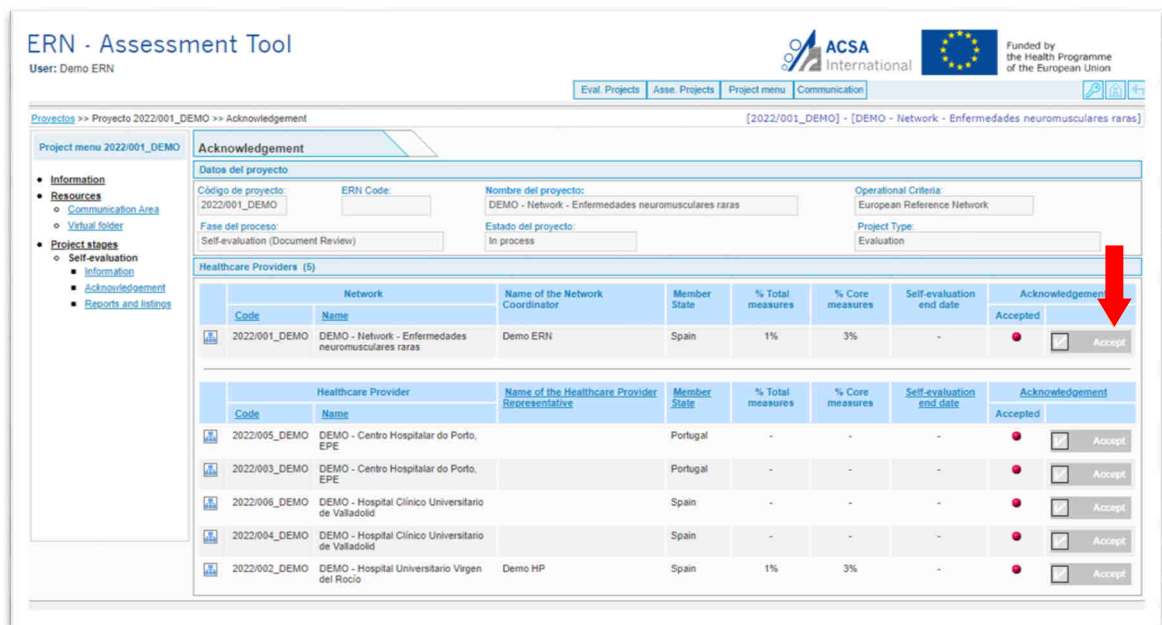
6. Reports and listings

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.

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.
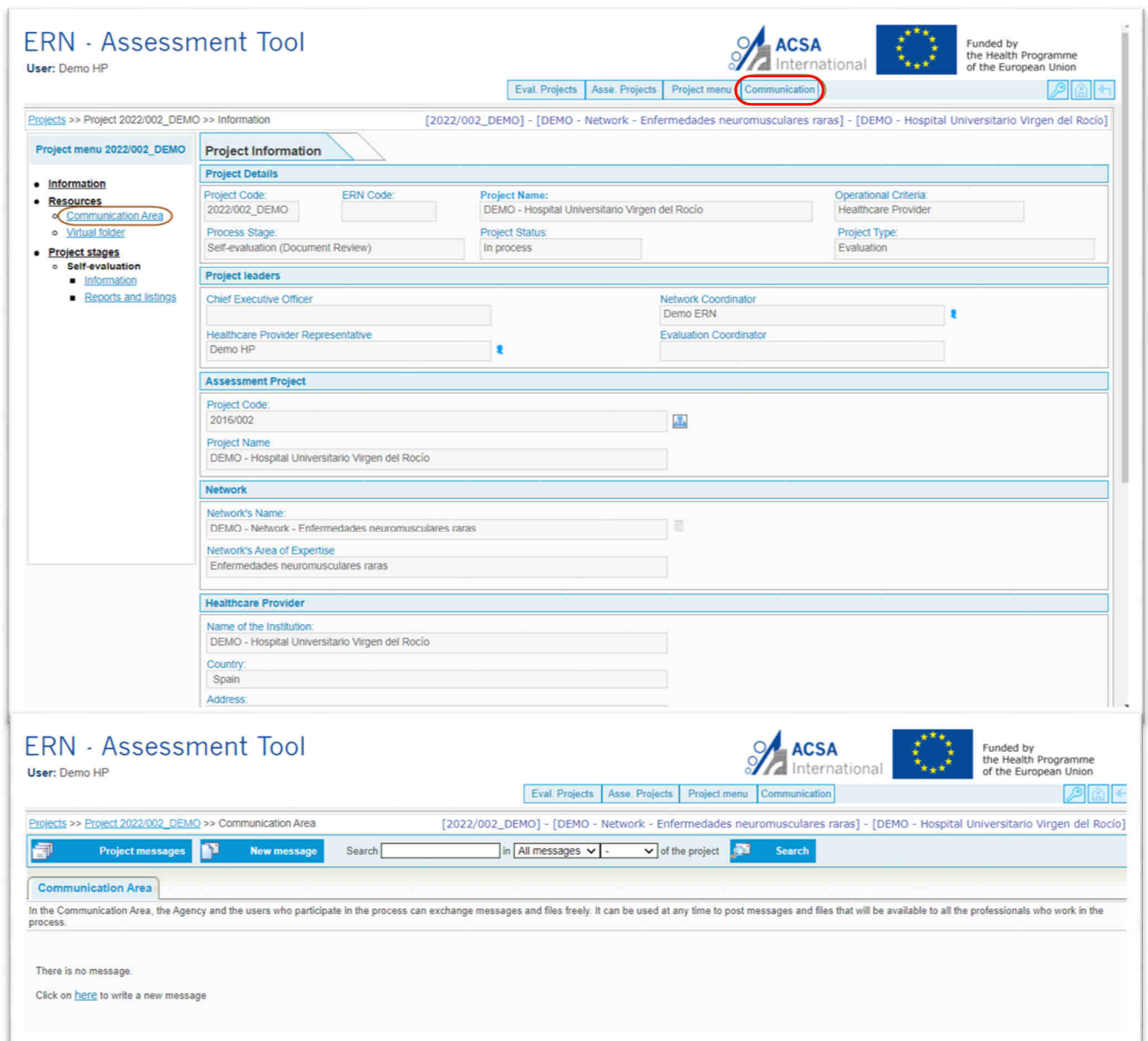
Listing	Description
View of Operational Criteria	This listing summarises how each measure is in the self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
View of Operational Criteria for Providers	This listing summarises how each measure 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**.

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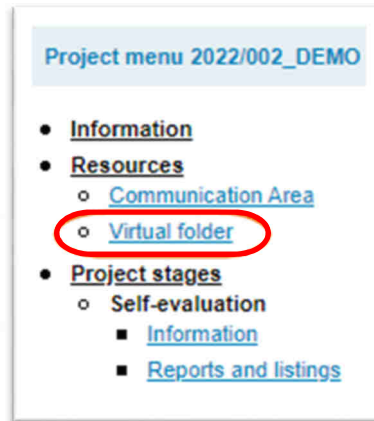
Once "Send" has been clicked on, all recipients will receive a notification to the e-mail address with which they have registered in the application.
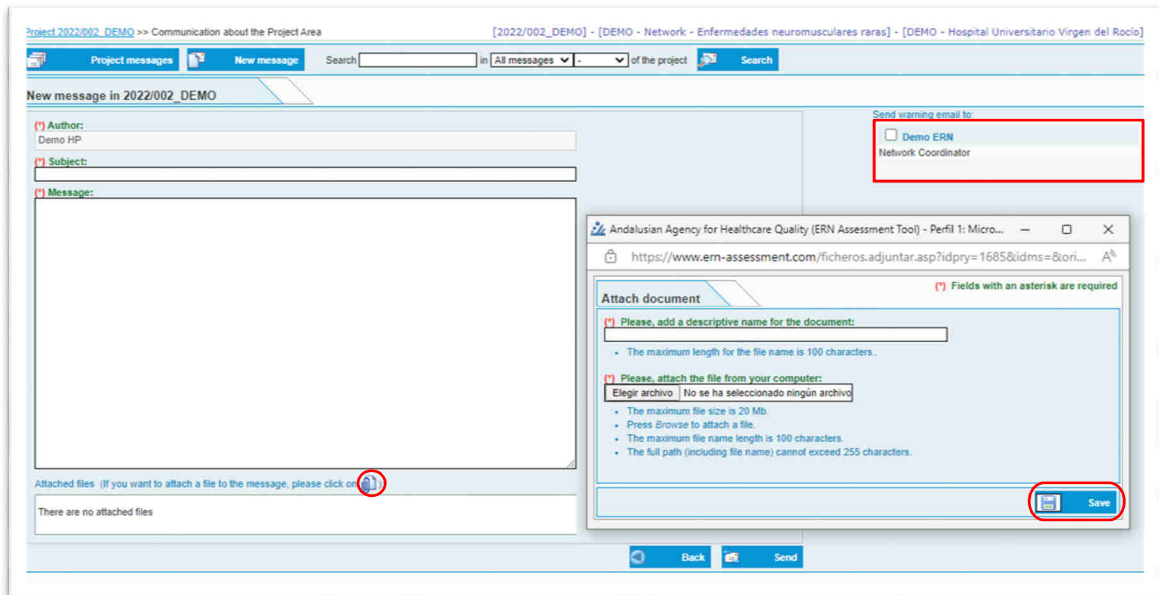
8. Virtual Folder

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: