

Deliverable 6.3.4 Pilot operation of the evaluation model

The deliverable is interrelated with Deliverable 6.3.3 IT Platform for PHC Services Evaluation (developed by the LB); its final version is available here: <http://www.smile-interreg.eu/health-center-evaluation/>.

In the specific case, the assigned expert was assigned to identify respondents, to encourage and whenever needed to support their participation in the activity, by filling in the respective questionnaires: Questionnaire for patient (Experiences) & Patient Values Questionnaire, both including questions about one's experience with a specific doctor, the healthcare center as a whole in order to allow comparison with patients' expectations of the healthcare center.

Information about the Pilot Operation was distributed among the patients of the hospital and 47 participants volunteered to take part. Before filling the questionnaires electronically, the assigned expert explained in details the purpose of the project and this specific activity, providing some general clarifications, including that participation is free and anonymity is guaranteed. In case needed, the expert has provided support during the process.

In addition to that, the expert implemented one additional task to conduct short interviews with some of the respondents regarding the platform. The general conclusions include the following:

- Respondents say they would use such platforms as a way to anonymously share sensitive information, such as that related to their health and treatment
- Respondents rate the survey cards excellently in terms of the scope of the questions, as well as the response time (the same is not too long); questions are generally defined clearly and comprehensibly