

# H.E.-L.P. European Survey

## I. Citizens and potential patients

The H.E.-L.P. Hospital's E-learning Portal Project is aiming at the development of an online information portal of hospitals for their patients, future patients, people of kind and friends as well as medical staff to improve their mutual communication, inform about offers and treatment and in general lower the barrier between patient and hospital through better and modern information and interaction. The first step for the development of such an information portal and platform is a European wide study of needs and interests of patients, people of kind, friends, medical staff, care staff, administrative staff from hospitals.

We would like to ask you for your support for our study with answering the following questionnaire. The questions raised are exclusively asking for your personal opinions and preferences, your answers are a valuable contribution to the development to the information portal. All answers will be treated anonymously respecting data protection laws. The results of the European Survey implemented will be available for your convenience soon on the project's website under: [www.he-lp.eu](http://www.he-lp.eu)

1.1 To which age category do you belong?

- 0-10 years
- 11-20 years
- 21-40 years
- 41-60 years
- Over 60 years of age

1.2 Your sex is?

- Male
- Female

1.3 My highest finished educational level is:

- Primary school
- Lower Secondary School
- Upper secondary School
- Vocational education diploma
- University / higher education diploma

2. Thinking of an IT based information portal offered by a hospital focusing on **prevention of diseases**, which issues and topics would you like to have information about in this web based tool for patients online?

(Please select **max. three topics** and mark with (3) the most important, (2) the second important, (1) the third important)

2.1 Drug misuse (nicotine, alcohol, medicine, other drugs) 1 2 3

2.2 Nutrition (healthy nutrition, effects of nutrition on physical fitness, cancer prevention etc.) 1 2 3

2.3 Overweight 1 2 3

2.4 Stress and mental health issues 1 2 3

2.5 Sexually transmitted diseases 1 2 3

2.6 Contraception 1 2 3

2.7 Lifestyle 1 2 3

2.8 Physical fitness and activity 1 2 3

2.9 Diabetes 1 2 3

2.10 Maternity issues in general 1 2 3

2.11 Other: 1 2 3

Please indicate: \_\_\_\_\_

3. The **diagnosis of diseases** is one important offer of hospitals, different methods, instruments and techniques are available in every department and hospital. Considering this, which issues and topics would you like to have information about in this web based tool for patients online?

(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

3.1 Diagnosis methods offered in the hospital  1  2  3

3.2 Getting familiar with staff, instruments, techniques etc. (through pictures and short videos)

1  2  3

3.3 Personal health risks attached to different diagnosis methods  1  2  3

3.4 Results of diagnosis methods and support with interpretation of results (e.g. blood interpretation)  1  2  3

3.5 Time needed and diagnosis process with different methods  1  2  3

3.6 Possible alternatives to different methods offered  1  2  3

3.7 Other:  1  2  3

Please indicate: \_\_\_\_\_

4. Besides diagnosis the main offer of a hospital is **medical treatment**. Which information would you like to obtain prior to a hospital visit about medical treatment in this web based tool for patients online?

(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

4.1 Main offers of medical treatment  1  2  3

4.2 Getting familiar with staff and instruments (through pictures and short videos)  
 1  2  3

4.3 Personal risks attached to different treatment forms  1  2  3

4.4 International guidelines for medical treatments followed in the hospital  1  2  3

4.5 Price of different treatments (in case of non coverage by insurances)  1  2  3

4.6 Alternative methods to medical treatment methods  1  2  3

4.7 Specialized treatment areas of the particular hospital / department  1  2  3

4.8 Offered support services accompanying the medical treatment (e.g. psychological support, physiotherapy, occupational therapy, speech therapy etc.)  1  2  3

4.9 Time schedules for medical treatment  1  2  3

4.10 Patients roles and responsibilities in the treatment process (compliance needed, attitudes supporting the success, motivation issues etc.)  1  2  3

4.11 Others:  1  2  3

Please indicate: \_\_\_\_\_

5. Diagnosis and medical treatment are accompanied by **care and rehabilitation offers** and services in a hospital. Related to the issue of care and rehabilitation, which issues and topics would you like to have information about in this web based tool for patients online?

(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

5.1 General organization of care in the hospital (approaches, rooms, services offered etc.)

1  2  3

5.2 Description of the care setting and environment (hospital care, combination with home care etc.)  1  2  3

5.3 Support services offered which are necessary or at least convenient  1  2  3

5.4 Information about NGOs, self help groups working in the area of the hospital that can offer additional support and information  1  2  3

5.5 Getting familiar with staff and instruments in care and rehabilitation (through pictures and short videos)  1  2  3

5.6 Special centers and experts offered for particular diseases  1  2  3

5.7 Information about funding / financing of special services needed for care and rehabilitation  1  2  3

5.8 Patients' roles and responsibilities in the care process (compliance needed, attitudes supporting the success, motivation issues etc.)  1  2  3

5.9 Others:  1  2  3

Please indicate: \_\_\_\_\_

6. Besides diagnosis, treatment and care the hospital is a huge organizational structure where a visit needs a lot of **general information about the place and requirements**. Which issues and topics would you like to have information about in this web based tool for patients online?

(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

6.1 Address, contact data, main services, departments 1 2 3

6.2 Different language versions offered for general information (e.g. minority languages and English) 1 2 3

6.3 How to reach the place/hospital by different transport means 1 2 3

6.4 Admission requirements (organizational and care requirements) 1 2 3

6.5 Patients' rights and duties 1 2 3

6.6 Special information for migrants and persons with / without refugee or asylum status 1 2 3

6.7 Quality policy of the hospital 1 2 3

6.8 Map / virtual tour of the hospital 1 2 3

6.9 First aid and emergency information (e.g. information about actual treatment time in emergency care unit based on actual case frequency) 1 2 3

6.10 Others 1 2 3

Please indicate: \_\_\_\_\_

7. The information portal should beside information about the hospital, treatment etc. also offer a **direct interaction possibility** between patients and the hospital prior to, during and after their hospital visit. Which of the following communication and interaction features would you choose to get into interaction with your local hospital / department?

(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

7.1 Establishment of a communication office (information about phone number, email address, opening hours etc. of a communication office in the hospital)  1  2  3

7.2 Online (asynchronous) interaction with a medical doctor for medical questions prior to your visit to a hospital  1  2  3

7.3 Possibility to arrange appointments with physicians online  1  2  3

7.4 Information about events and news of the hospital  1  2  3

7.5 Web 2.0 based offers for interaction (blog, facebook site, twitter)  1  2  3

7.6 Others  1  2  3

Please indicate: \_\_\_\_\_



8. All information regarding the different main topics can be provided in **different formats**. Thinking of an IT based information portal accessible via internet from every computer, which forms of presentation for information would you prefer?

(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

8.1 Virtual tour through the hospital (through video and 360° viewer tools)  1  2  3

8.2 Text information  1  2  3

8.3 Short videos  1  2  3

8.4 Pictures  1  2  3

8.5 Online lectures in short videos  1  2  3

8.6 Downloadable information in text format (guidelines, information briefings about different topics etc.)  1  2  3

8.7 Games  1  2  3

8.8 Links to external sources (with quality assurance)  1  2  3

8.9 Web 2.0 offers (blogs, facebook site)  1  2  3

8.10 Self tests for symptoms of diseases (where appropriate)  1  2  3

8.11 Others  1  2  3

Please indicate: \_\_\_\_\_

9. When receiving information about a hospital, diseases, care, diagnosis and treatment of different diseases and health issues, would you trust this information to be true and complete if this is offered by a hospital in your country?

- Totally
- Partially
- Partially not
- Totally not

10. Would you think, that a quality label established by a European consortium of hospital partners and experts about information portals of hospitals would enhance the trustability of such an information portal?

- Yes
- No

11. Do you think that information provided about diseases, symptoms and possibly short self tests with some crucial questions could replace a visit to a doctor / to the health system?

- Yes
- No (if not: why not): \_\_\_\_\_

12. Would you prefer to include checks or barriers for **ethical or problematic information** in such a portal (e.g. the question if you want to see pictures and videos showing blood, operations etc.?) or should all information be accessible for everyone without warning?

- I would prefer to have a warning when such content is shown behind
- I think all information should be accessible without any limitation or warnings
- Other:

Please indicate: \_\_\_\_\_

13. Should the portal contain a special section for special target groups such as:

- Migrants
- Disabled
- Children
- Elderly
- Others:

Please indicate: \_\_\_\_\_

- No

14. Would you personally consider to use such an information and e-learning portal provided by your local hospital?

- Yes – frequently
- Yes – occasionally
- No – never

15. Additional comments and recommendations for the development of an IT based information portal for hospitals:

Thank you very much for your valuable contribution!

The H.E.-L.P. project team