

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

## II. Medical and health care staff

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, their 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 communication. 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 as well as 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)

We thank you very much for your support!

1.1 To which age category do you belong?

- Under 20 years
- 20-40 years
- 41-60 years
- Over 60 years of age

1.2 Your sex is?

- Male
- Female

1.3 To which professional group of the health system do you belong:

- Medical staff (doctors, physicians etc.)
- Care staff (nurses, care assistants etc.)
- Other care staff (transport service for patients, ambulance service etc.)
- Other Professional support staff: \_\_\_\_\_
- Administrative Staff in health care (HR responsible, accounting and finance etc.)

1.4 How long is your professional experience in the health care sector?

- 0 – 5 years
- 6 – 10 years
- 11 – 20 years
- 21 – 30 years
- More than 30 years

2. Thinking of an web based information tool offered by a hospital focusing on **prevention of diseases**, which issues and topics would you like to be presented on a web based tool for patients to access online information?

(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: \_\_\_\_\_

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 be presented on a web based tool for patients to access online information?

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

- 2.12 Diagnosis methods offered in the hospital  1  2  3
- 2.13 Getting familiar with staff, instruments, techniques etc. (e.g. through pictures and short videos)  1  2  3
- 2.14 Personal health risks attached to different diagnosis methods  1  2  3
- 2.15 Results of diagnosis methods and support with interpretation of results (e.g. blood interpretation)  1  2  3
- 2.16 Time needed and diagnosis process with different methods  1  2  3
- 2.17 Possible alternatives to different methods offered  1  2  3
- 2.18 Other:  1  2  3

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

3. Besides diagnosis the main offer of a hospital is **medical treatment**. Which issues and topics would you like to be presented on a web based tool for patients to access online information regarding offered medical treatment?

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

- 3.1 Main offers of medical treatment  1  2  3
- 3.2 Getting familiar with staff, instruments, techniques etc. (through pictures and short videos to learn about treatments and care processes offered)  1  2  3
- 3.3 Personal risks attached to different treatment forms  1  2  3
- 3.4 Results of medical treatment (cure, level of cure)  1  2  3
- 3.5 International guidelines for medical treatments followed in the hospital  1  2  3
- 3.6 Price of different treatments (in case of non coverage by insurances)  1  2  3
- 3.7 Alternative methods existing for indicated medical treatment methods  1  2  3
- 3.8 Specialized treatment areas of the particular hospital / department  1  2  3
- 3.9 Offered support services accompanying the medical treatment (psychological support, physiotherapy, speech therapy, occupational therapy, religious services etc.)  1  2  3
- 3.10 Time schedules for medical treatment (how long take the treatment, is it needed to stay at the hospital for the whole time, when is the best time for a certain medical treatment etc.)  
 1  2  3
- 3.11 Patients' roles and responsibilities in the treatment process (compliance needed, attitudes supporting the success, motivation issues etc.)  1  2  3
- 3.12 Others:  1  2  3

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

4. 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 be presented on a web based tool for patients to access online information?

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

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

1  2  3

4.2 Description of the care setting and environment (hospital care, combination with home care etc.)

1  2  3

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

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

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

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

4.7 Information about funding / financing of special services needed for care and rehabilitation

1  2  3

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

4.9 Others:  1  2  3

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

5. 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 be presented on a web based tool for patients to access online information?

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

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

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

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

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

5.5 Patients' rights and duties 1 2 3

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

5.7 Quality policy of the hospital 1 2 3

5.8 Map / virtual tour of the hospital 1 2 3

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

5.10 Others 1 2 3

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



6. 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 patients before, during and after the hospital stay?

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

6.1 Through a dedicated communication office (providing information about phone number, email address, opening hours etc. of a communication office in the hospital on the portal)  1  2  3

6.2 Online (asynchronous) interaction with patients (e.g. once per week through online consultation and answer of questions) for medical questions prior to your visit to a hospital (settlement privacy issues provided)  1  2  3

6.3 Possibility to arrange appointments with physicians online  1  2  3

6.4 Provision of information about events and news of the hospital  1  2  3

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

6.6 Others  1  2  3

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

7. 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 from the perspective of the hospital?  
  
(Please select **max. three topics** and mark with (3)the most important, (2)the second important, (1)the third important)

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

7.2 Text information 1 2 3

7.3 Short videos 1 2 3

7.4 Pictures 1 2 3

7.5 Online lectures in short videos 1 2 3

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

7.7 Games 1 2 3

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

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

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

7.11 Others 1 2 3

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

8. Which **main benefits** could you imagine from such an information portal for the hospital and / or staff of the hospital:

- More prestige of the particular hospital offering such a portal:  
 yes     partially     no
- Better service quality for the hospital for its patients: yes / partially / n  
 yes     partially     no
- Economical benefits (e.g. reduction of time spent): yes / partially / no  
 yes     partially     no
- Reduction of patients with questions that could be answered online: yes / partially / no  
 yes     partially     no
- Others:  
Please indicate: \_\_\_\_\_

9. Do you think that such an information portal and especially connected interaction facilities including Web 2.0 tools like facebook could lead to unexpected and **non desirable consequences** for the hospital and / or staff (e.g. online bullying, public pressure, etc.).

- Yes
- If Yes: which and how?

No

10. Which **general problems** and risks do you see within such an information portal in relation to the following issues:

Languages:

Legal issues:

Organisational issues:

Others:

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

Thank you very much for your valuable contributions!

The H.E.-L.P. Project Team!