

Joint Action on Chronic Diseases and Promoting Healthy Ageing across the Life Cycle

GLOBAL SATISFACTION SURVEY

Prepared by: WP3



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Introduction

RATIONALE: As part of the evaluation activities of the JA-CHRODIS, work package Evaluation (WP3) has been commissioned to assess the overall satisfaction of associated and collaborating partners with the Joint Action (JA). This evaluation aims to gather insight on the level of satisfaction of the participants with the global development of the JA, identifying strengths and weaknesses.

OBJECTIVE: To assess both the usability and usefulness of the JA's outputs and outcomes, and the overall functioning of each WP (coordination, leadership, satisfaction and awareness of future steps).

METHODOLOGY: The Global Satisfaction Survey (GSS) was sent to 171 persons from 39 JA Associated Partners (AP) and 68 from 35 Collaborating Partners (CP) institutions to be answered online. Data was collected from June to October 2016.

The GSS was organised in three sections. Section A was to be answered by all participants and related to partner involvement. Section B was to be answered by each survey participant according to their status as an Associated Partner or a Collaborating Partner in each of the JA Work Packages (WP). The same set of questions was to be answered for each of the WPs the participant was involved in. Finally, Section C was to be answered by all participants about their general opinion of the Joint-Action. Consequently, the number of respondents varied in Section B according to the number of partners of each work package. There were also two open questions about the perceived usability of JA-CHRODIS products and a final general comment. For more detailed information see the survey questionnaire in the annex.

A statistical descriptive analysis was carried out to summarize the data. Most of results are presented differentiating participants from Associated and Collaborating partners. A total number of 92 people participated in the Global Satisfaction Survey (37.2% of participation). One respondent was both, AP and CP, but for the comparative analyses corresponding to the Partner Involvement and Overall Evaluation of the Joint Action sections this participant was assigned to the AP group. Finally, 5 respondents did not identify themselves as an AP or CP and were not included in the analysis, for a final total number of 86 participants' analysis. 67 participants corresponded to AP (39.4% of participation among AP members) and 19 corresponding to CP (27.9% of participation among CP members).



Partner involvement

Associated and Collaborating partners

The total final number of participants identifying themselves as Associated Partners (AP) or Collaborating Partners (CP) was 86. The majority were AP (77.9%; n=67) and the rest were CP (22.1%; n=19) (Figure 1).

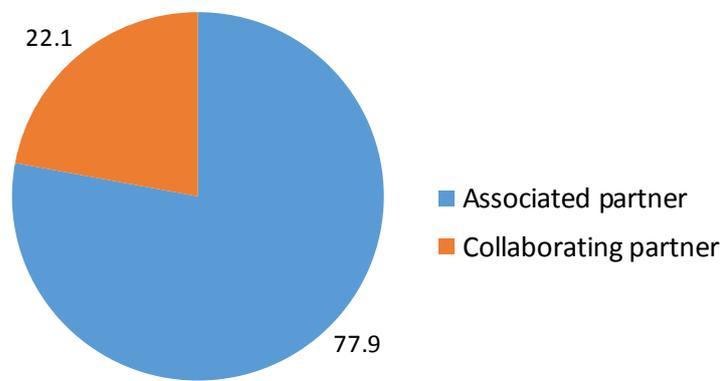


Figure 1: Distribution (%) by participant's profile

In terms of human resources commitment, a greater involvement of participating individuals by institution seems to be reported by participants from APs, with more than half (52.2%) reporting that more than 4 members from their organization were involved, at that moment, in JA-CHRODIS. Nonetheless, the fact that 42.1% of CP members reported an involvement of 3 or more persons from their institution showed likewise a possible considerable commitment to JA-CHRODIS (Figure 2). These results should be interpreted with caution because more than one participant per organization answered the survey and thus, the values can't be interpreted by means of percentages of institutions.

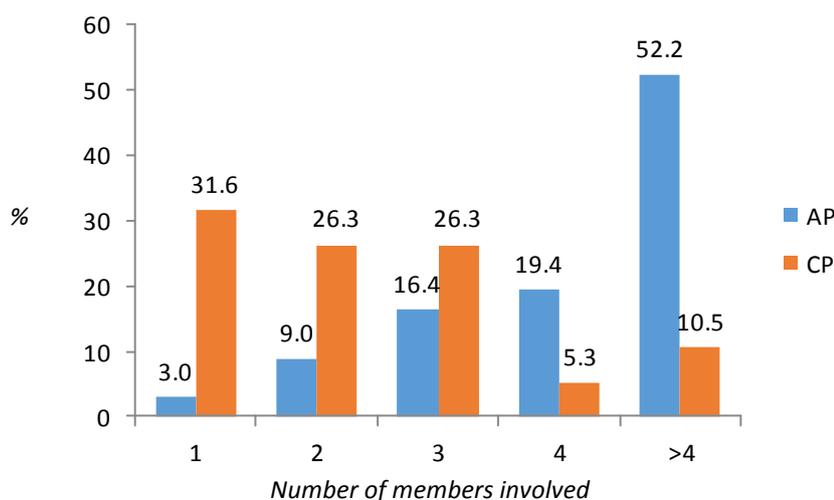


Figure 2: Distribution (%) by number of members currently involved in JA-CHRODIS from the participants' institution according to respondents, for Associated Partners and Collaborating Partners

Participation in meetings and activities

Partner participation in JA-CHRODIS activities was overwhelming in regards to WP meetings, hinting to a high degree of involvement with WP-specific work (with around 80% of both AP and CP respondents mentioning to have participated in at least one of them). On the other hand, while AP respondents showed a similar level of participation in the more integrative General Assembly (73.1%), CP respondents showed a much lower participation rate (36.8%).

Regarding dissemination activities, there was a significant absence of partners involvement, either at national or international level (with less than half of AP respondents and less than one third of CP respondents ever being involved in disseminating JA-CHRODIS to a wider audience) (Table 1).

Table 1: Have you ever personally participated in any of the following activities...? (% of response by participant's profile; AP: n= 67; CP: n= 19)

		Yes
WP meeting	AP	80.6 (54)
	CP	78.9 (15)
General Assembly	AP	73.1% (49)
	CP	36.8% (7)
Dissemination in national event	AP	44.8% (30)
	CP	26.3% (5)
Dissemination in international event	AP	46.3% (31)
	CP	26.3% (5)
National partners meeting	AP	43.3% (29)
	CP	31.6% (6)

Values show the percentage for each category and in brackets the corresponding number of responses.



Likewise, the organization of internal meetings at each institution to articulate JA-CHRODIS was a common strategy to support commitment (performed at least once by 61.3% of AP and 52.7% of CP respondents). Not surprisingly, these meetings were more frequent for AP (with around 30% of respondents achieving a monthly basis) than for CP respondents (with around 32% of respondents meeting once a year) (Table 2).

Table 2: Do you organise internal meeting(s) in your institution in order to articulate JA-CHRODIS related work? (% of response by participant's profile; AP: n= 67; CP: n= 19)

	No, I do not	Yes, on a weekly basis	Yes, on a monthly basis	Yes, every 2-3 months	Yes, every 4-6 months	Yes, on a yearly basis	Does not specify
AP	14.9% (10)	4.5% (3)	29.9% (20)	7.5% (5)	3.0% (2)	16.4% (11)	23.9% (16)
CP	26.3% (5)	--	10.5% (2)	5.3% (1)	5.3% (1)	31.6% (6)	21.1% (4)

Values show the percentage for each category and in brackets the corresponding number of responses.



Usability and assessment of Joint Action products

Several supporting and reporting documents were produced and made available through the JA-CHRODIS website. Recognition of the existence of the reports was almost absolute, and even the support documents were widely known (with the Guidance for Stakeholder Mapping being the least known, and even so with just 15% of AP and 26% of CP respondents not being aware of its existence).

The report on Good Practices in Health Promotion and Primary Prevention Chronic Diseases, from WP5, was reported as the most consulted of the available documents (by 85% of AP and 100% of CP respondents), followed by the Policy Brief on National Diabetes Plans in Europe, from WP7 (by 67% of AP and 63% of CP respondents).

A considerable percentage of respondents also mentioned to have also consulted the Dissemination Strategy support document (70% of AP and 63% of CP respondents). Finally, the Evaluation Plan was the supporting document least consulted (by 50% of AP and 20% of CP respondents) (Table 3).

For the reports and the Dissemination Strategy document, the coverage of access was similar between AP and CP respondents. For other support documents, as would be expected, the access by AP was higher than by CP respondents.

Table 3: Have you ever consulted [the supporting documents] provided on the website? (% of response by participant's profile; AP: n= 67; CP: n= 19)

		Yes	No	I did not know of the existence
Dissemination Strategy document	AP	70.1% (47)	20.9% (14)	9.0% (6)
	CP	63.2% (12)	21.1% (4)	15.8% (3)
Guidance document for Stakeholder Mapping	AP	56.7% (38)	28.4% (19)	14.9% (10)
	CP	36.8% (7)	36.8% (7)	26.3% (5)
Report of Good Practices in Health Promotion and Primary Prevention Chronic Diseases	AP	85.1% (57)	13.4% (9)	1.5% (1)
	CP	100% (19)	--	--
Policy Brief on National Diabetes Plans in Europe	AP	67.2% (45)	26.9% (18)	6.0% (4)
	CP	63.2% (12)	36.8% (7)	--
Multimorbidity Care Model document	AP	71.6% (48)	22.4% (15)	6.0% (4)
	CP	68.4% (13)	31.6% (6)	--
Evaluation Plan document	AP	49.3% (33)	41.8% (28)	9.0% (6)
	CP	21.1% (4)	68.4% (13)	10.5% (2)

Values show the percentage for each category and in brackets the corresponding number of responses.

As a measure of dissemination of JA-CHRODIS through partners, it was considered critical that the website of those participating institutions should be linked to the JA-CHRODIS website. According to the survey, this was widely achieved. However, still 18% of AP and 42% of CP respondents reported not to be linked institutionally to the JA-CHRODIS website.

Table 4: Is your website linked to the JA-CHRODIS website? (% of response by participant's profile; AP: n= 67; CP: n= 19)

	Yes	No
AP	82.1% (55)	17.9% (12)
CP	57.9% (11)	42.1% (8)

Values show the percentage for each category and in brackets the corresponding number of responses.

When asked to rate their overall opinion of the JA-CHRODIS website, AP members showed a wider range of appreciation than CP members ([1-5] and [2-5], respectively) (Table 5). Nonetheless, both groups presented a median of 4 out of 5, which reflects a generally positive consideration regarding the JA-CHRODIS website.

Table 5: Please, rank your overall opinion of the JA-CHRODIS website? (scale from 1 "Not satisfied" to 5 "Very satisfied") (% of response by participant's profile; AP: n= 67; CP: n= 19)

	1	2	3	4	5
AP	3.0% (2)	7.6% (5)	33.3% (22)	36.4% (24)	19.7% (13)
CP	--	5.3% (1)	15.8% (3)	57.9% (11)	21.1% (4)

Another of the prime dissemination materials, the JA-CHRODIS newsletters, was consulted by almost all partners (except by 6% of AP respondents). Partner's habits were almost equally divided between those that consult the newsletters as soon as they come out and those that save them and read later (Table 6).

Table 6: When do you consult the JA-CHRODIS newsletters? (% of response by participant's profile; AP: n= 67; CP: n= 19)

	As soon as they come out	Save and read them later	Never
AP	47.8% (32)	46.3% (31)	6.0% (4)
CP	57.9% (11)	42.1% (8)	--

Values show the percentage for each category and in brackets the corresponding number of responses.

Asked to rate their overall opinion about the JA-CHRODIS newsletters, again AP members showed a wider range of appreciation than CP members ([1-5] and [2-5], respectively), with both with a median of 4 (Table 7).

Table 7: Please, rank your overall opinion of the JA-CHRODIS newsletters? (scale from 1 "Not satisfied" to 5 "Very satisfied") (% of response by participant's profile; AP: n= 67; CP: n= 19)

	1	2	3	4	5
AP	3.0% (2)	1.5% (1)	31.3% (21)	44.8% (30)	19.4% (13)
CP	--	5.3% (1)	26.3% (5)	47.9% (9)	21.1% (4)

Work Package evaluation

WP1: Coordination of the Joint Action

There were six participants that declared to have been involved in WP1, which is, together with WP3, one of the lowest participation among the specific work packages answers. This respondents, reported a high degree of agreement with positive remarks about the coordination, as well as satisfaction, information and feedback, and awareness of future work (Table 8). While no disagreement was expressed in relation to any of those aspects, effectiveness of WP1 coordination seemed to be the least positive aspect, especially in the view of AP members (with only 60% expressing a marked positive view while the remaining 40% reported a neutral opinion).

Table 8: Agreement with each WP1 assessed aspect (% of response by participant's profile; AP: n= 5; CP: n= 1)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	AP	--	--	40.0% (2)	60.0% (3)	--
	CP	--	--	--	100% (1)	--
WP leadership has provided adequate feedback and information when required	AP	--	--	20.0% (1)	80.0% (4)	--
	CP	--	--	--	100% (1)	--
I am satisfied with the progress of the WP	AP	--	--	20.0% (1)	80.0% (4)	--
	CP	--	--	--	--	100% (1)
I am aware of the next activities required of the WP	AP	--	--	--	100% (5)	--
	CP	--	--	--	100% (1)	--

Values show the percentage for each category and in brackets the corresponding number of responses.

WP2: Dissemination of the Joint Action

Regarding WP2, all the seven participants answering the survey were from AP institutions. Over 70% of these participants reported to be agree or strongly agree with all the aspects described, from WP coordination to satisfaction and involvement (Table 9). Adequate feedback and information provided by WP2 when required was the only aspect where a participant reported to be on disagreement with a positive assessment.

Table 9: Agreement with each WP2 assessed aspect (% of response for AP participants: n=7)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	--	--	28.6% (2)	42.9% (3)	28.6% (2)
WP leadership has provided adequate feedback and information when required	--	14.3% (1)	--	28.6% (2)	57.1% (4)
I am satisfied with the progress of the WP	--	--	14.3% (1)	57.1% (4)	28.6% (2)
I am aware of the next activities required of the WP	--	--	14.3% (1)	28.6% (2)	57.1% (4)

Values show the percentage for each category and in brackets the corresponding number of responses.



WP3: Evaluation of the Joint Action

There were six participants that declared to have been involved in WP3, the evaluation workpackage, which is, together with WP1, one of the lowest participation among the specific work packages answers. The majority of participating AP members reported positive agreement regarding satisfaction with the progress of the work (60%, n=3) and to be aware of future activities (80%; n=4). On the other hand, only 40% (n=2) of participants reported a positive agreement regarding WP coordination efficiency, adequate feedback and info, and to be aware of next activities (this percentage must be taken with caution because the number of respondents was very low). One of the partners reported to disagree that these aspects were adequately addressed. Furthermore, WP3 was assessed by a single CP member, which consistently reported a neutral opinion about all aspects indicated in the survey (Table 10).

Table 10: Agreement with each WP3 assessed aspect (% of response by participant's profile; AP: n=5; CP: n=1)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	AP	--	20.0% (1)	40.0% (2)	20.0% (1)	20.0% (1)
	CP	--	--	100% (1)	--	--
WP leadership has provided adequate feedback and information when required	AP	--	20.0% (1)	40.0% (2)	20.0% (1)	20.0% (1)
	CP	--	--	100% (1)	--	--
I am satisfied with the progress of the WP	AP	--	--	40.0% (2)	60.0% (3)	--
	CP	--	--	100% (1)	--	--
I am aware of the next activities required of the WP	AP	--	20.0% (1)	--	80.0% (4)	--
	CP	--	--	100% (1)	--	--

Values show the percentage for each category and in brackets the corresponding number of responses.

WP4: Platform for Knowledge Exchange

For WP4, again all the 18 participants answering this section of the survey were from AP institutions. These participants reported a high degree of agreement with all the aspects described, from WP coordination to satisfaction and involvement, with 67 to 83 % of participants reporting a marked positive opinion with various aspects of the workpackage (Table 10). However, also all inquired aspects had between one and three participants expressing disagreement or neutral opinion about all aspects indicated in the survey.

Table 11: Agreement with each WP4 assessed aspect (% of response for AP participants: n=18)

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	--	5.6% (1)	16.7% (3)	55.6% (10)	22.2% (4)
WP leadership has provided adequate feedback and information when required	--	11.1% (2)	16.7% (3)	50.0% (9)	22.2% (4)
I am satisfied with the progress of the WP	--	16.7% (3)	16.7% (3)	38.9% (7)	27.8% (5)
I am aware of the next activities required of the WP	--	11.1% (2)	5.6% (1)	66.7% (12)	16.7% (3)

Values show the percentage for each category and in brackets the corresponding number of responses.



WP5: Good practices in Health Promotion and Chronic Disease Prevention across the life cycle

The 29 participants that declared to have been involved in WP5 reported a high degree of agreement with more than 80% positive remarks about the coordination, as well as satisfaction, information and feedback, and awareness of future work (Table 12). While no disagreement was expressed in relation to any of those aspects, effectiveness of WP5 coordination was the least positive aspect, especially in the view of AP members (with only 60% expressing a marked positive view while the remaining 40% reported a neutral opinion). Coordination efficiency and adequate feedback and information provided by WP5 when required were the only aspects where a participant reported to be on disagreement with a positive assessment.

Table 12: Agreement with each WP5 assessed aspect (% of response by participant's profile; AP: n= 22; CP: n=7)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	AP	--	4.5% (1)	13.6% (3)	45.5% (10)	36.4% (8)
	CP	--	--	--	42.9% (3)	57.1% (4)
WP leadership has provided adequate feedback and information when required	AP	--	4.5% (1)	9.1% (2)	36.4% (8)	50.0% (11)
	CP	--	--	--	28.6% (2)	71.4% (5)
I am satisfied with the progress of the WP	AP	--	--	4.5% (1)	54.5% (12)	40.9% (9)
	CP	--	--	--	42.9% (3)	57.1% (4)
I am aware of the next activities required of the WP	AP	--	--	4.5% (1)	68.2% (15)	27.3% (6)
	CP	--	--	14.3% (1)	14.3% (1)	71.4% (5)

Values show the percentage for each category and in brackets the corresponding number of responses.

WP6: Development of common guidance and methodologies for care pathways for multi-morbid patients

The majority of 17 participants answering the survey from WP6 reported to be agree or strongly agree with all the aspects inquired, both AP and CP members (Table 13). On the other hand, all aspects had one participant that either disagreed or strongly disagreed with a positive assessment, with a more negative opinion being expressed by CP members.

Table 13: Agreement (%) with each WP6 assessed aspect (% of response by participant's profile; AP: n= 13; CP: n= 4)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	AP	--	--	38.5% (5)	30.8% (4)	30.8% (4)
	CP	--	25.0% (1)	25.0% (1)	50.0% (2)	--
WP leadership has provided adequate feedback and information when required	AP	--	--	30.8% (4)	46.2% (6)	23.1% (3)
	CP	25.0% (1)	--	25.0% (1)	25.0% (1)	25.0% (1)
I am satisfied with the progress of the WP	AP	--	7.7% (1)	15.4% (2)	53.8% (7)	23.1% (3)
	CP	--	25.0% (1)	25.0% (1)	50.0% (2)	--
I am aware of the next activities required of the WP	AP	--	--	38.5% (5)	46.2% (6)	15.4% (2)
	CP	--	25.0% (1)	--	75.0% (3)	--

Values show the percentage for each category and in brackets the corresponding number of responses.



WP7: Diabetes: a case study on strengthening health care for people with chronic diseases

From 71 to 100% of the 25 respondents from WP7 reported a positive opinion with various aspects (from WP coordination to satisfaction and involvement) of the work package (Table 14). Nonetheless, at least one AP member reported to strongly disagree with a positive assessment regarding WP coordination efficiency, information provided, and satisfaction with progress of the work package, and one CP member reported not to be aware of future WP7 activities.

Table 14: Agreement with each WP7 assessed aspect (% of response by participant's profile; AP: n=18; CP: n= 7)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The coordination of the WP has been conducted effectively	AP	5.6% (1)	--	11.1% (2)	22.2% (4)	61.1% (11)
	CP	--	--	--	71.4% (5)	28.6% (2)
WP leadership has provided adequate feedback and information when required	AP	5.6% (1)	--	5.6% (1)	33.3% (6)	55.6% (10)
	CP	--	--	--	42.9% (3)	57.1% (4)
I am satisfied with the progress of the WP	AP	5.6% (1)	--	11.1% (2)	27.8% (5)	55.6% (10)
	CP	--	--	28.6% (2)	57.1% (4)	14.3% (1)
I am aware of the next activities required of the WP	AP	--	--	11.1% (2)	50.0% (9)	38.9% (7)
	CP	--	14.3% (1)	14.3% (1)	57.1% (4)	14.3% (1)

Values show the percentage for each category and in brackets the corresponding number of responses.

Overall satisfaction with the Joint Action

Satisfaction with communication, support and opportunities

There were several aspects inquired to partners regarding communication to allow evaluation to produce an overall picture of participant's satisfaction (Table 15). Several of these aspects were scored with a high level of agreement with a positive assessment, among those WP-specific issues, like information received by the partners from their respective WP leadership about the overall development of JA-CHRODIS (68 and 81%, from AP and CP members, respectively), and support and guidance provided to the WPs by the coordinating WP1 (59 and 63%, from AP and CP members, respectively). Also, a high level of agreement with a positive assessment (generally around 70%) was reported regarding broader JA-CHRODIS activities, including dissemination, opportunities for networking, and coverage of institutional goals.

On the other hand, a low level of agreement (31 to 51%) was seen in the aspects of information provided by WP1 and WP2 about the overall development of JA-CHRODIS, and, consistently, also about information regarding WPs where the respondent was not involved. Indeed, this last aspect was the least positively scored, with 1: 4 CP members and 1:7 AP members reporting to be in disagreement with a positive assessment.

Globally, there was not a tendency of better or worse scores from either AP or CP members.



Table 15: Agreement regarding communication, support and opportunities aspects (% of response by participant's profile; AP: n=63; CP: n= 16)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The information received from WP 1 about the overall development of the Joint Action has been satisfactory	AP	1.6% (1)	9.5% (6)	36.5% (23)	39.7% (25)	12.7% (8)
	CP	--	6.3% (1)	50.0% (8)	31.3% (5)	12.% (2)
The information received from WP 2 about the overall development of the Joint Action has been satisfactory	AP	1.6% (1)	6.3% (4)	44.4% (28)	36.5% (23)	11.1% (7)
	CP	--	6.3% (1)	62.5% (10)	25.0% (4)	6.3% (1)
The information received from my own WP about the overall development of the Joint Action has been satisfactory	AP	1.6% (1)	6.3% (4)	23.8% (15)	31.7% (20)	36.5% (23)
	CP	--	--	18.8% (3)	50.0% (8)	31.3% (5)
The information provided about the progress of other WPs where I am not directly engaged has been satisfactory	AP	1.6% (1)	12.7% (8)	52.4% (33)	28.6% (18)	4.8% (3)
	CP	--	25.0% (4)	31.3% (5)	43.8% (7)	--
The JA-CHRODIS coordination team has provided support and guidance for the development of WPs	AP	1.6% (1)	1.6% (1)	38.1% (24)	39.7% (25)	19.0% (12)
	CP	--	--	37.5% (6)	56.3% (9)	6.3% (1)
Dissemination activities have been satisfactory	AP	--	--	30.2% (19)	57.1% (36)	12.7% (8)
	CP	--	6.3% (1)	37.5% (6)	50.0% (8)	6.3% (1)
Thanks to JA-CHRODIS we have had several opportunities for networking	AP	1.6% (1)	1.6% (1)	22.2% (14)	36.5% (23)	38.1% (24)
	CP	--	--	31.3% (5)	43.8% (7)	25.0% (4)
The JA-CHRODIS satisfactorily covers my institutional goals	AP	--	3.2% (2)	25.4% (16)	46.0% (29)	25.4% (16)
	CP	--	--	25.0% (4)	62.5% (10)	12.5% (2)

Values show the percentage for each category and in brackets the corresponding number of responses.

A question was included to assess partner satisfaction with administrative burden (Table 16). Almost all CPs (88%), who do not receive direct budget from JA-CHRODIS, did not find the financial and administrative tasks difficult to navigate. On the other hand, 57% of AP members declared to have had difficulties in navigating those tasks, but more than half of those pointed out to have had support from WP1 in handling difficulties.

Table 16: Did you find the financial and administrative tasks difficult to navigate?
(% of response by participant's profile; AP: n= 63; CP: n= 16)

	Yes	Yes, but I had support from WP1	No
AP	25.4% (16)	31.7% (20)	42.9% (27)
CP	12.5% (2)	--	87.5% (14)

Values show the percentage for each category and in brackets the corresponding number of responses.

Perceived usability of JA-CHRODIS products

Information was also gathered on the perceived usability of the JA products, namely of the Multimorbidity Care Model (MCM), the PKE (Platform of Knowledge Exchange, also known as the CHRODIS Platform), the Country Reports on Health Promotion and Primary Prevention, and the Reports from the Delphi Panels (Table 17).

Generally, the majority of respondents agreed with the usefulness of these products, with the narrow exception of the usefulness of the MCM as a care model responding to unmet needs for improved care and coordination and to a better support to self-management of patients, which was only positively signalled by 48% of AP members. This was due to an equal proportion of AP members reporting a neutral opinion about the usefulness of the MCM.

The usefulness of the PKE as an up-to-date repository of the good practices about the prevention and care of chronic diseases was signalled by 54% of AP members and 63% of CP members, and usefulness of Country Reports on Health Promotion and Primary Prevention to provide an overview of existing work in relation to good practices for chronic diseases and healthy ageing was signalled by 67% of AP members and 88% of CP members. Both had considerable proportions of neutral opinions (reaching 38%).

The usefulness of reports from the Delphi panels to identify good practices criteria in relation to health promotion and primary prevention, organisational interventions, patient empowerment and evaluation on diabetes policies was positively assessed by 77% of AP members and 81% of CP members. This was the only aspect where no respondent signalled disagreement (all others had between 2 and 8% of respondents in disagreement with that product's usefulness).

Surprisingly, the approval rate was higher from CP members than from AP members, in all products inquired. This could be related with the AP members level of demand and hardness to obtain approval.

Table 17: Agreement regarding perceived usability aspects (% of response by participant's profile; AP: n=63; CP: n= 16)

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Usefulness of Multimorbidity Care Model as a care model responding to unmet needs...	AP	--	4.8% (3)	47.6% (30)	30.2% (19)	17.5% (11)
	CP	6.3% (1)	--	25.0% (4)	62.5% (10)	6.3% (1)
Usefulness of PKE as an up-to-date repository of good practices about the prevention and care of chronic diseases	AP	1.6% (1)	7.9% (5)	36.5% (23)	31.7% (20)	22.2% (14)
	CP	--	--	37.5% (6)	50.0% (8)	12.5% (2)
Usefulness of Country Reports on Health Promotion and Primary Prevention...	AP	1.6% (1)	1.6% (1)	30.2% (19)	34.9% (22)	31.7% (20)
	CP	--	--	12.5% (2)	87.5% (14)	--
Usefulness of reports from the Delphi panels ...	AP	--	4.8% (3)	19.0% (12)	52.4% (33)	23.8% (15)
	CP	--	6.3% (1)	12.5% (2)	68.8% (11)	12.5% (2)

Values show the percentage for each category and in brackets the corresponding number of responses.

The survey also included an open question about usability of the different JA-CHRODIS products. Here, feedback (n=11) focused on issues raised by the real-life application of JA-CHRODIS products, especially the PKE (CHRODIS Platform), the MCM, and the associated criteria to describe good practices.

Naturally, this evaluation of usability was hindered by the fact that at the time of inquire the Platform was not yet open access to the general community, especially to assess the feasibility of translation of concepts into practice. Issues raised dwelled on criteria definition and use to describe good practices, on the need to prepare the Platform to be used by all levels of partners, from policy makers to individual healthcare professionals and patients/citizens, and also to automatically capture information through compatibility with previous sources of good practices. The Platform was also perceived to be, at the time of the evaluation, more adapted towards chronic care than health promotion.

Broader aspects were also mentioned, namely the importance of promoting local/regional dissemination and to involve a wider network of partners/professionals involved in chronic care, and that published papers and reports should be kept accessible to all as they remain beyond JA-CHRODIS duration. The fact that JA-CHRODIS products tackle transferability and multimorbidity was also praised.

Overall satisfaction

Finally, respondents were asked to rank their overall experience in participating in JA-CHRODIS (Table 18). While the responding 63 AP and 16 CP members reported a general regard for their participation (86% of AP and 94% of CP members ranked it interesting or very interesting), it was shown that there is still room for improvement and that partner engagement should be promoted and supported, especially regarding AP members.

Table 18: Please, rank your overall experience in participating in JA-CHRODIS (scale from 1 “Not interesting” to 5 “Very interesting”) (% of response by participant’s profile; AP: n=63; CP: n= 16)

	1	2	3	4	5
AP	--	3.2% (2)	11.1% (7)	42.9% (27)	42.9% (27)
CP	--	--	6.3% (1)	50.0% (8)	43.8% (7)

When asked to make any other open comment, respondents (n=10) showed to be appreciative and constructive. JA-CHRODIS was described as having had a slow start, especially during the first year, as would be expected in an initiative with an elevated number of participants and diverse tasks. After that period, with obstacles in organisation overcome and objectives clarified, respondents declared to be happy with WP developments and products, with opportunities to network and to develop European relationships, and with initiatives like the



study visits, that allowed more in depth and contextual information to be gathered, although work efficiency, coordination and input opportunities between WPs was seen as still possible to be improved. Partners showed to be interested to be involved in the broader view of the Joint Action work, with increasing communication between WPs and also exploring issues about evaluation of good practices and funding of evaluation research in health promotion. Evaluation and implementation were mentioned as examples of gaps, in the European scenario, highlighted by the process of collecting good practices based on the Delphi criteria.

The continuity afforded by a following Joint Action, was also valued, since it is an opportunity to further develop collaborations and activities initiated during JA-CHRODIS, especially among institutions that did not have prior contact. Also, beyond biomedical-based models, the integration of psychosocial dimensions in the multimorbidity approach is seen as a desirable development.



Main findings

The Global Satisfaction Survey (GSS) uncovered a high degree of satisfaction of partners with JA-CHRODIS, seen through measures of interest, personal and institutional involvement in meetings and activities, consideration and ownership of developed work and products, and constructive criticism.

Involvement in dissemination activities, communication and input opportunities between partners in different WPs, and the ongoing notion of overall developments at the Joint Action level, are the aspects that seem to provide yet the most room for improvement.

The results interpretation must be taken with caution in regards to two issues: (1) most institutions were represented in the survey by more than one participant and institution affiliations were unknown to ensure the anonymous character of the survey; this leads to unavailability to interpret the question answers focusing on institutions' characteristics (such as, "is your institution website linked to JA-CHRODIS website?") as percentages of institutions with this characteristics, and (2) the number of respondents in each WP assessment was low, what can lead to erroneous generalizing interpretations. These two issues were addressed by: (1) describing the sample with detail in the introduction and making the interpretations based on a AP/CP respondents/members basis and (2) not using a conclusive tone when interpreting the results and adding the number of patients when describing percentages.

In this context, the specific main findings were:

- 92 people answered the GSS, of which two thirds were AP members.
- A greater involvement of JA participating individuals by institution seems to be reported by participants from APs than from CPs.
- Both respondents from APs and CPs were generally satisfied with the JA-CHRODIS website.
- Differences between AP and CP members participation were seen in broader, integrative events, and in the frequency of internal institutional meetings, with APs being expectedly the more involved. APs respondents were likewise more responsive in terms of associating their respective institutional websites with JA-CHRODIS.
- Although partners reported to have consulted the Dissemination Strategy Document, in terms of disseminating JA-CHRODIS to wider audiences there was a significant absence of partner's commitment regarding both national and international dissemination activities.
- Recognition of the reports available through the JA-CHRODIS website by partners was almost absolute, and the supporting documents are widely known. Consultation of available reports was high, by both AP and CP respondents, and consultation of supporting documents was particularly observed by AP respondents.

- Partners reported generally a high degree of agreement with a positive assessment of all WPs. WP leaders were nonetheless encouraged to consider sporadic disagreement, and notably the proportion of neutral opinions, in the continuous process of ameliorating work processes.
- Respondents seemed particularly satisfied with communication regarding WP-specific issues, like information received from WP leaders and support and guidance provided by WP1, and regarding dissemination activities promoted by JA-CHRODIS, opportunities for networking, and coverage of institutional goals.
- On the other hand, respondents seemed to be less satisfied with information regarding ongoing JA-CHRODIS overall developments and WPs where they were not participating directly.
- Administrative tasks were not considered a burden by CP members, and AP members often highlighted WP1 support when reporting to have felt such a burden.
- The majority of partners declared to consider the JA-CHRODIS products useful in addressing their purported main objectives, namely the PKE (Platform of Knowledge Exchange, also known as the CHRODIS Platform), the Country Reports on Health Promotion and Primary Prevention, the Reports from the Delphi Panels, and, to a considerable extent, the Multimorbidity Care Model (MCM). Surprisingly, the approval rate was higher from CP members than from AP members, in all products inquired.
- Concerns were raised regarding the need to assure usability in a real-life scenario, namely for the CHRODIS Platform, the MCM, and the associated criteria to describe good practices.
- Broader preoccupations were also mentioned by partners, namely the importance of promoting local/regional dissemination activities and the establishment of a wider network of partners. Also, the integration of psychosocial dimensions in the multimorbidity approach is seen as a desirable development.
- In conclusion, partners generally ranked their overall experience in participating in JA-CHRODIS as satisfied/very satisfied, and the fact that JA-CHRODIS products tackle transferability and multi-morbidity was praised. The following Joint Action was mentioned as a chance of continuity regarding collaborative work achieved in the past three years and valued as an opportunity to bring JA-CHRODIS products into real-life.



Annex 1: Survey Questionnaire



Section A: Partner

The JA-CHRODIS has been running since January 2014 and its objectives are coming near to fruition. At this critical moment, we need to know how YOU see the development of the Joint Action until now.

For that, please answer the following questions. Please ensure that at least one member from your institution submits the survey. Feel free to have more than one member giving his/her opinion, by submitting separately.

* 1. Have you personally participated in any of the following activities regarding JA-CHRODIS?

	Yes
WP meeting	<input type="radio"/>
General Assembly	<input type="radio"/>
Dissemination in national event	<input type="radio"/>
Dissemination in international event	<input type="radio"/>
National partners meeting	<input type="radio"/>

* 2. Have you ever consulted the Dissemination Strategy document provided on the website?

- Yes
- No
- I did not know of the existence of this document

* 3. Have you ever consulted the Guidance document for Stakeholder Mapping, also provided on the website?

- Yes
- No
- I did not know of the existence of this document

* 4. Have you ever consulted the Report on Good Practices in Health Promotion and Primary Prevention of Chronic Diseases, also provided on the website?

- Yes
- No
- I did not know of the existence of this document

* 5. Have you ever consulted the Policy Brief on National Diabetes Plans in Europe, also provided on the website?

- Yes
- No
- I did not know of the existence of this document

* 6. Have you ever consulted the Multimorbidity Care Model document, also provided on the website?

- Yes
- No
- I did not know of the existence of this document

* 7. Have you ever consulted the Evaluation Plan document, also provided on the website?

- Yes
- No
- I did not know of the existence of this document

* 8. Number of people currently involved in JA-CHRODIS from your institution

- 1
- 2
- 3
- 4
- >4

* 9. Do you organise internal meetings in your institution in order to articulate JA-CHRODIS-related work?

- No, I do not
- Yes, on a monthly basis
- Yes, on a yearly basis
- Other (please specify)

* 10. Is your website linked to the JA-CHRODIS website?

- Yes
- No

11. Please, rank your overall opinion of the JA-CHRODIS website from 1 to 5, being 1= not satisfied and 5= very satisfied

- 1
- 2
- 3
- 4
- 5

* 12. When do you consult the JA-CHRODIS newsletters?

- As soon as they come out
- Save and read them later
- Never

* 13. Please, rank your overall opinion of the JA-CHRODIS newsletters from 1 to 5, being 1= not satisfied and 5= very satisfied

- 1
- 2
- 3
- 4
- 5

Section B: Specific WorkPackage

* 14. Are you an **associated partner**?

- Yes, I am
- No, I am not

* 15. You will be asked to evaluate the work package/s in which you were involved as an **associated partner**.

If you were an **associated partner** in more than one work package you will be asked to evaluate all of them.

Please indicate one work package in which you were an associated partner:

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7

Questions AP 1

* 16. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 17. If you are an **associated partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click into the "I'm done" button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions AP 2

* 18. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 19. If you are an **associated partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click into the **"I'm done"** button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions AP 3

* 20. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 21. If you are an **associated partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click into the **"I'm done"** button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions AP 4

* 22. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 23. If you are an **associated partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click into the **"I'm done"** button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions AP 5

* 24. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 25. If you are an **associated partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click into the **"I'm done"** button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Collaborating partners

* 26. Are you a **collaborating partner**?

- Yes, I am
- No, I am not

* 27. You will be asked to evaluate the workpackage/s in which you were involved as a **collaborating partner**.

If you were an **collaborating partner** in more than one work package you will be asked to evaluate all of them.

Please indicate one work package in which you were an **collaborating partner**:

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7

Questions CP 1

* 28. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

CP 2

* 29. If you are an **collaborating partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click into the **"I'm done"** button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions CP 2

* 30. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the WP has been conducted effectively.

WP leadership has provided adequate feedback and information when required.

I am satisfied with the progress of the WP

I am aware of the next activities required of the WP

* 31. If you are a **collaborating partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click "**I'm done**" button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions CP 3

* 32. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 33. If you are a **collaborating partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click "**I'm done**" button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions CP 4

* 34. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 35. If you are a **collaborating partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click "**I'm done**" button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Questions CP 5

* 36. How much do you agree with the following statements

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The coordination of the
WP has been conducted
effectively.

WP leadership has
provided adequate
feedback and
information when
required.

I am satisfied with the
progress of the WP

I am aware of the next
activities required of the
WP

* 37. If you are a **collaborating partner** of another work package, please choose the corresponding work package to continue with the evaluation. If you finish your evaluation please click "**I'm done**" button

- WP 1
- WP 2
- WP 3
- WP 4
- WP 5
- WP 6
- WP 7
- I'm done

Section C: About the Joint Action

* 38. How much do you agree with the following statements about the **Joint Action**?

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

The information received from **WP 1** about the overall development of the Joint Action has been satisfactory

The information received from **WP 2** about the overall development of the Joint Action has been satisfactory

The information received from **my own WP** about the overall development of the Joint Action has been satisfactory

The information provided about the progress of other WPs where I am not directly engaged has been satisfactory

The JA-CHRODIS coordination team has provided support and guidance for the development of WPs

Dissemination activities have been satisfactory

Thanks to JA-CHRODIS we have had several opportunities for networking

The JA-CHRODIS satisfactorily covers my institutional goals

* 39. How much do you agree with the following statements about the **perceived usability** of the different **JA-CHRODIS products**?

1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree

I find the multimorbidity Care Model useful as a care model responding to unmet needs for improved care and coordination and to a better support to self-management of patients

I find the PKE useful as an up-to-date repository of the good practices about the prevention and care of chronic diseases

I find Country Reports on Health Promotion and Primary Prevention useful since they provide an overview of existing work in relation to good practices for chronic diseases and healthy ageing.

I find the reports from the Delphi panels useful since they identify good practice criteria in relation to health promotion and primary prevention, organizational interventions, patient-empowerment and evaluation on diabetes policies

40. Please feel free to enter your comments on the perceived usability of the different JA-CHRODIS products

* 41. Did you find the financial and administrative tasks difficult to navigate

- Yes
- Yes, but I had support from WP 1
- No

* 42. Please, rank your overall experience in participating in JA-CHRODIS from 1 to 5, being 1= not interesting and 5= very interesting

- 1
- 2
- 3
- 4
- 5

43. Please, feel free to provide any further comments