

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

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## MEETINGS EVALUATION

1st and 2nd STAKEHOLDERS FORUM  
(2014, 2015)

AND

1st GENERAL ASSEMBLY  
(February 2015)

Prepared by: WP3



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## Framework

**RATIONALE:** According to its compromise with the evaluation of the development of the JA-CHRODIS WP3 has been commissioned to complete the assessment of partners and stakeholders meetings organised by the JA-CHRODIS. This evaluation will allow both to evaluate the quality of the meeting and to know the satisfaction of the participants with the global development of the JA. These opinions will be useful to explore potential weakness of the JA and find areas of improvement.

**OBJECTIVE:** To assess the quality and satisfaction of participants to the 1<sup>st</sup> and 2<sup>nd</sup> Stakeholders Forums and the 1<sup>st</sup> General Assembly.

**METHODOLOGY:** Satisfaction surveys were distributed to participants during the 1<sup>st</sup> and 2<sup>nd</sup> Stakeholders Forums and the 1<sup>st</sup> General Assembly and collected at the finalization of each meeting. Briefly, surveys administered to Stakeholders Forum members included questions about satisfaction with the organization and development of the meeting (scored as “yes/no” s or using a Likert scale), their interest on participating in future Forums and two open-ended questions about weakness and strengths of the meeting. 2<sup>nd</sup> Stakeholders Forum included an additional question about their participation in the 1<sup>st</sup> Forum. Surveys administered during General Assembly included questions about the participants profile, their involvement in the JA-CHRODIS, their satisfaction with the organization of the meeting, the contents of the sessions and the opportunities of interchange knowledge and experiences, in addition to two open-ended questions about weakness and strengths of the meeting. See more details about the surveys in the annex. Results were analysed both quantitative and qualitatively.



## 1<sup>st</sup> and 2<sup>nd</sup> Stakeholders Forums Analysis

### 1<sup>st</sup> STAKEHOLDERS FORUM

The 1<sup>st</sup> Stakeholders Forum of JA-CHRODIS was held on October 24<sup>th</sup> 2014 in the Institute of Health Carlos III, Madrid (Spain). A total number of 64 professionals participated in the stakeholders meeting from 13 European countries, being the main country of origin Spain (Figure 1). 30 surveys were collected (47% of participation), 50% of them included comments in the open-ended questions.

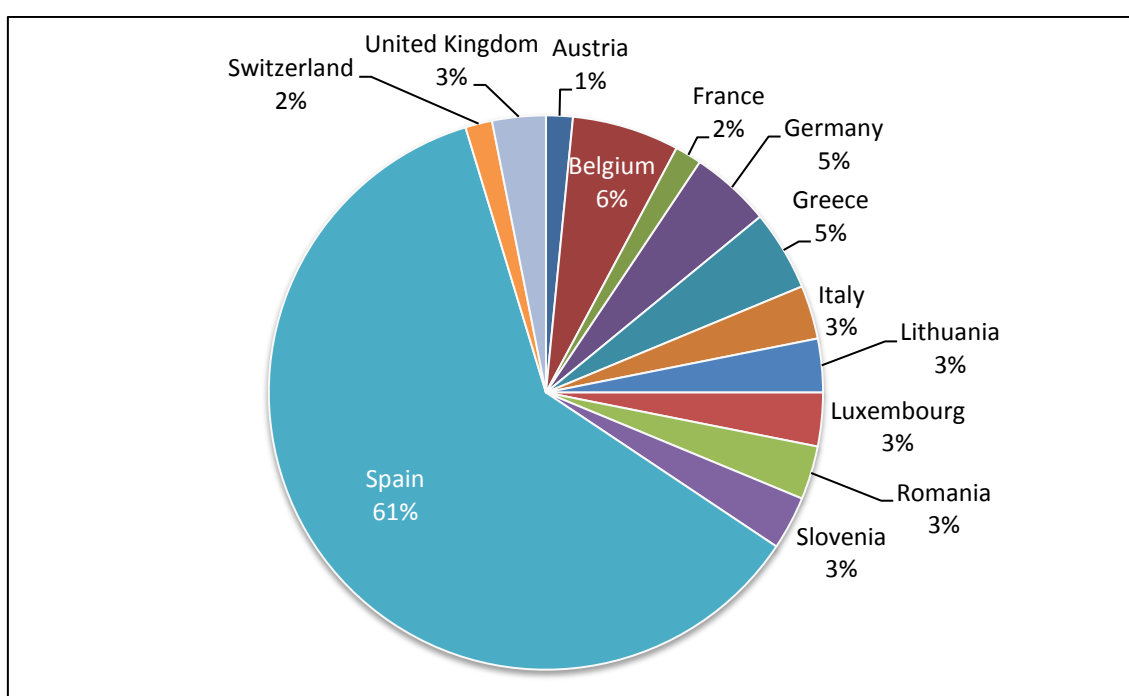


Figure 1: Distribution of participants of the 1st Stakeholders Forum by country

Regarding the organisation, 89% of the respondents considered that they were notified about the meeting with sufficient time and 93% valued that the meeting was conducted on time.

Focusing on participants' satisfaction, those aspects best scored were the benefits of attending the meeting, the agenda contents and all the information shared during the meeting (83%; 80% and 80% of the participants scored them respectively as "Very Good/Excellent"). In contrast the handouts and the time for discussion were the aspects that received the worst scores (13% and 10% of the attendees scored them as "Poor/Fair"). More detailed information in Table 1.

According to the analysis of the open-ended questions, answers were broadly positive. Most frequently referred items were the opportunity to discuss WP actions and JA goals (n=5), the

quality of speakers/presentations (n=4) and the organization (n=3). Additionally, those aspects that could be improved were related mainly to logistical details, such as session organization (n=3), limited time for discussing and sharing experiences (n=3), and location (n=1). The need to engage additional stakeholders such as HCP, nurses, pharmacies, patients, online communities and media experts (n=1) and/or give opportunity to learn more about current activities of the stakeholders (n=2) was also mentioned. Regarding the organization, respondents considered that materials should have been circulated earlier (n=2) and stakeholders would like to receive notice of the next meeting with more advance to secure participation (n=2).

Finally, 83% of the respondents considered that the attendance to the forum was very worthy (“Very good/Excellent” category) and 100% of them declared their interest in participating in the 2<sup>nd</sup> Stakeholders Forum.

## 2<sup>nd</sup> STAKEHOLDERS FORUM

The 2<sup>st</sup> Stakeholders Forum was held on February 18<sup>th</sup> 2015 in the Spanish Research Council, Brussels (Belgium). 41 people attended the meeting (91% of those previously registered). 14 surveys were collected (34% of participation) and only three of them included comments about the development of the meeting. All the participants in the 1<sup>st</sup> Forum were invited to attend the second one. Three of those institutions accepted the invitation but the representatives who attended the forum were different people from the ones in the first meeting. Thus, none the participants attended the 1<sup>st</sup> Stakeholders Forum.

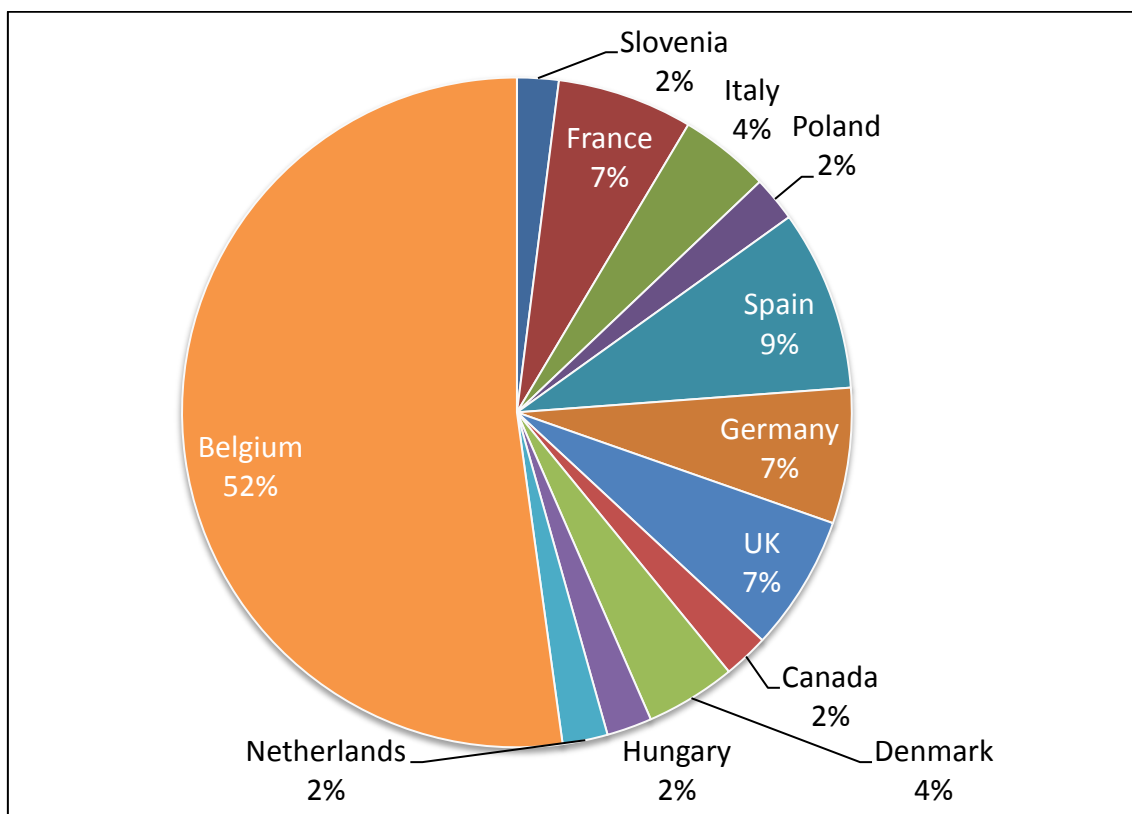


Figure 2 : Distribution of participants of the 2nd Stakeholders Forum by country

According to Figures 1 and 2, 6 countries were represented in both meetings (Belgium, Spain, Slovenia, Italy, Germany and United Kingdom); 7 did not repeat their participation (Switzerland, Austria, France, Greece, Lithuania, Luxembourg and Romania); and 5 joined as stakeholders in the second meeting (Poland, Canada, Denmark, Hungary and The Netherlands).

Regarding the organization, 71% of the respondents considered that the meeting was announced with enough time and the same percentage considered that all the meeting developed on time.

Concerning satisfaction, firstly we have to highlight that none of the assessed aspects obtained an “Excellent” score. Keeping in mind this consideration, the aspect best valued was the opportunity for sharing information during the meeting (69% of the scores belonged to the “Very Good” category). In contrast, the handouts and the location of the meeting were those with worst scores (46% and 43 % scored them as “Poor/Fair” respectively). More detailed information in Table 1.

Qualitative analysis has been based on three questions in which stakeholders particularly well-valued the time allocated for discussions (n=2), and considered the forum a good exchange opportunity (n=2) and a fine update of the project (n=1). This time, the issues to be improved included solely the technical problems that hampered the PowerPoint presentations (n=3).

Lastly, 39% of the respondents considered the meeting quite worthy (“Very good” category), and 92% of them showed interest in participating in the following forum.



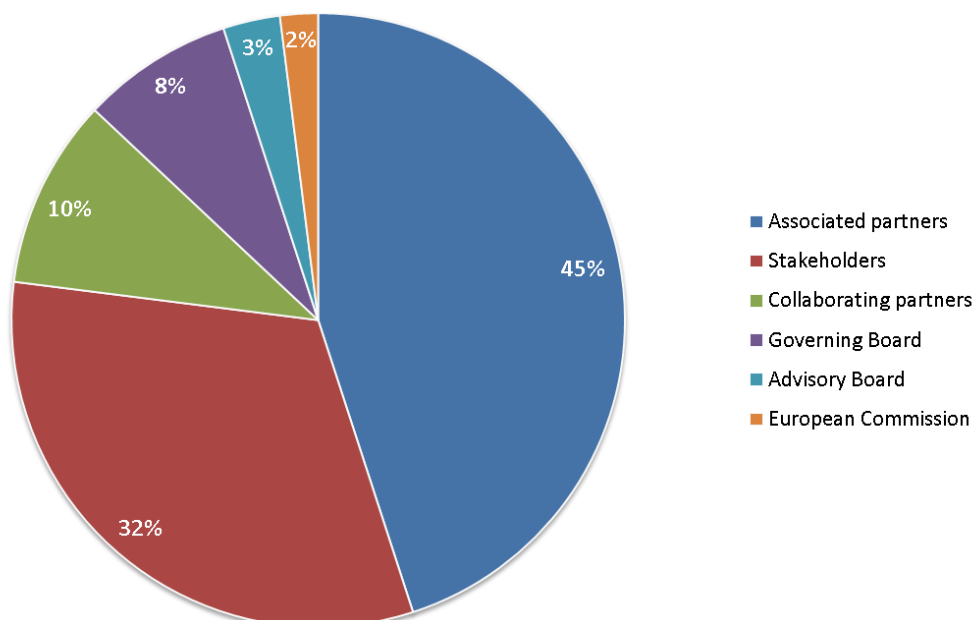
		1 <sup>st</sup> Stakeholder Forum	2 <sup>nd</sup> Stakeholder Forum
<b>Agenda</b>	Poor	--	7.1% (1)
	Fair	3.3% (1)	14.3% (2)
	Good	16.7% (5)	57.1% (8)
	Very good	63.3% (19)	21.4% (3)
	Excellent	16.7% (5)	---
<b>Location of the meeting</b>	Poor	--	21.4% (3)
	Fair	3.3% (1)	21.4% (3)
	Good	26.7% (8)	35.7% (5)
	Very good	40% (12)	21.4 (3)
	Excellent	30% (9)	--
<b>Information shared in this meeting</b>	Poor	--	7.7% (1)
	Fair	--	15.4% (2)
	Good	20% (6)	61.5% (8)
	Very good	40% (12)	15.4 (2)
	Excellent	40% (12)	--
<b>The handouts (appropriate, useful)</b>	Poor	--	7.7% (1)
	Fair	13.3 (4)	38.5% (5)
	Good	20% (6)	38.5% (5)
	Very good	53.3% (16)	15.4% (2)
	Excellent	13.3% (4)	--
<b>Opportunities for participation and sharing</b>	Poor	--	7.7% (1)
	Fair	6.9% (2)	7.7% (1)
	Good	17.2% (5)	15.4% (2)
	Very good	41.4% (12)	69.2% (9)
	Excellent	34.5% (10)	--
<b>Enough time for discussions</b>	Poor	6.7% (2)	--
	Fair	3.3% (1)	--
	Good	30% (9)	38.5% (5)
	Very good	43.3% (13)	61.5% (8)
	Excellent	16.7% (5)	--
<b>Was this meeting worth your time?</b>	Poor	--	7.7% (1)
	Fair	3.3% (1)	--
	Good	13.3% (4)	53.8% (7)
	Very good	46.7% (14)	38.5% (5)
	Excellent	36.7% (11)	--

**Table 1: Satisfaction scores for 1st and 2nd Stakeholders Forums.** Values show percentage of scores in each category and the number of responses in each one in brackets. None of the aspects evaluated in the 2nd Forum reached the “Excellent” score.

## 1<sup>st</sup> General Assembly Analysis

The 1<sup>st</sup> General Assembly (GA) of JA-CHRODIS was held on February 19<sup>th</sup> 2015 in the Husa Park President Hotel, Brussels (Belgium). 143 people attended the GA (78,7% of those previously registered) and a total number of 59 surveys were collected (36% of participation), 22% of them with comments in the open answer questions.

The 45% of respondents belonged to the Associated Partners (AP) category (n=64, including eight WP-leaders), followed by stakeholders (32%) and collaborative partners (10%). The rest of the participants were members of the Governing Board, the Advisory Board and the European Commission (8%, 4% and 2% respectively). Regarding the associated partners participation, only 6 institutions did not attend the meeting. For countries membership distribution see Annex 2.



**Figure 3: Participants profile (according to the collected surveys, n=59).** “Associated partners” category includes WP-leaders.

When they were asked about their involvement in the JA-CHRODIS, 79% (n=45) considered that their institution was fully involved in the JA development and the 71% (n=40) confirmed their personal participation in the JA. Table 2 shows the percentages of institutional and personal involvement in the JA splitting by profile. Briefly, regarding the APs, those that are WP-leaders confirmed 100% both personal and institutional involvement in the development of the JA, whereas the rest reported lower rates of involvement both at personal and institutional levels. The respondents of the collaborative partners group considered that their institutions are more involved in JA than themselves, and 100% of the respondents belonging



to the Advisory Board, the Governing Board and other institutions reported that their involvement was exclusively at personal level, not institutional.

	Institutional	Personal
<b>WP-leaders</b>	100% (8)	100% (8)
<b>Associated partners</b>	93% (26)	92% (23)
<b>Collaborative partners</b>	100% (9)	80% (8)
<b>Advisory Board</b>	0% (3)	100% (3)
<b>Governing Board</b>	0% (4)	100% (4)
<b>Others</b>	0% (4)	100% (4)

**Table 2: Involvement of participants in JA-CHRODIS.** Values show percentage of scores in each category and the number of responses in each one, in brackets. “Others” category includes members of the European Commission, external consultants and potential collaborating partners.

Concerning the organization of the assembly, 93% of the respondents (n=55) considered that they were notified about the meeting with enough time for planning their attendance and the same percentage considered that the assembly followed the original schedule (n=48).

Focusing on the contents, the aspect best valued was the opportunities for participating and sharing during the meeting (73% of the respondents scored it as “Very good/Excellent”), followed by the agenda (67% of the scores in the “Very good/Excellent” categories). In contrast, those aspects that obtained more “Poor/Fair” scores were the location of the meeting and the time devoted for discussion (19% and 18%, respectively). See Table 3 for more details.

	Poor	Fair	Good	Very good	Excellent
<b>Agenda</b>	--	10.5% (6)	21.1% (12)	43.9% (25)	24.6% (14)
<b>Location of the meeting</b>	3.4% (2)	15.5% (9)	27.6 (16)	36.2% (16)	17.2% (10)
<b>Information shared in this meeting</b>	--	7% (4)	36.8% (21)	36.8% (21)	19.3% (11)
<b>The handouts (appropriate, useful)</b>	--	3.7% (2)	31.5% (17)	53.7% (29)	11.1% (6)
<b>Opportunities for participation and sharing</b>	--	3.6% (2)	23.2% (13)	48.2% (27)	25% (14)
<b>Enough time for discussions</b>	3.6% (2)	14.3% (8)	16.1% (9)	44.6% (25)	21.4% (12)

**Table 3: Satisfaction with the General Assembly organization.** Values show percentage of scores in each category and the number of responses in each one, in brackets.

Regarding the discussion groups carried out during the General Assembly, they were quite well valued according to the 60% of the respondents who ranked them as “Very good/Excellent”. The aspect less valued was the time for discussion, being considered by the 18% of the respondents as “Poor/Fair” (Table 4).

	Discussion contents	Opportunity for discussion	Time for discussion
<b>Poor</b>	--	--	3.6% (2)
<b>Fair</b>	12.5% (7)	7.1% (4)	14.3% (8)
<b>Good</b>	21.4% (12)	25% (14)	23.2% (13)
<b>Very good</b>	39.3% (22)	30.4% (17)	26.8% (15)
<b>Excellent</b>	26.8% (15)	37.5% (21)	32.1% (18)

**Table 4: Global satisfaction scores on Discussion Groups session.** Values show percentage of scores in each category and the number of responses in each one, in brackets.

Analysing independently each discussion group, those with highest rates of “Very good/Excellent” scores were the groups devoted to patients empowerment, multimorbidity and dissemination (see Table 5 for more details). Despite the differences within groups, globally, the aspect which obtained best scores was the opportunity that those groups offered for discussion; in contrast time devoted for discussing obtained more “Poor/Fair” scores.

The open answer question analysis reported that participants in the General Assembly claimed for having more time for group discussions and interaction with WP leaders (n=7). Stakeholder participation in these discussions was valued, although some participants were seen as too passive (n=2). Participants congratulated the organization for the event (n=2), and showed interest in receiving more information on the concrete actions of JA-CHRODIS (n=2). Specifically on the assembly, it was mentioned that the agenda should have been circulated earlier (n=1). The link with other JA was encouraged (n=1), as well as the outreach to additional regional/local partners (n=2).

		Discussion contents	Opportunity for discussion	Time for discussion
<b>Dissemination and outreasearch</b> (5 respondents)	Poor	--	--	--
	Fair	--	--	--
	Good	20% (1)	--	20% (1)
	Very good	40% (2)	40% (2)	20% (1)
	Excellent	40% (2)	60% (3)	60% (3)
<b>Care delivery models</b> (12 respondents)	Poor	--	--	--
	Fair	8.3% (1)	8.3% (1)	25% (3)
	Good	16.7% (2)	33.3% (4)	33% (4)
	Very good	50% (6)	33.3% (4)	25% (3)
	Excellent	25% (3)	25% (3)	16.7% (2)
<b>Patients empowerment</b> (9 respondents)	Poor	--	---	---
	Fair	11.1% (1)	--	--
	Good	11.1% (1)	11.1% (1)	11.1% (1)
	Very good	33.3% (3)	22.2% (2)	22.2% (2)
	Excellent	44.4% (4)	66.7% (6)	66.7% (6)
<b>Health promotion</b> (18 respondents)	Poor	--	--	11.8% (2)
	Fair	23.5% (4)	17.6% (3)	23.5% (4)
	Good	35.3% (6)	41.2% (7)	29.4% (5)
	Very good	35.3% (6)	29.4% (5)	23.5% (4)
	Excellent	5.9% (1)	11.8% (2)	11.8% (2)
<b>Knowledge and practice in MM patients</b> (13 respondents)	Poor	--	--	--
	Fair	7.7% (1)	--	7.7% (1)
	Good	15.4% (2)	15.4% (2)	14.4% (2)
	Very good	38.5% (5)	30.8% (4)	38.5% (5)
	Excellent	38.5% (5)	53.8% (7)	38.5% (5)

**Table 5: Satisfaction scores on Discussion Groups splited by group.** Values show percentage of scores in each category and the number of responses in each one, in brackets.

Finally, the respondents were asked to rank the interest of the meeting (1: not interesting / 5: very interesting). The mean value of the rank was  $4.1 \pm 0.7$  (minimum value 3, maximum 5). Table 6 shows values according to participants' profile and it shows that those who better scored the meeting were the members of the Advisory and Governing Boards, whereas the respondents belonging to the "Other" categories reported lowest scores.

	Mean $\pm$ s.d	Minimum	Maximum
<b>WP leader</b>	4.1 $\pm$ 0.8	3	5
<b>Associated partner</b>	4.0 $\pm$ 0.7	3	5
<b>Collaborative partner</b>	3.9 $\pm$ 0.6	3	5
<b>Advisory Board</b>	4.3 $\pm$ 0.6	4	5
<b>Governing Board</b>	4.5 $\pm$ 0.6	4	5
<b>Other</b>	3.8 $\pm$ 0.5	3	4

**Table 6: General Assembly ranks by participants' profile.** Values show the mean  $\pm$  s.d, and minimum and maximum scores per each group of participants. "Others" category includes members of the European Commission, external consultants and potential collaborating partners.

## Main findings

- Low rates of participation: less than 50% of the participants in the meetings filled the satisfaction surveys.
- Globally, the most valued aspect in all meetings was the opportunity that the forums and the assembly offered for sharing information and experiences, although the time devoted for discussion was in occasions considered as poor by a low percentage of participants. Another weakness reported was the quality of the handouts provided.
- 1<sup>st</sup> Stakeholders Forum:
  - Overrepresentation of the Spanish stakeholders
  - Strengths: the agenda, the information shared (speakers and presentations) and the opportunity to discuss the WP actions and goals
  - Weakness: handouts and the time for discussion
- 2<sup>nd</sup> Stakeholders Forum:
  - Overrepresentation of the Belgian stakeholders
  - None of the participants attended the 1<sup>st</sup> forum
  - None of the aspects assessed were scored with the “Excellent” mark
  - Strengths: the information shared
  - Weakness: handouts, the meeting location and the technical problems
- 1<sup>st</sup> General Assembly:
  - Respondents highlighted the opportunity that the Assembly offered for interacting with WP-leaders
  - Discussion Groups were well valued but there were a noticeable differences in the satisfaction of the participants
  - Strengths: opportunity for sharing and the agenda
  - Weakness: time for discussion and the meeting location



## Next steps

### NEXT MEETINGS:

- Take in account local overrepresentation during the stakeholders forums
- Distinguish institutional representation from individual attendance
- Increase the added value of the assessment for the JA-CHRODIS in order to promote the participation
- Encourage participants in previous meetings to respond the surveys in order to track their satisfaction with the meetings and their perception of the development of the JA
- Areas of improvement:
  - Handouts provided to stakeholders: contents and send them before the meeting
  - Considering the objectives of the meetings, to review time allocated for discussion
  - Supervise the contents and organization of the Discussion Groups (General Assembly) in order to ensure a similar level of quality

### ASSESSMENT STRATEGY:

WP3 will work together with WP1 in the development of a new version of the survey that will include a more comprehensive assessment about participants' experiences and expectations about the JA development and its final impact.

From the Coordination and Executive Board, action will be taken to improve next meetings in the identified areas.



## Annexes

### ANNEX 1: SURVEYS

#### 1st Stakeholder Meeting Feedback Questionnaire Madrid, 24 October 2014

Please take a couple of minutes to complete this form. The feedback will help us improve the quality and friendliness of the meetings and the effectiveness of the work of participants

#### Please rate.

I was notified of the present meeting in Brussels with sufficient notice.	Yes	No	Don't Know
The meeting started and ended on time.	Yes	No	Don't Know

How would you rate each of the following:	Poor	Fair (regular)	Good	Very good	Excellent
The agenda (clear?)	1	2	3	4	5
The location of the forum	1	2	3	4	5
Information shared in this forum	1	2	3	4	5



<b>How would you rate each of the following:</b>	Poor	Fair( regular)	Good	Very good	Excellent
The handouts (appropriate, useful)	1	2	3	4	5
Opportunities for participation and sharing	1	2	3	4	5
Enough time for discussions	1	2	3	4	5
Was this meeting worth your time?	1	2	3	4	5

**Would you like to participate in the 2nd stakeholder forum: YES NO**

**Would you like to receive information update about JA-CHRODIS: YES NO**

**What went well in this meeting?**

**What could have gone better?**

**Please, feel free to provide us with any other comment:**



## 2nd Stakeholder Meeting Feedback Questionnaire

### Brussels, 2015 February 18th

Please take a couple of minutes to complete this form. The feedback will help us improve the quality and friendliness of the meetings and the effectiveness of the work of participants

#### Please rate.

I attended the 1 <sup>st</sup> Stakeholders meeting in Madrid, October 2014.	Yes	No	Don't Know
I was notified of the present meeting in Brussels with sufficient notice.	Yes	No	Don't Know
The meeting started and ended on time.	Yes	No	Don't Know

<b>How would you rate each of the following:</b>	Poor	Fair (regular)	Good	Very good	Excellent
The agenda (clear?)	1	2	3	4	5
The location of the meeting	1	2	3	4	5
Information shared in this meeting	1	2	3	4	5





<b>How would you rate each of the following:</b>	Poor	Fair( regular)	Good	Very good	Excellent
The handouts (appropriate, useful)	1	2	3	4	5
Opportunities for participation and sharing	1	2	3	4	5
Enough time for discussions	1	2	3	4	5
Was this meeting worth your time?	1	2	3	4	5

**Would you like to participate in the 3rd stakeholder forum:** YES  
NO

**Would you like to receive information update about JA-CHRODIS:**  
YES NO

**What went well in this meeting?**

**What could have gone better?**

**Please, feel free to provide us with any other comment:**



## 1<sup>st</sup> General Assembly Meeting Feedback Questionnaire

### Brussels, 19 February 2015

Please take a couple of minutes to complete this form. The feedback will help us improve the quality and friendliness of the meetings and the effectiveness of the work of the participants

**Are you a member of**

WP leader organisation	Associated Partner	Collaborativ Partner	Advisory board	Governing board	Others
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If others, please specify \_\_\_\_\_

Has your institution been actively involved in any CHRODIS work package (WP)?

YES       NO

Have you yourself been actively involved in any CHRODIS work package (WP)?

YES       NO

### Please rate

I was notified of this meeting with sufficient notice.	Yes	No	Don't Know
The meeting started and ended on time.	Yes	No	Don't Know

How would you rate each of the following:	Poor	Fair (regular)	Good	Very good	Excellent
The agenda (clear?)	1	2	3	4	5
The location of the meeting	1	2	3	4	5
Information shared in this meeting	1	2	3	4	5
The handouts (appropriate, useful)	1	2	3	4	5
Opportunities for participating and sharing	1	2	3	4	5
Enough time for discussion	1	2	3	4	5



In which discussion group where you?	<input type="checkbox"/> 1. Dissemination and outreach <input type="checkbox"/> 2. Care delivery models <input type="checkbox"/> 3. Patients empowerment and active living with chronic diseases <input type="checkbox"/> 4. The role of health promotion in reducing the burden in chronic diseases <input type="checkbox"/> 5. Bridging the gap between knowledge and practice in management of chronic MM patients					
		Poor	Fair (regular)	Good	Very good	Excellent
	Content (appropriate, useful)	1	2	3	4	5
	Opportunities for participating and sharing	1	2	3	4	5
	Enough time for discussion	1	2	3	4	5

**Please, rank this general assembly meeting from 1 to 5**

(1: not interesting / 5: very interesting)

1

2

3

4

5

**Would you like to receive information updates about JA-CHRODIS: YES**

**NO**

**Please, feel free to provide us with any other comment**

**THANKS FOR YOUR COLLABORATION!**



## ANNEX 2: PARTICIPANTS MEMBERSHIP PER COUNTRY IN GA

Associated partners (N=64):	
Spain	22
Ireland	3
Portugal	3
Netherlands	3
Italy	7
Belgium	9
Bulgary	1
Iceland	2
Lithuania	3
Germany	6
Finland	1
Greece	2
Slovenia	1
Norway	1

Governing Board (N=12)	
Norway	3
France	1
Bulgary	1
Italy	2
Greece	1
Germany	1
Iceland	1
Finland	1
Estonia	1

Stakeholders (N= 46) *	
Belgium	24
France	3
Italy	2
Poland	1
Spain	4
Germany	3
UK	3
Canada	1
Denmark	2
Hungary	1
Netherlands	1
Slovenia	1
* also invitaded to participate in th GA	

Collaborating partners (N=14):	
Belgium	1
Spain	1
Netherlands	1
UK	4
Denmark	2
Italy	2
Portugal	1
Norway	1
Cyprus	1

Advisory Board (N=4)	
Hungary	1
Germany	1
Italy	1
Poland	1

European Commission (Belgium N=3)	