



# ERN ASSESSMENT TOOL V.0

## User guide for Evaluations of European Reference Networks and of Healthcare Providers

HADEA/2021/OP/20012



## CHANGE CONTROLS

VERSION	DATE	CHANGES
V.0	December 2022	Document creation

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## 1. Introduction

The ERN Assessment Tool User Guide has been created to help both HCPs members and Networks coordinators through the self-evaluation process within the ERN Assessment Tool application. This guide will indicate how each member can access their own project from the platform, in order to evidence each measurable element and complete the self-evaluation. In addition, other utilities of the application will be explained, such as consulting relevant documents or accessing the communications area.

The application **ERN-Assessment Tool** provides comprehensive support for the self-evaluation and evaluation phases, as well being as a valuable source of management information for all the stakeholders involved in the ERN-evaluation process.

All information regarding current and previous projects is accessible for each stakeholder (with different access permissions) involved in the ERN evaluation process.

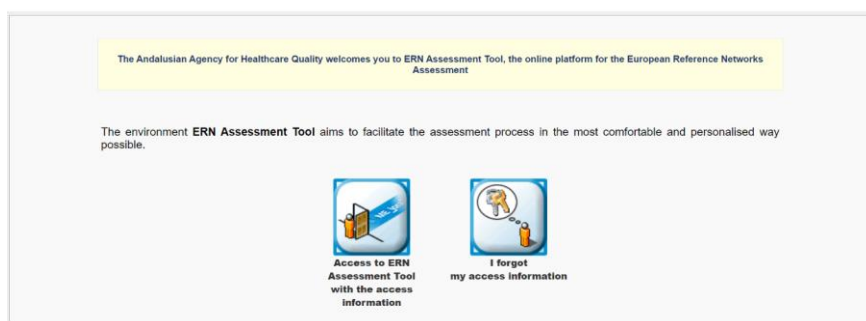
## 2. Access to ERN Assessment Tool

The online tool can be accessed via the following link:

<https://www.ern-assessment.com/>

From this site each user can **log in** or ask for a **reminder** of the access information.

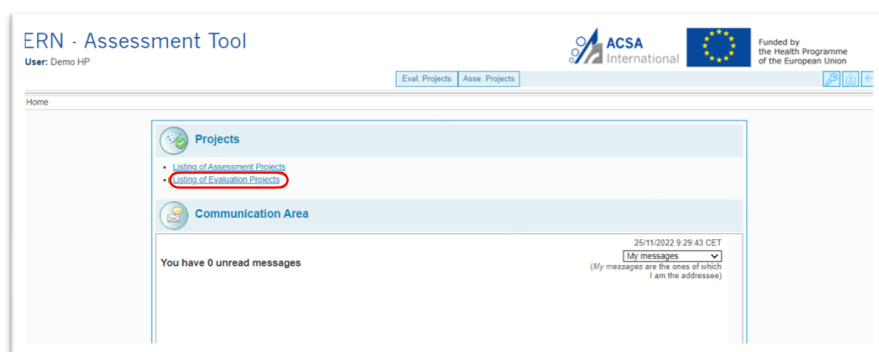
### ERN - Assessment Tool



### 3. Home page

The home page provides access to current evaluation projects and previous assessment projects. It also allows access to unread messages in a section called Communication Area, which will be developed later in the manual.

Click on “**Listing of Evaluation Projects**” to view your evaluation projects.

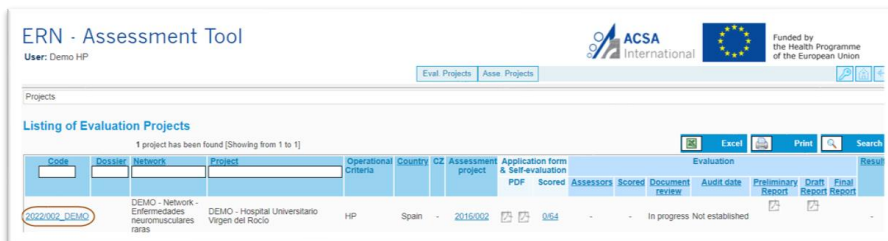


### 4. Health Care Provider Self-evaluation

For each network due to be evaluated, a project is created as well as a specific project for each Health Care Provider (HCP).

The Project list (shown in the figure below) allows the user to navigate among the projects registered in the information system. It provides information about the project stage, as well as shortcuts to the assessment project, the communication area, access to the different reports, etc.

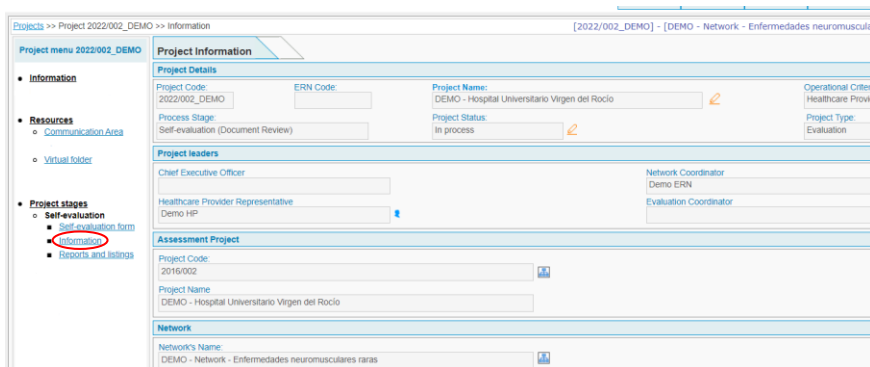
Select the project for self-evaluation by clicking on the **Code** number (i.e., 2022/002)



### 4.1. Self-evaluation Operational Criteria – Information

In this section, the measurable elements of the operational criterion will be self-evaluated following the scoring guide and evidences will be provided as required.

4.1.1. From this screen, project details can be viewed. To complete the **Self-evaluation**: Go to Project Menu>>Self-evaluation>>Information



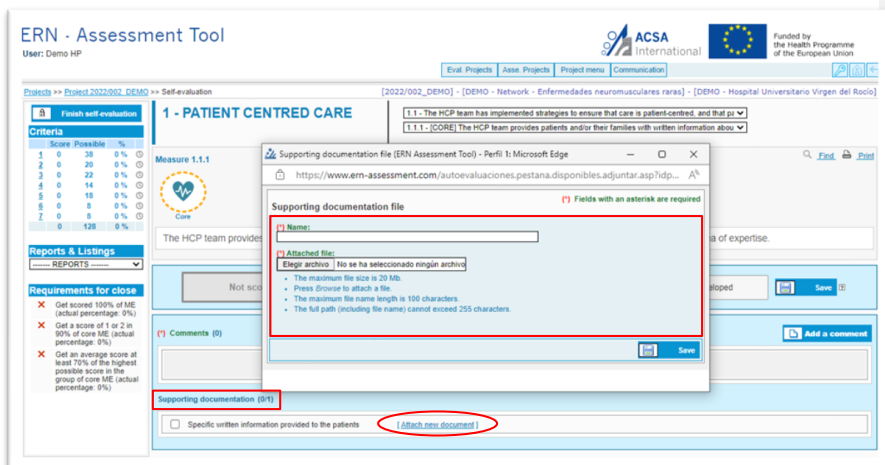
4.1.2. To start completing the self-evaluation, click on **“Add a comment”**, a pop-up window will appear where any relevant information can be written. There is also the possibility to attach a file. Remember to **save** the changes.

ERN - Assessment Tool

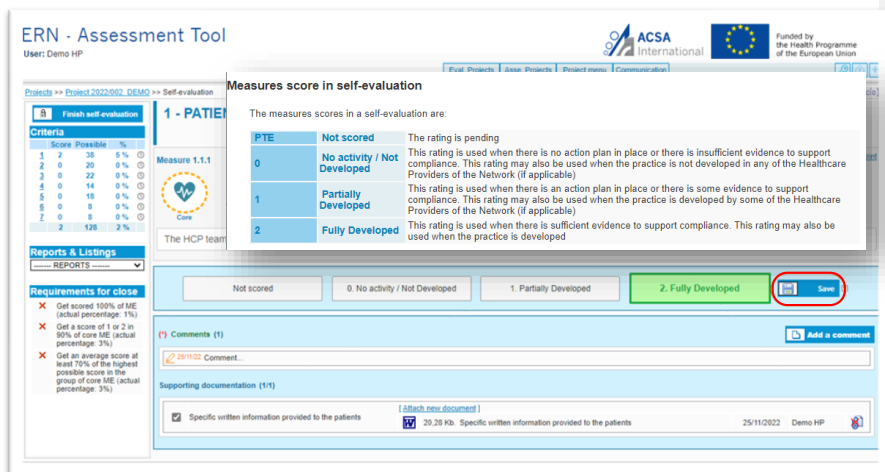
User: Demo HP

The screenshot displays the ERN Assessment Tool interface. The main window shows the '1 - PATIENT CENTRED CARE' section with a table of criteria and a list of requirements for closure. A red circle highlights the 'Add a comment' button in the 'Comments (0)' section. A second window is overlaid, showing the 'Add a comment' dialog with a 'Description' field, an 'Attach file' button, and 'Save and new' and 'Save and close' buttons, with a red circle around the 'Save and new' button.

4.1.3. When supporting documentation is required, it will appear the “Supporting documentation” section. Click on “Attach new document” to add the required document.



4.1.4. Once you have completed the comment and uploaded the document (when required), select the rating box that best describes current compliance with the measure and click “Save”.



4.1.5. To continue with the self-evaluation, select the following **criteria** (i.e. 1.2) and the **measure** (i.e. 1.2.1).

The screenshot displays the ERN Assessment Tool interface. At the top, it shows the user 'Demo HP' and navigation tabs for 'Eval. Projects', 'Assess. Projects', 'Project menu', and 'Communication'. The main content area is titled '1 - PATIENT CENTRED CARE'. On the left, a 'Criteria' table lists various criteria with their scores and percentages. The 'Measure 1.2.1' dropdown menu is set to '1.2.1 - [CORE] Patient and family educational needs are addressed in a defined process.'. Below this, the 'Reports & Listings' section shows a score of 2 out of 2 for measure 1.2.1. The interface also includes a 'Requirements for close' section and a 'Save' button.

Criteria	Score	Possible	%
1	2	38	5%
2	0	20	0%
3	0	22	0%
4	0	14	0%
5	0	18	0%
6	0	8	0%
7	0	8	0%
	2	128	2%



4.1.6. Before finishing, make sure that the **Requirements for close** are fulfilled (bottom left of the screen). Once all the information is completed, **finish self-evaluation** by clicking the top left button.

Criteria			
	Score	Possible	%
1	1	38	3%
2	0	20	0%
3	0	22	0%
4	0	14	0%
5	0	18	0%
6	0	8	0%
7	0	8	0%
	1	128	1%

In the top left box labeled "Criteria", you can find the following facilities :

1. keep track of the average number of scores you have for each criterion.
2. Knowing the maximum possible score you can get in total for each criterion.
3. In addition to the percentage to which that score would be equivalent.

The screenshot shows the ERN Assessment Tool interface. At the top left, there is a 'Finish self-evaluation' button circled in red. Below it is a 'Criteria' table with columns for Score, Possible, and %. The table shows scores for various criteria, with a total score of 1 out of 128 possible (1%).

Below the table is a 'Requirements for close' section with three red 'X' icons and the following text:

- Get scored 100% of ME (actual percentage: 0%)
- Get a score of 1 or 2 in 90% of core ME (actual percentage: 0%)
- Get an average score at least 70% of the highest possible score in the group of core ME (actual percentage: 0%)

A red arrow points from this section to a larger, detailed view of the 'Requirements for close' section shown in the next block.

### Requirements for close

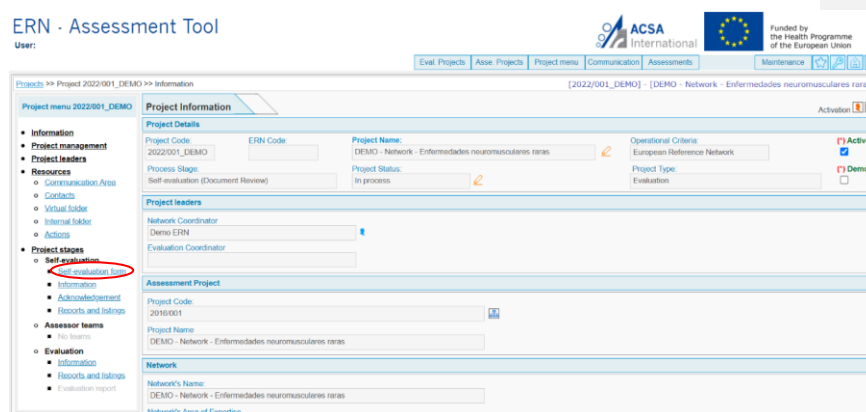
- X Get scored 100% of ME (actual percentage: 0%)
- X Get a score of 1 or 2 in 90% of core ME (actual percentage: 0%)
- X Get an average score at least 70% of the highest possible score in the group of core ME (actual percentage: 0%)

## 4.2. Self-evaluation Form

In this section, the requested documents shall be downloaded, completed and attached to facilitate the collection of information necessary for the self-evaluation.

4.2.1. To complete the **Self-evaluation form** go to:

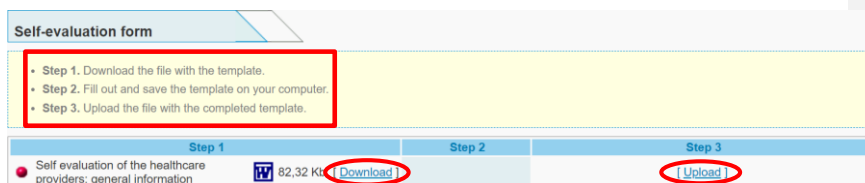
Project Menu >>Project stages >>Self-evaluation >>**Self-evaluation Form**



The screenshot shows the 'ERIN - Assessment Tool' interface. The left sidebar contains a tree view with categories like 'Information', 'Project management', 'Project leaders', 'Resources', 'Project stages', 'Assessor teams', and 'Evaluation'. The 'Project stages' category is expanded, and 'Self-evaluation form' is highlighted with a red circle. The main content area shows 'Project Information' with fields for Project Code, ERN Code, Project Name, Operational Criteria, Process Stage, Project Status, Project Type, Network Coordinator, and Evaluation Coordinator. Below this is the 'Assessment Project' section with fields for Project Code, Project Name, and Network's Area of Expertise.

4.2.2. On this screen, the steps to follow to complete this section are indicated.

- **Step 1.** Download the file with the template.
- **Step 2.** Fill out and save the template on your computer.
- **Step 3.** Upload the file with the completed template.



The screenshot shows the 'Self-evaluation form' section. A yellow box highlights the following steps:

- Step 1. Download the file with the template.
- Step 2. Fill out and save the template on your computer.
- Step 3. Upload the file with the completed template.

Below the steps is a table with three columns: Step 1, Step 2, and Step 3. The first row shows 'Self evaluation of the healthcare providers: general information' with a file size of 82,32 Kb. The 'Download' button under Step 1 and the 'Upload' button under Step 3 are circled in red.

Step 1	Step 2	Step 3
Self evaluation of the healthcare providers: general information		
82,32 Kb [Download]		[Upload]

4.2.3. Once the document(s) have been attached, the sphere on the left will turn from red to green.

## 5. Network Coordinator Self-evaluation


Each member must complete their own self-evaluation through the online tool, and it is the Network coordinator's responsibility to submit their ERN self-evaluation, as well as to ensure that all Members to be evaluated have completed their self-evaluations.

The role of the Network coordinator in the HCP self-evaluation process is aimed at checking whether the process has been completed on the platform.

- 5.1. The Health Care Provider acting as the Coordinating Member of the Network will have access to all the projects of the members of the network by accessing from the **List of Evaluation Projects**.

The self-evaluation process will be the same as for the rest of the network members (See section 4: Health Care Provider Self-Evaluation). It is accessed by clicking on the project code, which in this case, has the operational criteria of the ERN.

ERN - Assessment Tool

User: ACSA International  Funded by the Health Programme of the European Union

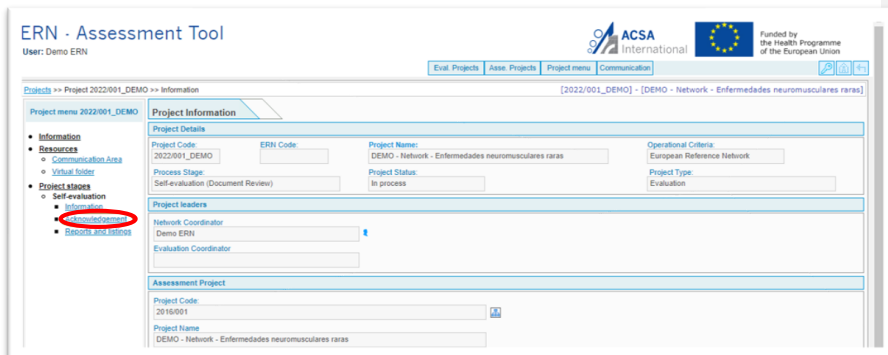
Projects

**List of Evaluation Projects**

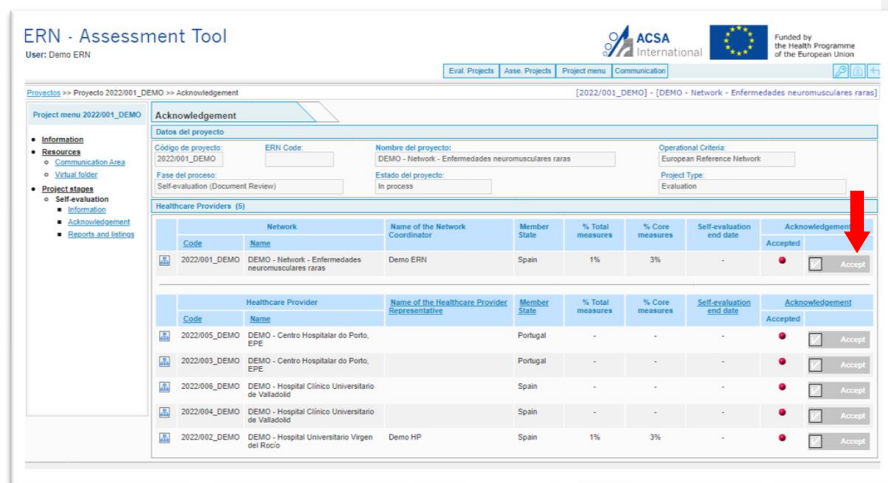
394 projects have been found (Showing from 1 to 15)

Code	Network	Project	Operational Criteria	Country	CE	Assessment project	Self-evaluation score	Assessors	Score	Document review	Evaluation	Final Report	Draft Report	Final Report
<b>2022001_DEMO</b>	DEMO - Network - Enfermedades neuromusculares raras	DEMO - Network - Enfermedades neuromusculares raras	ERN	Spain	-	2015001	150	-	0.02	0.000000	Finalized	<input type="checkbox"/>	<input type="checkbox"/>	-
2022002_DEMO	DEMO - Network - Enfermedades neuromusculares raras	DEMO - Hospital Universitario Virgen del Rocío	HP	Spain	-	2015002	154	-	0.04	0.000000	Not established	<input type="checkbox"/>	<input type="checkbox"/>	-
2022003_DEMO	DEMO - Network - Enfermedades neuromusculares raras	DEMO - Centro Hospitalar do Porto, EPE	HP	Portugal	-	2015003	0.04	-	0.04	0.000000		<input type="checkbox"/>	<input type="checkbox"/>	-
2022004_DEMO	DEMO - Network - Enfermedades neuromusculares raras	DEMO - Hospital Clínico Universitario de Valladolid	HP	Spain	-	2015004	-	-	-	-		<input type="checkbox"/>	<input type="checkbox"/>	-
2022005_DEMO	DEMO - Network - Enfermedades neuromusculares raras	DEMO - Centro Hospitalar do Porto, EPE	HP	Portugal	-	2015005	0.04	-	0.04	0.000000		<input type="checkbox"/>	<input type="checkbox"/>	-
2022006_DEMO	DEMO - Network - Enfermedades neuromusculares raras	DEMO - Hospital Clínico Universitario de Valladolid	HP	Spain	-	2015006	0.04	-	0.04	0.000000	Not established	<input type="checkbox"/>	<input type="checkbox"/>	-

5.2. In addition to the Self-Evaluation, the Coordinating Member of the Network has the possibility of recognizing all the self-assessment projects of the Network.



5.3. The screen shows the progress of the self-evaluation of all members and allows them to be recognized. For this, it is necessary that 100% of the measures have been self-evaluated.



## 6. Reports and listings

The Self-evaluation area provides a set of reports and listings to track and manage the status of the self-assessment, both for a network and at the HCP level (for each of the individual HCPs that make up the network).

The reports and listings can be accessed from the self- evaluation screen or from the project menu.

The screenshot shows the 'Self-evaluation' screen for '1 - PATIENT CENTRED CARE'. On the left, there is a 'Criteria' table and a 'Reports & Listings' sidebar. The 'Reports & Listings' sidebar has a dropdown menu with 'REPORTS' selected. A red arrow points from a callout box to this dropdown. The callout box, titled 'Most Reports and Listings can be filtered by:', lists the following options:

- Theme
- Criterion
- Measure
- Core measure
- Group by
- Rating
- Date
- User

In the top right, a 'Project menu 2022/002\_DEMO' is shown with a red circle around the 'Reports and listings' option under 'Project stages'.

Criteria	Score	Possible	%
1	2	38	5%
2	0	20	0%
3	0	22	0%
4	0	14	0%
5	0	18	0%
6	0	8	0%
7	0	8	0%
<b>Total</b>	<b>2</b>	<b>128</b>	<b>2%</b>

### 6.1. Reports

Attached there is a table containing the different report options, their description and the type of format in which they can be found.

Reports	Description	Type
<b>Overall distribution of the ratings</b>	This report shows the distribution of the reached score at a global level. The pie chart represents the percentage and the level of implementation of the measurement elements.	Table / Chart
<b>Distribution of the ratings</b>	This report allows to analyse the implementation level reached according to the manual themes and criteria.	Table / Chart
<b>Distribution of the rating for Healthcare Providers</b>	This report allows to analyse the reached implementation level for every network provider, according to the manual themes and criteria.	Table / Chart
<b>Average rating</b>	Average rating report reached in all manual themes and criteria	Table / Chart
<b>Average rating for Healthcare Provider</b>	Average rating for Healthcare Provider	Average rating for Healthcare Provider

### 6.2. Listings

Attached a table containing the different listing options and their description can be found.

Listing	Description
<b>View of Operational Criteria</b>	This listing summarises how each measure is in the self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
<b>View of Operational Criteria for Providers</b>	This listing summarises how each measure is in the providers' self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
<b>List of Measures</b>	This listing summarises how each measure is in the self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
<b>List of Measures for Providers</b>	This listing summarises how each measure is in the providers' self-evaluation, offering an immediate overview of the status of each measure (self-evaluation information as listing).
<b>List of Comments</b>	This listing shows the set of defined comments which proves the measure achievement.
<b>Documents storage</b>	This report shows the documents attached to the comments registered for each measure.
<b>Documents required</b>	This report shows the required documents for each measure.

## 7. Communication area

Each evaluation project has been assigned a specific virtual space for communication between the network/centers and the evaluation teams.

It can be accessed from the "Home" page or by going to:

Project menu >> Resources >> **Communication area.**

The image shows two screenshots of the ERN Assessment Tool interface. The top screenshot displays the 'Project Information' page, where the 'Communication' link in the top navigation bar is circled in red. The left sidebar menu also has 'Communication Area' circled in red. The bottom screenshot shows the 'Communication Area' page, which includes a search bar and a message area.

**ERIN - Assessment Tool**  
User: Demo HP

Navigation: Eval. Projects | Asse. Projects | Project menu | **Communication**

Projects >> Project 2022/002\_DEMO >> Information [2022/002\_DEMO] - [DEMO - Network - Enfermedades neuromusculares raras] - [DEMO - Hospital Universitario Virgen del Rocio]

**Project menu 2022/002\_DEMO**

- Information
- Resources
  - Communication Area**
  - Virtual folder
- Project stages
  - Self-evaluation
    - Information
    - Reports and listings

**Project Information**

**Project Details**

Project Code: 2022/002_DEMO	ERN Code: [ ]	Project Name: DEMO - Hospital Universitario Virgen del Rocio	Operational Criteria: Healthcare Provider
Process Stage: Self-evaluation (Document Review)	Project Status: In process	Project Type: Evaluation	

**Project leaders**

Chief Executive Officer: [ ]	Network Coordinator: Demo ERN
Healthcare Provider Representative: Demo HP	Evaluation Coordinator: [ ]

**Assessment Project**

Project Code: 2016/002  
Project Name: DEMO - Hospital Universitario Virgen del Rocio

**Network**

Network's Name: DEMO - Network - Enfermedades neuromusculares raras  
Network's Area of Expertise: Enfermedades neuromusculares raras

**Healthcare Provider**

Name of the Institution: DEMO - Hospital Universitario Virgen del Rocio  
Country: Spain  
Address: [ ]

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**ERIN - Assessment Tool**  
User: Demo HP

Navigation: Eval. Projects | Asse. Projects | Project menu | **Communication**

Projects >> Project 2022/002\_DEMO >> Communication Area [2022/002\_DEMO] - [DEMO - Network - Enfermedades neuromusculares raras] - [DEMO - Hospital Universitario Virgen del Rocio]


Project messages | New message | Search [ ] in [ All messages ] of the project | Search

**Communication Area**

In the Communication Area, the Agency and the users who participate in the process can exchange messages and files freely. It can be used at any time to post messages and files that will be available to all the professionals who work in the process.

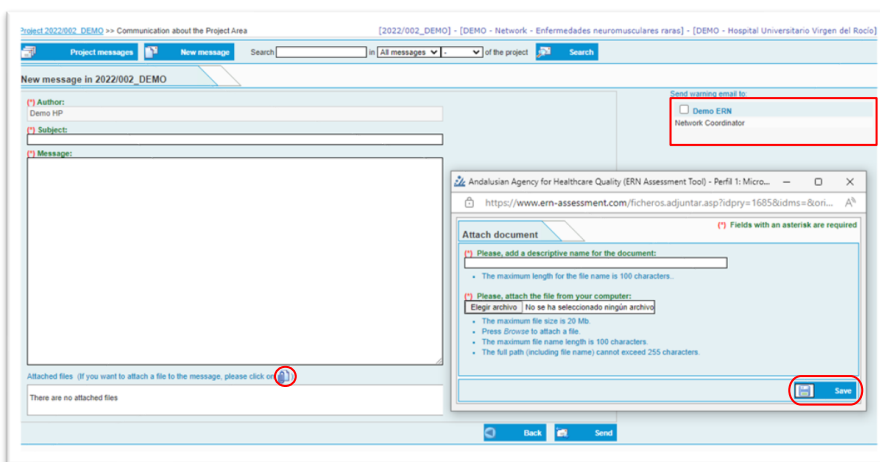
There is no message.  
Click on [here](#) to write a new message

To send a new message, fill in the subject box, the message and add the desired recipients in the right column.

In addition, there is the possibility to attach files by clicking on the symbol , then a description name for the document must be added, attach the file and save it.

Once "Send" has been clicked on, all recipients will receive a notification to the e-mail address with which they have registered in the application.

**Commentato [AMGG1]:** Hemos estado revisando en la plataforma, y en muchos casos no sale la columna de la derecha para elegir destinatarios. De todas formas, no nos queda muy claro los destinatarios a los que se le va a mandar.

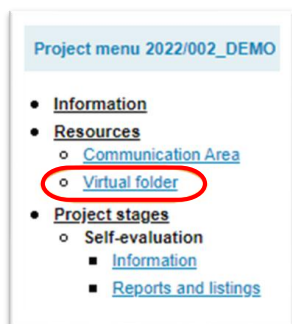




## 8. Virtual Folder

Each project has a virtual folder where relevant documents, such as the evaluation report, are uploaded.

The virtual folder can be accessed from the project menu:



Once the Virtual Folder has been accessed, the list of documents contained in this virtual space appears:

