Directorate-General for
Health & Consumers

**Advancing Care Coordination
and Telehealth Deployment**

ACT Programme

Annex B to Deliverable 6:

Follow-up survey of Programme managers

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Keywords

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This survey aims to find out your views about this Telehealth (TH)/Coordinated Care (CC) Programme *(to be personalised for each programme – include Programme name)* which has been included in the ACT project. The ACT Project aims to identify the best ways to support the effective implementation of Care Coordination and Telehealth (CC & TH) services in the routine management of people with chronic disease (for further information, see www.**act-programme**.eu/). The survey is in two sections. Section 1 explores your views on how the Programme has impacted on the organisation and your role within it. Section 2 is an opportunity to provide us with some more detailed feedback on your experiences as part of this Programme. Where the term 'Programme' is used, we mean service, e.g. the service or programme you are delivering.

Section 1

Aims to find out the extent to which [name Programme] has had an impact on your organisation as a whole and your role within it .

Please mark the response that most closely represents your thoughts on the statement

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree
My day-to-day activities have changed significantly as a result of this Programme					
My importance within the organisation has been raised because of this Programme					
I believe that the use of Telehealth is now part of 'normal' practice					
I believe that Coordinated Care is now part of 'normal' practice					
The organisation supports widespread Telehealth implementation					
The organisation supports widespread co-ordinated care implementation					
The organisation has changed as a result of this Programme					
The organisation wishes all appropriate services to include TH and/or CC					
Care Coordination has been implemented throughout the organisation					
Everyone recognises that the approach of this Programme will bring long-term benefits and is the future direction for the organisation direction					
The organisation is responsive to feedback and changes occur quickly					
The organisation is training all staff in the implementation of this Programme					

Section 2:

Would you also tell us :

1. **What are the most positive elements of Telehealth/Coordinated Care Programme development (for you and/or the organisation)?**

2. **What are the most negative elements of Telehealth/Coordinated Care Programme development (for you and/or the organisation)?**

3. **Are there strategies to improve patient/treatment adherence as part of this Programme? If so, what are they?**

4. **How are the workforce made aware of the Programme's aims, benefits and progress (e.g. how do you communicate to staff?)**

5. Is the workforce actively encouraged to provide feedback on service development? Is this feedback acted upon?

6. Have you got any suggestions for how staff engagement with the Programme could be improved?

6. Does this Telehealth/Coordinated Care Programme fit in with broader healthcare aims and objectives of the organisation?

7. Has the organisation adapted to take into account of this new way of working? If so, could you explain how it has changed?