



Advancing Care Coordination
and Telehealth Deployment

ACT Programme

Annex B to Deliverable 8:

Baseline staff engagement survey (Programme managers)

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1 PROGRAMME MANAGER BASELINE SURVEY4

I Programme Manager baseline survey

By *staff engagement* we are referring to areas such as involvement of frontline clinical staff in project/service planning and development, training and education, and the opportunity for staff to provide feedback on project progress and service effectiveness.

1. How much does staff engagement feature within your telehealth/co-ordinated care project plan or service specifications? (please tick the appropriate option)

A great deal	Somewhat	A small amount	Not at all

If applicable, please provide an example of how staff engagement features within your project plan;

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2. How much high level support has there been for your project (e.g. governmental or health system leaders)?

A great deal	Some	A small amount	None at all

If applicable, please provide an example of how your project has received high-level support;

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3. Did you involve frontline clinical staff (e.g. doctors; nurses; other healthcare professionals) to raise awareness and encourage involvement in the telehealth/co-ordinated care project?

Yes	No

If applicable, please provide an example of how you have used clinical champions to enhance staff engagement;

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4. To what extent do your project managers have the right training, skills and experience to effectively implement staff engagement strategies?

A great deal	Some	A small amount	None at all

If applicable, please describe some of the skills and training that the project leaders have in relation to implementing staff engagement strategies;

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5. How effectively do you think your organisation has communicated the aims, benefits (organisational and patient) and progress of your project to frontline clinical staff?

Very effectively	Quite effectively	Fairly effectively	Not effectively

Please provide some examples of how you have communicated project aims and progress with clinical staff;

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6. How often do you evaluate and act upon levels of staff awareness, engagement and satisfaction with the project/service?

Very often	Quite often	Fairly often	Not often at all

If applicable, please give an example of how (and how often) staff feedback is collected and acted upon;

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7. How effectively do you think you communicate project successes and examples of good practice?

Very effectively	Quite effectively	Fairly effectively	Not effectively

If applicable, please give an example of how successes and good practice have been disseminated (e.g. local intranet. Social media, notice boards, educational meetings);

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8. Do staff have access to training and education that supports the delivery of the project?

Yes	No

If the answer to Q8 is **yes**, please give details of the training and education available;

Please describe the types of training available	
How are the contents and teaching methods tailored to the needs of staff?	
What proportions of staff within different categories have accessed training and education)?	
Is sufficient staff time available to support the training and	

education necessary to enable delivery of telehealth or coordinated care projects?	
Is the training and education linked to a formal academic award? If so, what type of award?	
Are frontline staff involved in training or supporting (e.g. through mentorship) their colleagues in relation to the project?	

9. How much have frontline staff been involved in the design and implementation of the project?

A great deal	Somewhat	A small amount	Not at all

If applicable, please give an example of how frontline staff have been involved in the design and implementation of the project;

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10. How effectively did the project planning process identify and address organisational and cultural barriers to change?

Very effectively	Quite effectively	Fairly effectively	Not effectively

If applicable, please give an example of how barriers to change were identified and addressed during project planning and implementation;

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11. Has the process of change been evaluated formally?

Yes	No

If the answer to Q11 is **yes**, please describe the methods and key findings from the evaluation. If possible, please send a copy of the output to the ACT project team along with this survey;

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