

Deliverable 20: Monitoring and Evaluation Report (Month 12)

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1. Introduction

This is the first year's Monitoring and Evaluation Report of the EUMUSC.NET Project (a project supported by the EC Community Action in the field of Health 2008-2013).

The EUMUSC.net project was launched on the 1st of February 2010 and is scheduled to terminate on the 31st of January 2013. The project is being undertaken by a partnership of 22 centres across Europe with the support and collaboration of the European League Against Rheumatism (EULAR). It is being co-ordinated by the Royal Cornwall Hospital Trust with the support of a Steering Group, involving representatives of Associated Partner organisations, work package co-ordinators and the EULAR representatives. The Steering Group is responsible for planning, implementing, monitoring and evaluating the overall project.

The monitoring and evaluation of the Project are assigned to the Greek partner, MENTOR TRAINING SA. (Work Package 3: Evaluation of the Project).

2. Purpose of the Report

The purpose of this Report is to evaluate the progress made during Year 1 of the Project. The evaluation of the Project provides:

- **Information** on the project and its various activities (necessary input for Project's monitoring).
- **Assessment** of the project progress and success in relation to the set timelines and targets.
- **Assistance** to the project's administrators to understand and consolidate the acquired knowledge from the activities of the implementation procedure.
- **Information** on the results and impact of the project.
- **Dissemination** of innovative characteristics, products and developed tools.
- **Conclusions and lessons** for future projects.

3. Evaluation Inputs and Process

For the synthesis of this Report, the staff of MENTOR TRAINING took into consideration the following output:

- The minutes of the kick off meeting (held in Luxembourg in March 2010) and the resulting Protocol of the Study.
- The resulting Project Plan and the set timelines agreed.
- The Progress Report M6.
- The newsletters produced so far.
- The tools (questionnaires, semi-structured interviews etc.) filled in by the responsible persons for every Deliverable.

All tools used for the monitoring and evaluation of the Project are part of the Monitoring and Evaluation Plan (Deliverable 3) which was presented and accepted during the Kick Off Meeting. Furthermore, these tools were commented (via e-mails' exchange) by the members of the Working Group for the Work Package of Evaluation (consisted by the representatives of all WP Leaders and Mr. Rolf Greiff, who represents the Swedish Rheumatism Association). Also, they are uploaded in the restricted area of the Project website and included as an Appendix in this Report.

The deliverables evaluated so far are those described in Annex I: Description of the Action of the Grant Agreement (Agreement Number: 2008 13 01) and executed during Year I, according to this Annex.

The evaluation was executed in accordance with the "Monitoring and Evaluation Plan Matrix" (Deliverable 3: Project Monitor and Evaluation Plan) and the accompanying "Evaluation Instructions", which are also uploaded in the Project's website. That is to say, that the relative forms were filled in by the Work Package Leaders and sent to the Evaluator for processing.

4. Presentation of the Results

The results of the evaluation are presented in order of Work Package and Deliverable, in a cohesive form, mentioning the context of the Deliverable, the evaluation document used the person that filled in the relevant document and the evaluation comments. A diagram depicting the Work Package / Deliverable workflow follows each Work Package presentation.

WORK PACKAGE 1: COORDINATION OF THE PROJECT

The coordination of the EUMUSC.NET Project is referred to its organisation, way of working and administration as well as to its bureaucracy, focusing on the:

- Protocol of the Study.
- Communication Plan.
- Detailed Travel Plan.
- Progress Reports.
- Technical and Financial Intermediate and Final Reports.

Deliverable 1: Protocol of the Study

Protocol of the study is a detailed document agreed with all partners, outlining the plan of the project. Detailed information of duties, time lines and procedures are depicted in it. All decisions mentioned within, will be agreed in the project Kick-off meeting.

Evaluation document:

WP1D1-F1

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

Deliverable 1 (Protocol of the Study) was scheduled for April 2010, almost a month after the March 2010 meeting in Luxemburg. However, the final submission was delayed for more than 3 months from the scheduled date, having been submitted on July 2010 and then uploaded on the project website on August 2010.

Mr. Jim Howarth has informed us that the delay was due to the fact that before publishing it had to be made absolutely certain that all involved parties agreed with the contents of the protocol. Beyond that, Mr. Howarth was appointed Project Manager at the end of April 2010, and the resulting additional delay was due to role assumption from him.

Since the project is a trans-national initiative, effective communication is the basis of success. Therefore a communications plan had to be devised, that will ensure flawless information flow, between the partners. The purpose of the Communication plan is to define the:

- Communication mediums to be used on a regular basis to communicate to the partners.
- Responsibilities for each of the communication mediums.
- Timescales for communication.

Evaluation document:

WP1D2-F1

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

Deliverable 2 (Communication Plan) was planned for delivery on April 2010, but it was delivered with a three month delay, on July 2010. Moreover, it was uploaded on the project website on August 2010 that is with a further month of delay. Mr. Jim Howarth informed us that the delay was due to the fact that before publishing it had to be made absolutely certain that all involved parties agreed with the contents of the plan. Beyond that, Mr. Howarth was appointed Project Manager at the end of April, and the resulting additional delay was due to role assumption from him.

Deliverable 4: Detailed Travel Plan

The purpose for the Detailed Travel Plan is to reflect the agreed schedule of project meetings and the agreed attendees for each meeting. This will allow the partners to plan ahead for their human resource needs within the time-frame of the project.

Evaluation document:

WP1D4-F1

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

Deliverable 4 (Detailed Travel Plan) was supposed to have been concluded by April 2010. However, with the consent of EAHC, the submission had been postponed, pending the evaluation of the Case Study for the Luxemburg Kick Off Meeting. The rationale behind this decision was that the outcome of this evaluation could result to the revision of the Detailed Travel Plan.

Having reached a final agreement with the partners, the plan was submitted on August 2010.

Deliverable 8: Progress Report

It is a requirement of Work Package 1 to produce a Progress Report every 6 months throughout the project's life cycle.

The purpose of the Progress Report is to summarize the progress made during the preceding six months of the project and to provide a basis for discussion at each of the semi-annual Steering Group meetings.

The Progress Report is not a public document and thus it is available to the Associated Partners and the Executive Agency for Health and Consumers (EAHC) on the restricted area of the project website, so as to keep all included parties informed on the progress of the actions, challenges faced and opportunities exploited.

Evaluation document:

WP1D8-F1

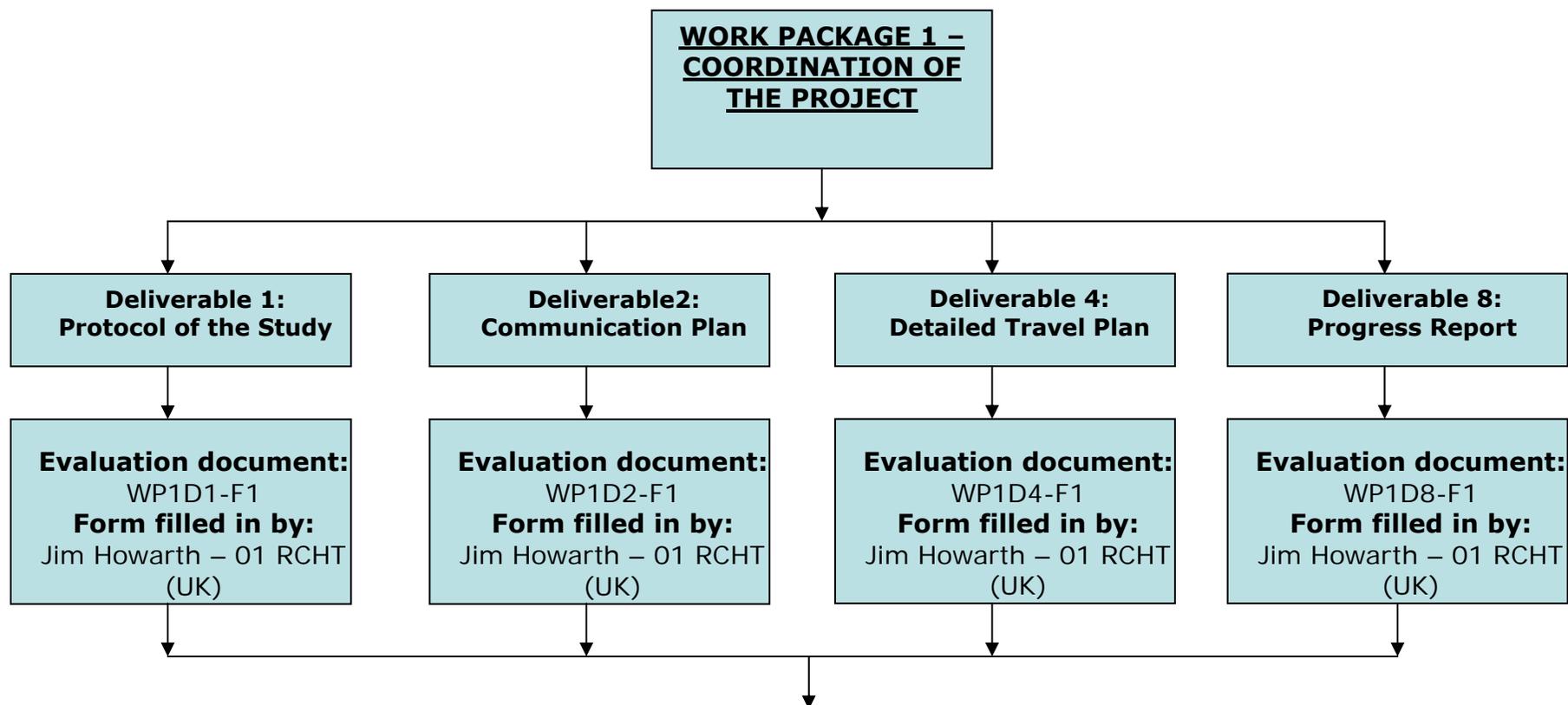
Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

Deliverable 8 (Progress Report), first part of a repeated task to be performed from months 6 to 36 at six month intervals, was scheduled for July 30th 2010 and it was delivered on time, in a very detailed form, mentioning the following:

- Deliverables completed.
- Significant meetings.
- Dissemination of the Project and the Project results.
- Plans for the remainder of the Project.
- Deliverables in progress.
- Project administration issues.



CONCLUSIONS

Work Package 1 (Coordination of the Project) progress shows at this stage considerable delay in some areas, but with no significant consequences. Some of them were due to the late appointment of the Project Management, delay that hindered the on-time delivery of Deliverable 1 (Protocol of the Study) and Deliverable 2 (Communication Plan).

Deliverable 4 (Detailed Travel Plan) was rescheduled with the consent of EAHC and was delivered on August 2010 (M7).

On the contrary, Deliverable 8 (Progress Report) was delivered on time and successfully.

RESULTS

The activities included in the Dissemination of the Results form a continuous process throughout the Project, while the objective of its actions is to ensure that the results and deliverables of the Project are available to the target groups and stakeholders.

Deliverable 5: Map of Relevant Stakeholders

One of the major deliverables of the Project is the creation of a key directory that should include all the intended target groups that could be associated with the project, on a national and regional basis. Its contribution to the overall project objectives is:

- To make sure that the results and deliverables of the project will be available to the target groups and stakeholders.
- To provide the basis to identify different levels for the dissemination of the project results
- To be a key directory around which the dissemination of the project results to the Member States will be organised

Evaluation document:

WP2D5-F1

Form filled in by:

Jim Howarth – 01 RCHT (UK) and / Reumapatientdond (NL).

Evaluation comments:

Deliverable 5 (Map of relevant stakeholders) although planned for delivery on April 2010, is considered an on-going task. Its first draft was delivered as scheduled from Reumapatientdond in the Netherlands identifying **36** Patients Associations, **62** Public Health Authorities and **47** Rheumatology Societies at Country level in all the member-states, in total **146** stakeholders (including EULAR).

The process, as mentioned earlier, will continue to produce results throughout the course of the project.

The Dissemination Plan is the key tool that will define the needs of distribution of the project results and products towards the intended target groups. Although the basic plan has been devised, it is considered a working document that will be reviewed and revised at each of the six-monthly Steering Group meetings. Its main functions are:

- To detail the different levels of dissemination activities that will be targeted towards the relevant stakeholders
- Being the key to the dissemination of the project results to the Member States at the required levels of organisation.
- Being the basis on which the dissemination of the project outputs and deliverables will be handled.

Evaluation document:

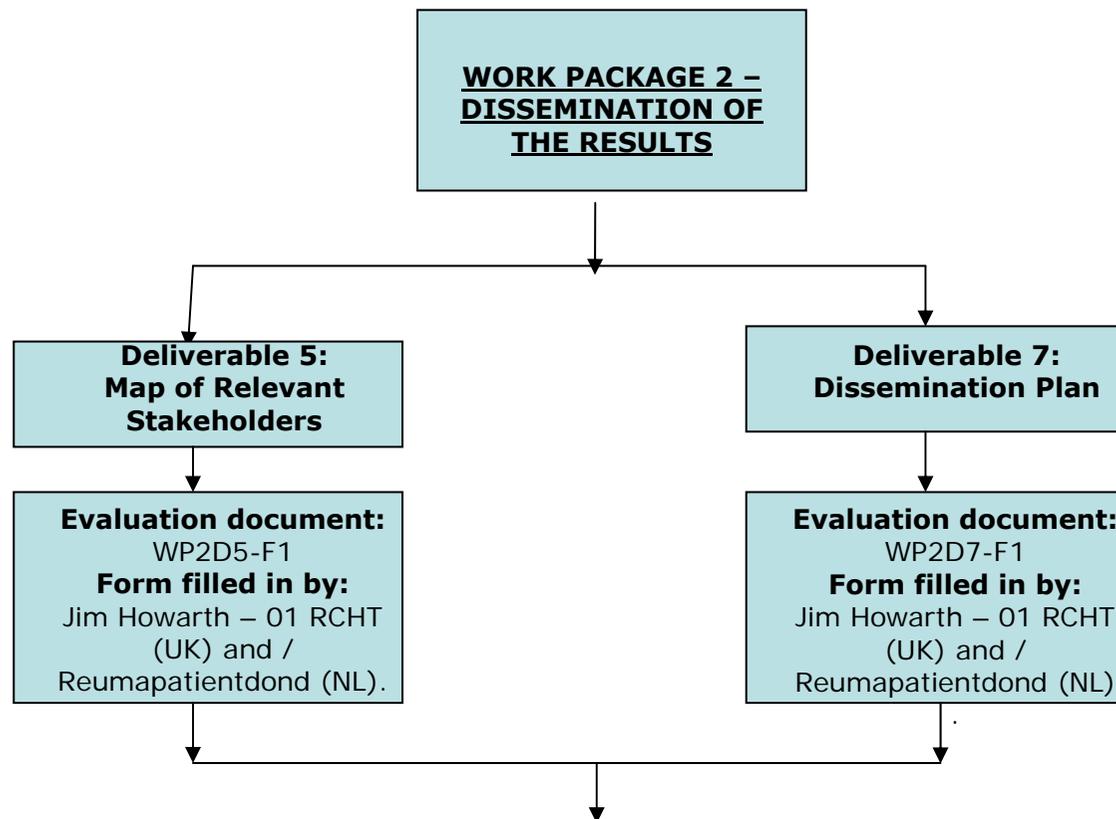
WP2D7-F1

Form filled in by:

Jim Howarth – 01 RCHT (UK) and / Reumapatientdond (NL).

Evaluation comments:

- Deliverable 7 (Dissemination Plan) controls one of the most vital parts of the project that being the communication to the target environment of the project products. It was a Month 6 (July 2010) deliverable and it was delivered on time.
- The working group responsible for the task was formed in May 2010 and includes representatives from the core team and patient organizations.
- During the development of the Dissemination Plan, no problems whatsoever disturbed the process.
- As a process, it specifies aims and goals, the communication media to be used for the dissemination and defines the intended target groups as they have been described in the grant agreement.
- The current version of the Dissemination Plan was uploaded on the Website on September 2010.



CONCLUSIONS

Work Package 2 (Dissemination of Results) consists of two Deliverables. Deliverable 5 (Map of Relevant Stakeholders) was delivered on time, however, it is an on-going task and it will continue to produce results throughout the Project life. The same apply for Deliverable 7 (Dissemination Plan). It should be mentioned, that unexpected transitions in personnel at BOND had disturbed the workflow around September 2010 with no significant impact however.

WORK PACKAGE N° 3: EVALUATION OF THE PROJECT

Evaluation is a critical task in the life cycle of a project, from the point of the project plan, up to the point of implementation and beyond. The principal suggests that however well designed, a plan can go wrong without the appropriate controls in place.

To that extent, all integral parts of the project are being subjected to regular controls, in aspects of:

- Compliance.
- Timeliness.
- Delivery.
- Consistency.
- Deliverables.

In order to maintain an efficient evaluation process, a proper plan has to be devised, agreed from all participants and followed by the evaluation task group.

Deliverable 3: Project monitoring and evaluation plan

The objective of a project monitoring and evaluation is the evaluation of all project steps, at specific intervals up to (and including) the end of the project.

Evaluation document:

WP3D3-F1

Form filled in by:

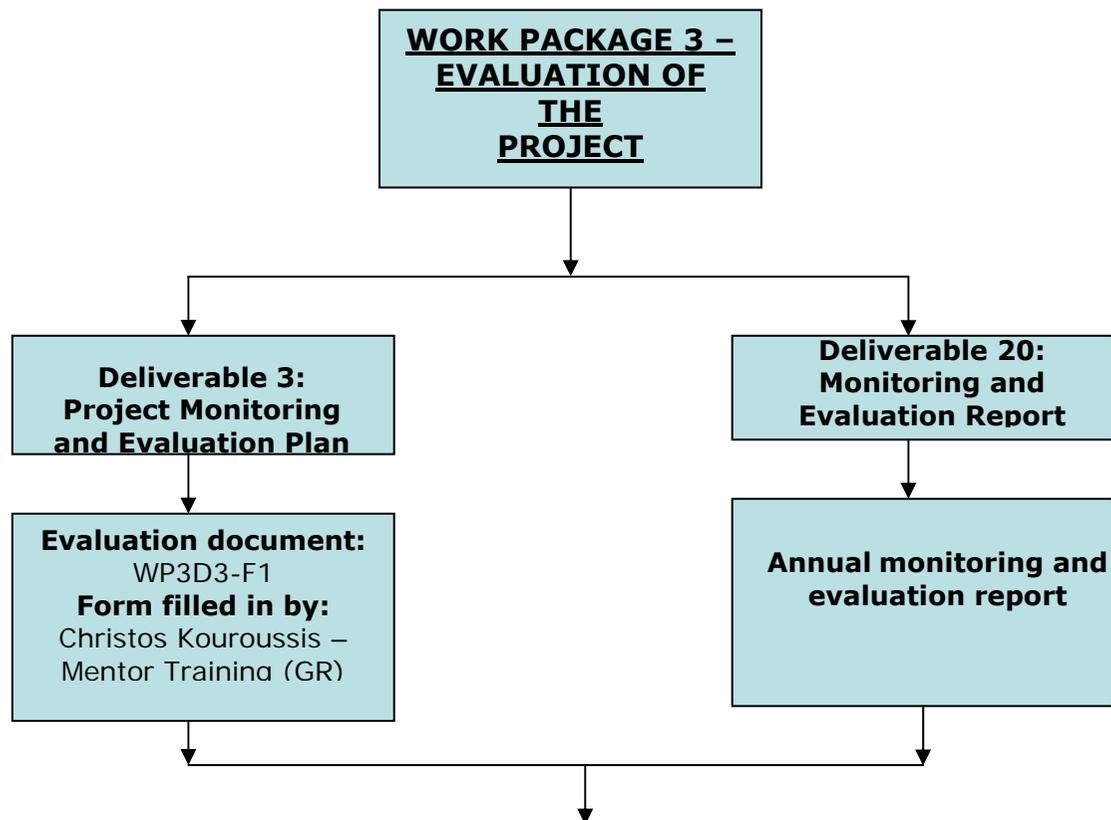
Christos Kouroussis – Mentor Training (GR)

Evaluation comments:

Deliverable 3 (Project monitoring and evaluation plan) was submitted as planned during the Kick-off meeting in March 2010. No problems have been identified during the development of the deliverable, and there are no deviations from the initial description of the project proposal.

The processes and methodologies used are based in a series of forms and questionnaires as well as interviews with the involved personnel and are deemed the most appropriate for the given task.

The Evaluation Tools have been completed and uploaded to the project website, where they can be accessed by the Work Package leads.



CONCLUSIONS

Work Package 3 (Evaluation of the project) consist two deliverables:

- Deliverable 3 (Project Monitoring and Evaluation Plan)**, which was presented, commented, agreed upon during the Kick Off Meeting (March 2010) and uploaded in the Project's website together with the relative tools and evaluation instructions.
- Deliverable 20 (Monitoring and Evaluation Report)**, whose first year version is presented in this Report and which will be discussed and finalised in the Third Steering Committee in Vienna on February 21st, 2011.

WORK PACKAGE 4: MUSCULOSKELETAL HEALTH STATUS IN EUROPE

The objective of Work Package 4 is to provide up-to-date information on health, social, employment and economic impact deriving from musculoskeletal conditions across all Member States.

In order to achieve its target, a web based health information system has been proposed, one that will be able to provide the necessary data to improve quality of care eventually, through-out the member states. The necessary steps towards the target include the following:

- Creation of an on-line assessment tool to collect and collate information on the impact of MSC
- Creation the Web-based Information System it self.
- Produce comprehensive impact reports.

As a long term option, data collection routinely received by integrating with health monitoring systems will have to be considered as a value-added product.

WP4 processes are divided in three deliverables:

Deliverable 9: Assessment tool creation.

Deliverable 10: Web-based health information system.

Deliverable 11: Reporting.

Deliverable 9: Assessment tool, easily updatable and available on line to collect and collate information on the impact of musculoskeletal conditions

The creation of a user friendly assessment tool is of key importance to the project. It consists of a data collection mechanism, based on previously agreed indicators, that having the appropriate data input, can collate and produce results concerning musculoskeletal problems within the involved countries/ member states.

The whole Deliverable 9 process is divided in stages (Process Requirements, Process Draft, Process acceptance test, Process Implementation) as follows:

1: Indicator agreement.

Evaluation document:

WP4D9-F1 – Indicators agreed by month 4.

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

The formation of the Working Group was decided in principle by the Work Package Lead and in detail by the Work package Researcher. Two meetings were held – both in London – the first in August 2010 and the second in January 2011.

The agreement on indicators was achieved after discussion about usability, availability of data and relevance to the work package objectives. The selection criteria for indicators were based on:

- Need and usefulness.
- Technical merit.
- Level of definition.
- Collection feasibility.

It was evident, however, that the lack of a standardized data collection and health care statistics procedures among the EU Member States, poses the biggest of the problems for the Project. There are numerous gaps, since the received information is inconsistent in some cases with the project needs.

2: Assessment tool draft

Evaluation document:

WP4D9-F2 – Assessment tool drafted by month 5

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

The objective was to produce an assessment tool that was easily obtainable and available on line to facilitate the collection and collation of further data relating to musculoskeletal conditions. The draft of the tool should have been delivered by

Month 5 (June 2010), however it was delivered with a significant delay on December 2010, mainly because the assessment tool required frequent iterations in order prove its compatibility with the inconsistent data available across the Member States.

The assessment tool is consistent with the objectives of the Work Package in that it will support the collection and collation of the required data.

3: Assessment tool test

Evaluation document:

WP4D9-F3 – Assessment tool tested by month 7

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

The assessment tool was tested by the Work Package 4 researcher, using data collected during the Work package work-flow.

Although the task was to be performed on Month 8 (September 2010), following the delay of the previous task, it was initially tested during January 2011 and will be re-tested before final submission

The assessment tool performed satisfactorily during the initial tests.

4: Assessment tool development by month 9 and availability on line.

Evaluation document:

WP4D9-F4: Assessment tool developed by month 9 of the project and available on line.

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

The final development of the assessment tool was made by the Work Package 4 researcher. The used approach was to:

- Firstly, to understand the objectives of the project.
- Secondly, to understand the data required to be collected and collated and
- Thirdly, to develop the tool to consolidate the available with the required criteria.

The assessment tool is in the form of a structured questionnaire, so as to allow non experts to use it without the need of further training.

The assessment tool was due for delivery on Month 9 (October 2010), but due to the rolling delays of the previous steps, it will be made available in draft form during February 2011 on the project website.

5: Determination of usability, relevance and completeness of the assessment tool.

Evaluation document:

WP4D9-SS1 – Level of usability, relevance and completeness of the assessment tool.

Form filled in by:

Jim Howarth – 01 RCHT (UK)

Evaluation comments:

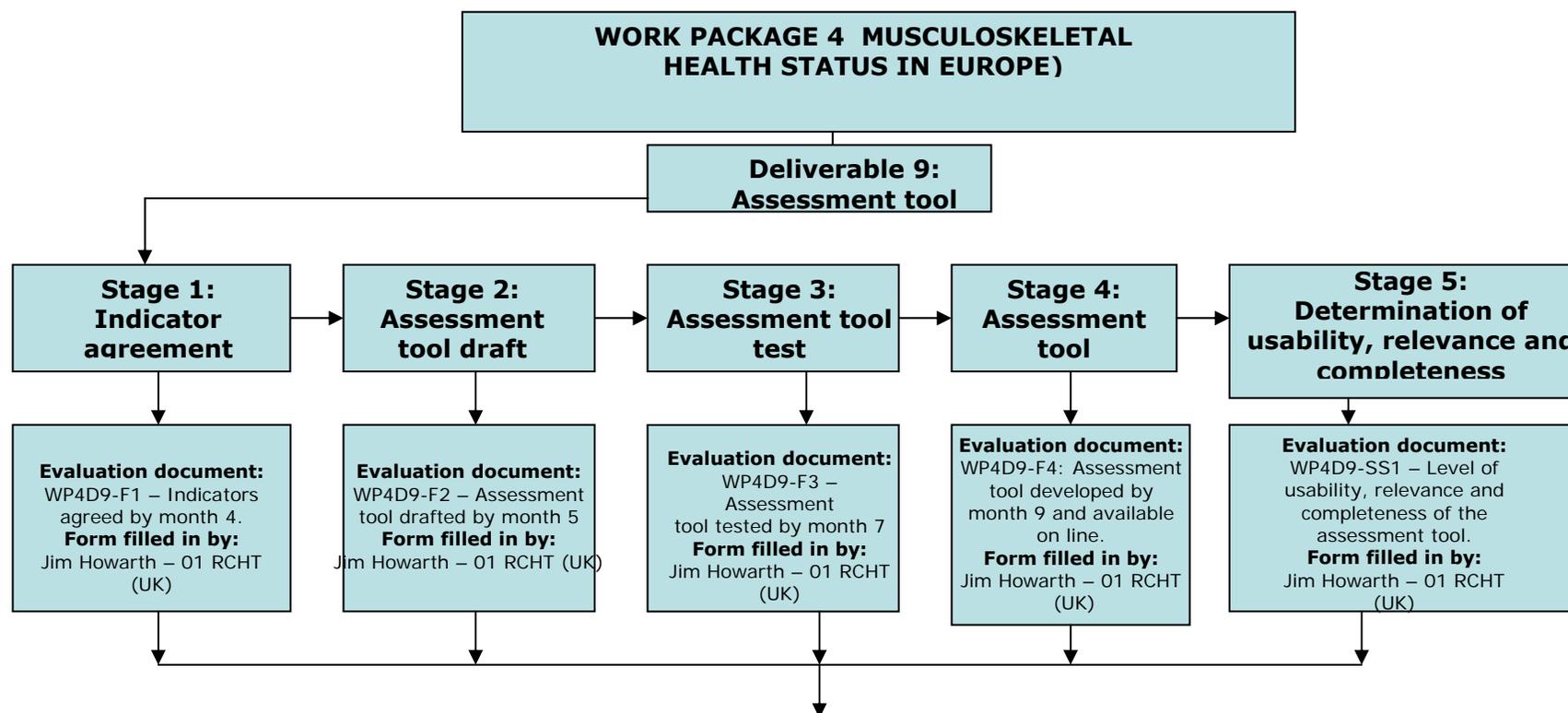
The assessment tool is user-friendly and can be easily be accessed by non- experts.

Its major advantage is that it can process and handle data collected across the Member States information grid. It is unfortunate however, that this advantage is its major disadvantage as well, since it suffers from data inconsistency on the grid, even from Member States participating in the project, which it is unable to handle.

The assessment tool is the first of its kind, open information that is available for use by health practitioners, NGOs and policy makers. It will provide significant additional value by underlining the need for consistency of data across the Member States.

There was excellent co-operation between the Work Package Leader, researcher and other members of the working group.

Because of data inconsistencies, and delays in finding a suitably skilled researcher at the outset, there have been significant delays in completing the work within the expected timeframe. As a consequence, the final work package deliverables will be about two months behind the project plan.



CONCLUSIONS

Work Package 4 (Musculoskeletal Health Status in Europe) consists of three Deliverables as follows:
 Deliverable 9 (Assessment Tool) with five sequential steps (*indicator agreement – assessment tool draft – assessment tool test – assessment tool development – determination of usability*) and their relative evaluation tools were not executed on time, due to the fact that these steps are a cascading process. Delays in the first step caused rolling delays on to the next and so on and so forth unless mended. However, cause one is the unavailability of human resources devoted to the project which, as a result, left a vital part of the processes (Access database of the assessment tool) unattended. The second cause has been identified as a major disability of the project. It is the inconsistency of the collected data between the member states within the project. The impact of the finding is huge, as far as the project is concerned, since it identifies a major weakness, that being non-common EU processes in place, that might pose obstacles not only in this, but in future alike projects concerning Health. Possibly, a workshop to define a set of rules commonly accepted within the project, as proposed might resolve the issues.
 Deliverable 10 (Web-based Health Information System) has not been delivered on time (January 2011 as opposed to May 2010) due to delays imposed from Deliverable 9 and for the same reasons. Deliverables 9 and 10 are in progress and delivery date will be given during the Vienna meeting.
 The report of Deliverable 11 (Musculoskeletal Conditions Impact Report) was delivered on time as planned. Data collection and consistency issues that affected Deliverables 9 and 10 still apply, but the effect is minimal.

Deliverable 10: Web-based health information system giving data to improve quality of care

The development of an Information System for Quality of Care will contribute towards a web based health information system giving data to improve quality of care through-out the Member States.

The process is broken-down to major steps:

1. Web based information system draft

Evaluation document:

WP4D10-F1 – Web based information system drafted by month 4.

Form filled in by:

Jim Howarth – 01 RCHT (UK).

Evaluation comments:

The primary objective of the web based information system is to meet the objectives of Work Package 4, which is to provide information to all involved parties in order to improve quality of care.

The web base information system draft was a Month 4 deliverable (May 2010), it was however delivered on January 2011 by the Researcher for Work Package 4 at RCHT – UK.

As in all work packages of this type the major problem encountered was the consistency, availability and quality of comparable data from the Member States, problem identified also in Deliverable 9. This problem, led to the delay of delivery.

The content of the web base information system meets the project objectives and has highlighted the need for further work to more clearly identify and close the data consistency gaps between the Member States. This will be the subject of separate work.

2. Web based information system Development

Evaluation document:

WP4D10-F2 – Web based information system developed by month 11.

Form filled in by:

Jim Howarth – 01 RCHT (UK).

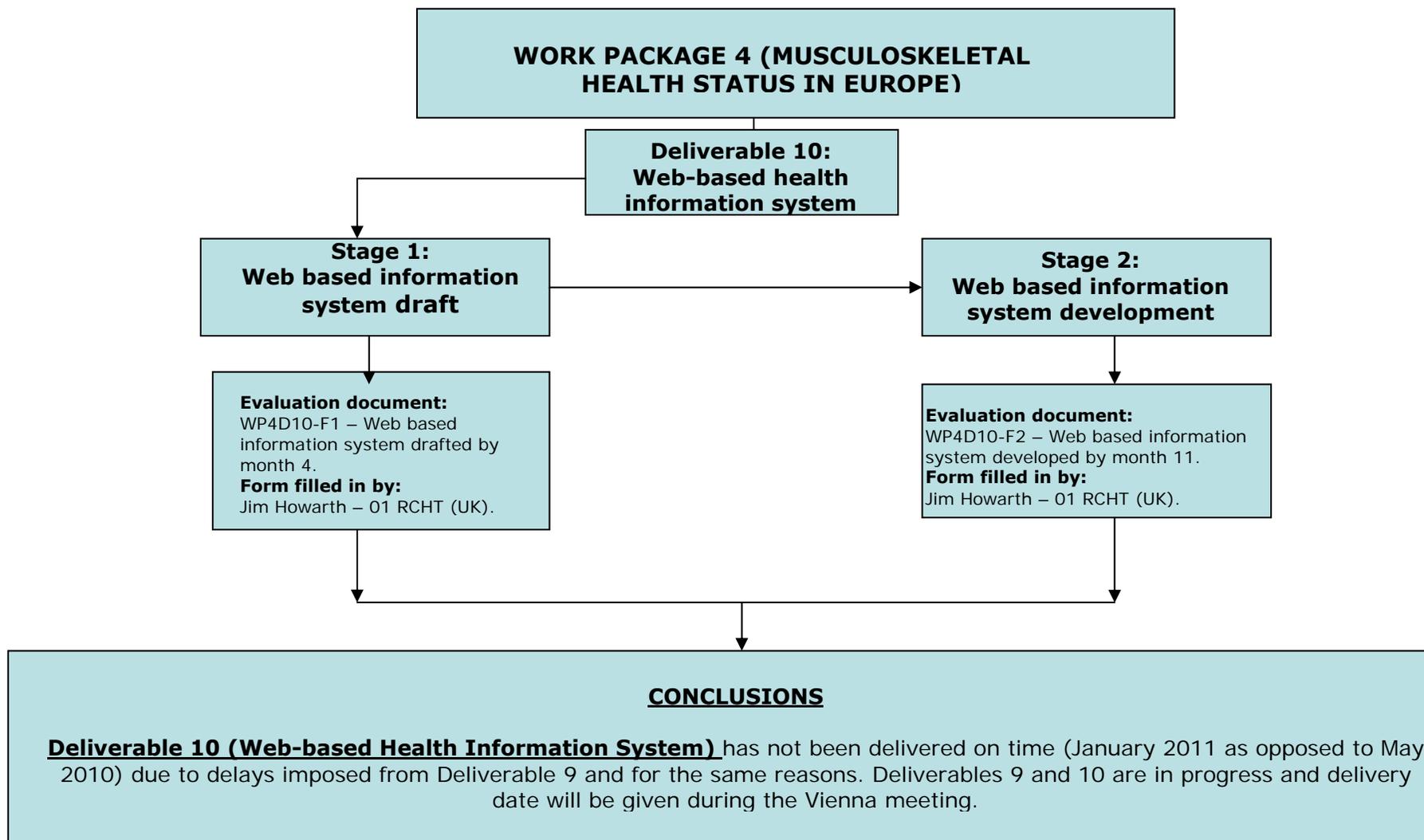
The web based information system for Work package 4 was developed by RCHT UK with collaboration from the Associated Partners

A questionnaire was developed and sent to relevant organizations within Europe, the results were collated and validated at Workshops with the Associated Partners and invited experts.

The content of the website is based on the content of the Conditions Impact Report. Structured as a table, the content pivots around a number of indicators such as Incidence and Prevalence, Mortality, Health Services Utilization, Hospital Services Utilization, Drug Use, Human Resources, Physical Resources, Accessibility of Health Care, Clinical Management, Disability and Social Consequence, Health Related Quality of Life, Co-Morbidity, Population Health, Socio Demographic, and Inequality.

It was a Month 11 Deliverable (December 2010), and a draft version was supposed to be posted on the website on February 2011, after an acceptance test at a workshop of the Associated Partners and invited experts in January 2011.

However, since the process is related with the finalization of the Assessment tool's Access Database, and the delay of its delivery due to resource management issues, the new delivery estimate is March 2010.



Deliverable 11: Musculoskeletal Conditions Impact Report

The Musculoskeletal Conditions Impact Report will be a comprehensive report with updated and harmonised information of health, social, employment and economic impact of musculoskeletal conditions across all Member States available on the project's website.

Evaluation document:

WP4D11-SS1 - Report on social, employment and economic impact of musculoskeletal conditions

Form filled in by and person interviewed:

Jim Howarth – 01 RCHT (UK).

Evaluation comments:

- The report has been drafted by the Work Package researcher and presented to the working group for validation in January 2011 (Month 12) as planned.
- The aims and objectives of the report have been fully achieved within the constraints of the data inconsistencies within the Member States.
- The needs of the users have been completely met by the output.
- The activities, based on questionnaires, working group meetings and collation of results were phased to complement each other, culminating in effective use of expert's time and the Associated Partners involvement at each of the Working group meetings.
- Data collection and consistency issues between the Member States as mentioned previously in Work Package 4 other deliverables, hindered the process, however it did not pose any real threat to it.
- The material is intended for wide dissemination and it will be posted in the public section of the site.
- No problems of communication or cooperation surfaced during the project.

**WORK PACKAGE 4 (MUSCULOSKELETAL
HEALTH STATUS IN EUROPE)**

**Deliverable 11:
Musculoskeletal Conditions
Impact Report**

Evaluation document:
WP4D11-SS1 - Report on social,
employment and economic
impact of musculoskeletal
conditions
Form filled in by:
Jim Howarth – 01 RCHT (UK).

CONCLUSIONS

The report of Deliverable 11 (Musculoskeletal Conditions Impact Report) was delivered on time as planned. Data collection and consistency issues that affected Deliverables 9 and 10 still apply, but the effect is minimal.

One of the major challenges of the project was identified as the need to improve the treatment outcome for people with arthritis across EU Member States. It was agreed that by developing patient-based standards of care for prevention, case finding, access to care, early treatment and management of established disease, the challenge could be met.;

It was therefore evident that when we develop standards of care (SOC) for the major musculoskeletal conditions and disseminate through-out the Member States, individual patients will be aware of the care they should be receiving.

Deliverable 12: Standards of care report

Evaluation document:

WP5D12-F1 – Standards of Care drafted by month 10

Form filled in by:

Josef Smolen, Tanja Stamm and Michaela Stoffer (Medizinische Universität Wien, Austria)

Evaluation comments:

The working group was formatted in February and March 2010.

The selection criteria for the appointment of a researcher were as follows: A health professional (Master-level) with extensive clinical experience in the area of musculoskeletal conditions and some experience in research and / or project management and/ or any area of business administration.

No major problems were identified during the process. However it has to be mentioned that 25% of the 45 countries originally contacted never replied despite repeated reminders. Also, all material received was in the native languages of the countries of origin and that posed a problem, both communications wise as well as financially, since translation costs had not been budgeted.

The objective have been to develop evidence based and user- focused standards of care (SOC).Particular emphasis on user-friendly language, clear formulation and understandable but evidence based content. The standards have been drafted at the Work Package Meeting 5.1, on September 2010 in Vienna well before the target date of Month 10 (November 2010).

A systematic review of international documents covering SOC for OA was conducted. National scientific societies, social leagues and health professional were asked via the EULAR secretariat to provide relevant documents.

All recommended methods to treat OA as well as possible interrelation with other methods were extracted. Thus, a scheme was developed with groups of interventions and formulated in a way that could be understood by users.

WORK PACKAGE 5 (Standards of Care)

**Deliverable 12:
Standards of Care Report**

Evaluation document:

WP5D12-F1 – Standards of Care
drafted by month 10

Form filled in by:

Josef Smolen, Tanja Stamm and
Michaela Stoffer (Medizinische
Universität Wien, Austria)

CONCLUSIONS

Work Package 5 (Standards of Care) consists of Deliverable 12 (Standards of Care Report), which was delivered before time on September 2010. No major problems were identified during the process, while a scheme was developed with groups of interventions in a way that could be understood by users. It consists of patient-based standards of care applicable to all EU member-states to be used as a table of reference for the individual patient.

WORK PACKAGE 8: EUROPEAN MUSCULOSKELETAL SURVEILLANCE AND INFORMATION NETWORK (EUMUSC.NET)

The EUMUSC.Net project website is the major carrier of interactive communication for the project. In the current situation, where information driven environments integrate with every-day life, non-appearance in “cyberspace” virtually makes any effort “invisible” to the general public. Bearing in mind that the major task of the project is in essence Information exchange and processing, the existence of a well designed, user friendly website is considered imperative.

Deliverable 6: EUMUSC.NET project website

The website includes both public (intended for the general public) and restricted areas (reserved for the project participants and the steering groups).

The contribution of deliverable D6 EUMUSC.Net Project website to the overall project objectives is:

- Support the project and future activities of the network linked to the EULAR website.
- Play a significant role in the dissemination of the project outputs and deliverables.
- Promote communication among the Associated Partners and the Collaborating Partners of the project

The website was launched in June 2010, as scheduled. From then on, the following site surveys have been performed:

1. Monthly registration of the site

Evaluation document:

WP8D6-F1 - Number of the surveillance network members monthly registered on the website

Form filled in by:

Jim Howarth – 01 RCHT (UK).

Evaluation comments:

Monthly evaluation report, from Month 4 and onwards. So far, however, no data have been collected or reported.

Mr Jim Howarth informed us that the specific application has not been developed yet. There are draft specifications of the process, but not beyond the drawing-board. Delivery is estimated for July 2010.

2. Project website availability

Evaluation document:

WP8D6-SS1 - Project website availability

Form filled in by:

Jim Howarth – 01 RCHT (UK).

Evaluation comments:

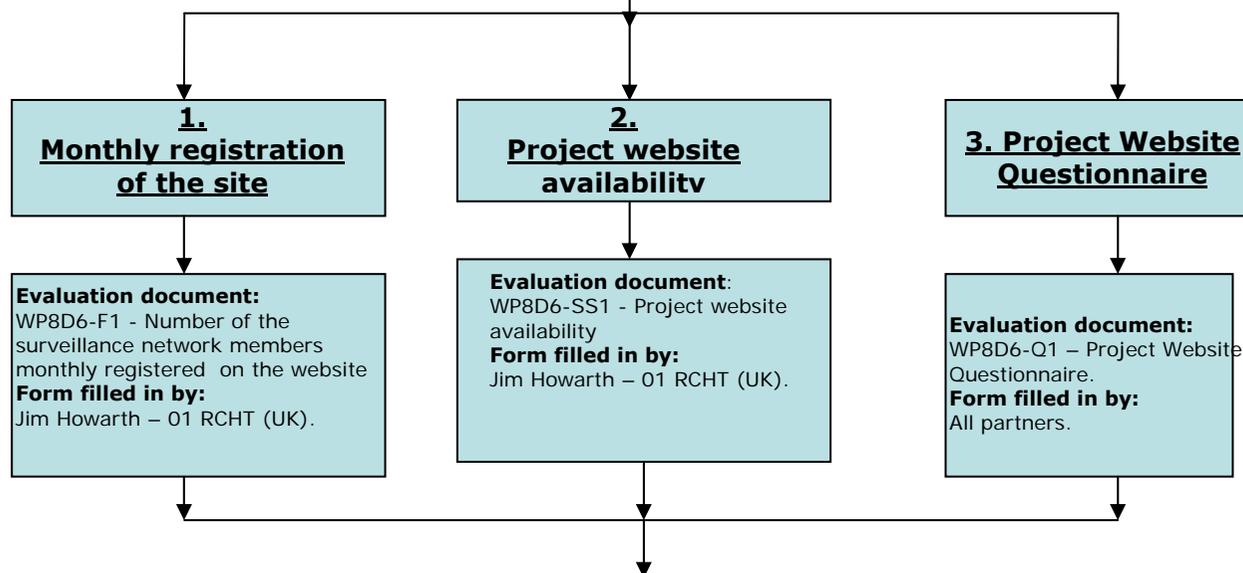
The site was launched in June 2010 as scheduled. Development was under the responsibility RCHT – UK in collaboration with EULAR.

A subcontractor was employed, who was selected on the basis of best financial offer, understanding of the specifications and project requirements, availability, experience and evidence of similar work

The specifications were written by the project team and made available to the selected web developer to prepare the initial pages for evaluation and testing by the WP1 core team prior to a final version being launched on the web.

WORKPACKAGE:8 EUROPEAN MUSCULOSKELETALSURVEILLANCE AND INFORMATION NETWORK (EUMUSC.NET)

**Deliverable 6:
EUMUSC.NET project website**



CONCLUSIONS

Monthly registration of the site - a monthly evaluation report from Month 4 and onwards. However the process is not in place, since it has not been developed yet and, therefore, no data have been collected. Delivery estimation of July 2011 will have to be confirmed by the Project Manager in the Vienna meeting.

Project website availability. The Project's site was launched in June 2010, as scheduled.

Project website questionnaire. An evaluation questionnaire was circulated among the partners to ensure website efficiency and user satisfaction. The results were positive and the overall satisfaction rate is almost excellent (rate 3.2 out of 4).

3. Project Website Questionnaire

One of the commonly used tools to survey satisfaction of a process or product, are targeted questionnaires. In this case, users are called to rate the Project Website and contribute to its enhancement. The evaluation document was presented and approved during the Kick-Off meeting, and is uploaded on the website for usage from the Work Package Leaders.

Evaluation document:

WP8D6-Q1 – Project Website Questionnaire.

Form filled in by:

All partners.

Evaluation comments:

The questionnaire, addressed to all partners, is evaluating the Website in all aspects of its functionality. For reasons of efficiency, and in order to be able to elaborate on the data, it has been divided in 6 sections, each dealing with a different aspect.

Finally, there is an option to evaluate the Website in an overall estimate. The evaluation options of the main questionnaire have four ratings as shown in the table below:

Rating:	1 = not at all	2 = poor	3 = fair	4 = good
----------------	-----------------------	-----------------	-----------------	-----------------

INTERFACE: It deals with the User Interface and possible appearance problems.

- ⇒ Do the fonts make the text easy to read?
- ⇒ Is the text style suitable for the web?
- ⇒ Are texts and images well balanced?

Average Score: 3.5 - Rate: >Fair

Comment: The three individual items have an average rate from 3.5 and above, signifying that the overall appearance of the website is well balanced, easily readable and comforting to the users' eye.

SURFING: It deals with the ability given to surf within the site itself or return to and from the web in general.

- ⇒ Does every page have surfing options?

- ⇒ Is there a function to go back to the home page?
- ⇒ Is it easy to find contents of interest?

Average Score: 3.5 - Rate: >Fair

Comment: The rated items show that the ability to navigate within or to and from the site is at a very good level at this point. It has to be mentioned that as the project progresses and the list of stakeholders grows, the number of available links will grow as well.

TECHNICAL FUNCTIONS: It deals with embedded functions of the page.

- ⇒ Are the functions adequate and correct?
- ⇒ Is the loading time of the web site acceptable?
- ⇒ Does the web site have any links that do not work?

Average Score: 2.7 - Rate: >Poor

Comment: Individual items 1 and 2 have both scored 3.5 thus are rated as >Fair. In item 3 however (“**Does the web site have any links that do not work?**”) most of the ratings were “**1 = not at all**”, signifying no problem whatsoever. **Although the answer was intended as positive, it bears a negative impact on the overall evaluation of the item as it lowers the average rating.**

CONTENTS: It deals with the actual project related content of the site.

- ⇒ Does the home page correctly communicate the objectives of the web site?
- ⇒ Are the contents easily structured?
- ⇒ Is the length of the texts acceptable?
- ⇒ Do all pages have a significant title showing the information to be viewed?
- ⇒ Is the informative content correct and appropriate to the objectives of the web site?
- ⇒ Is the web site well structured and divided into thematic areas concerning the key objectives of the project?

Average Score: 3.5 - Rate: >Fair

Comment: All individual items have been rated from 3.5 and above, that brings the evaluated item in the area of > Fair. The contents of the site are considered well defined and structured, divided in the segments required to enable easy access and carrying all the necessary relative information.

COMMUNICATION: It addresses project communication issues.

- ⇒ Are there informative contents (Newsletters etc.)?
- ⇒ Is there information about contacts (addresses, telephone numbers, etc.)?
- ⇒ Are all pages printable correctly?

Average Score: 3.6 - Rate: >Fair

Comment: The rated items range from 3.2 to 3.9. Information on the project progress as well as the contact information of the participants and stakeholders is readily available to the users.

ACCESSIBILITY: It deals with the accessibility of the site through the web.

- ⇒ Is the web site viewable by any browser?
- ⇒ Is it easy to find the web site with the most common browsers?

Average Score: 3.9 - Rate: -Good

Comment: Not problems were identified in the access of the site.

OVERALL EVALUATION: It depicts the overall satisfaction of the end users with the application

The overall evaluation option ratings are slightly different than those of the Per Item Evaluation as follows:

Rating:	1 = poor	2 = fair	3 = good	4 = excellent
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Average Score: 3.2 - Rate: >Fair

Comment: The overall satisfaction of the users is quite high, in the rating of >Fair. No major problems were identified that can degrade the application rating.

CONCLUSION:

The average of the evaluated items is shown in the table below:

EVALUATION RESULTS TABLE	
Evaluated Item	Rating
INTERFACE	3.5
SURFING	3.5
TECHNICAL FUNCTIONS	2.7
CONTENTS	3.5
COMMUNICATION	3.6
ACCESSIBILITY	3.9
OVERALL EVALUATION	3.2

The conclusions drawn from the evaluation reports are satisfactory. All average ratings per group of questions were above **3.5**, which results in an evaluation over **“Fair”** and closing on **“Good”**.

The users are judging the application to be sound, user friendly, quite informative and overall achieving the project goals at this stage, which is very satisfactory considering the fact that the applications is just created and that changes will be applied in the process.

5. Conclusions

Work Package 1 (Coordination of the Project) progress shows at this stage considerable delay in some areas, but with no significant consequences. Some of them were due to the late appointment of the Project Management, delay that hindered the on-time delivery of Deliverable 1 (Protocol of the Study) and Deliverable 2 (Communication Plan). Deliverable 4 (Detailed Travel Plan) was rescheduled with the consent of EAHC and was delivered on August 2010 (M7). On the contrary, Deliverable 8 (Progress Report) was delivered on time and successfully.

Work Package 2 (Dissemination of Results) consists of two Deliverables. Deliverable 5 (Map of Relevant Stakeholders) was delivered on time, however, it is an on-going task and it will continue to produce results throughout the Project life. The same apply for Deliverable 7 (Dissemination Plan). It should be mentioned, however, that unexpected transitions in personnel at BOND had disturbed the workflow around September 2010 with no significant impact.

Work Package 3 (Evaluation of the Project) consists of:

- Deliverable 3 (Project Monitoring and Evaluation Plan), which was presented, commented, agreed upon during the Kick Off Meeting (March 2010) and uploaded in the Project's website together with the relative tools and evaluation instructions.
- Deliverable 20 (Monitoring and Evaluation Report), whose first year version is presented in this Report and which will be discussed and finalised in the Third Steering Committee in Vienna on February 21st, 2011.

Work Package 4 (Musculoskeletal Health Status in Europe) consists of three Deliverables as follows:

- Deliverable 9 (Assessment Tool) with five sequential steps (*indicator agreement – assessment tool draft – assessment tool test – assessment tool development – determination of usability*) and their relative evaluation tools were not executed on time, due to the fact that these steps are a cascading process. Delays in the first step caused rolling delays on to the next and so on and so forth unless mended. However, cause one is the unavailability of human resources devoted to the project which, as a result, left a vital part of the processes (Access database of the assessment tool) unattended. The second cause has been identified as a

data between the member states within the project. The impact of the finding is huge, as far as the project is concerned, since it identifies a major weakness, that being non-common EU processes in place, that might pose obstacles not only in this, but in future alike projects concerning Health. Possibly, a workshop to define a set of rules commonly accepted within the project, as proposed might resolve the issues.

- Deliverable 10 (Web-based Health Information System) has not been delivered on time (January 2011 as opposed to May 2010) due to delays imposed from Deliverable 9 and for the same reasons. Deliverables 9 and 10 are in progress and delivery date will be given during the Vienna meeting.
- The report of Deliverable 11 (Musculoskeletal Conditions Impact Report) was delivered on time as planned. Data collection and consistency issues that affected Deliverables 9 and 10 still apply, but the effect is minimal.

Work Package 5 (Standards of Care) consists of Deliverable 12 (Standards of Care Report), which was delivered before time on September 2010. No major problems were identified during the process, while a scheme was developed with groups of interventions in a way that could be understood by users. It consists of patient-based standards of care applicable to all EU member-states to be used as a table of reference for the individual patient.

Work Package 8 (European Musculoskeletal Surveillance and Information Network) consists of Deliverable 6 (EUMUSC.NET Project Website), which is broken down in three different tasks:

- *Monthly registration of the site* - a monthly evaluation report from Month 4 and onwards. However the process is not in place, since it has not been developed yet and, therefore, no data have been collected. Delivery estimation of July 2011 will have to be confirmed by the Project Manager in the Vienna meeting.
- *Project website availability*. The Project's site was launched in June 2010, as scheduled.
- *Project website questionnaire*. An evaluation questionnaire was circulated among the partners to ensure website efficiency and user satisfaction. The results were positive and the overall satisfaction rate is almost excellent (rate 3.2 out of 4).

6. ANNEX: TOOLS USED

Work Package	1
Deliverable	D1
Indicator	Protocol of the study
Method	Data collection
Tool	Form
Serial Number of Form	WP1D1-F1
Time Due	M1
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Target date:
- Final submission date:
- Comments

Work Package	1
Deliverable	D2
Indicator	Communication plan
Method	Data collection
Tool	Form
Serial Number of Form	WP1D2-F1
Time Due	M1
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Target date:
- Final submission date:
- Comments

Work Package	1
Deliverable	D4
Indicator	Detailed travel plan
Method	Data collection
Tool	Form
Serial Number of Form	WP1D4-F1
Time Due	M1
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Target date:
- Final submission date:
- Comments

Work Package	1
Deliverable	D8
Indicator	Progress reports
Method	Data collection
Tool	Form
Serial Number of Form	WP1D8-F1
Time Due	M6, M12, M18, M24, M30, M36
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Target date:
- Final submission date:
- Comments

Work Package	2
Deliverable	D5
Indicator	Map of the relevant stakeholders
Method	Data collection
Tool	Form
Serial Number of Form	WP2D5-F1
Time Due	M3
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- When the map was drafted?
- By whom?
- Which procedure/methodology was used?
- Stakeholders identified by category:

STAKEHOLDER	NUMBER
EULAR	
Patients Associations	
Public Health Authorities	
Rheumatology Societies at Country level in all the member-states	

- Comments

Work Package	2
Deliverable	D7
Indicator	Dissemination plan
Method	Data collection
Tool	Form
Serial Number of Form	WP2D7-F1
Time Due	M6
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- When the working group was formatted?
- Can you remark any differences to the aim and the objectives while compared to their initial description in the project proposal?
- Are the methodologies (working methods) used for the dissemination plan been appropriate?
- Have there been any problems concerning the development of the dissemination plan, and which were they?
- When the dissemination plan was submitted?
- Which are the major provisions of the dissemination plan?
- Comments

Work Package	3
Deliverable	D3
Indicator	Project monitoring and evaluation plan
Method	Data collection
Tool	Form
Serial Number of Form	WP3D3-F1
Time Due	M1
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- When the working group was formatted?
- Can you remark any differences to the aim and the objectives while compared to their initial description in the project proposal?
- Are the methodologies (working methods) used for the Project monitoring and evaluation plan been appropriate?
- Have there been any problems concerning the development of the Project monitoring and evaluation plan, and which were they?
- When the Project monitoring and evaluation plan was submitted?
- Which are the major provisions of the Project monitoring and evaluation plan?
- Comments

Work Package	4
Deliverable	D9
Indicator	Indicators agreed by month 4
Method	Data Collection
Tool	Form
Serial number of Form	WP4D9-F1
Time Due	M5
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- When the working group was formatted and who took the decision?
- Number of meetings held (and dates).
- Which were the selection criteria for the appointment of a researcher?
- Which problems were encountered with partners and experts on reaching an agreement on indicators to be used?
- Which were the selection criteria for indicators put?
- Were there any problems/gaps in the type of indicators to be collected from various sources/countries?
- How the final decision on the indicators to be used was taken?
- Comments

Work Package	4
Deliverable	D9
Indicator	Assessment tool drafted by month 5
Method	Data Collection
Tool	Form
Serial number of Form	WP4D9-F2
Time Due	M6
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Which were the objectives for the formulation of the assessment tool?
- When the assessment tool was drafted?
- Who drafted the assessment tool?
- Which were the major problems encountered for the drafting of the assessment tool?
- How is the assessment tool evaluated in relation to the initial objectives?
- Comments

Work Package	4
Deliverable	D9
Indicator	Assessment tool tested by month 7
Method	Data Collection
Tool	Form
Serial number of Form	WP4D9-F3
Time Due	M8
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- How the assessment tool was tested?
- By whom the assessment tool was tested?
- When the assessment tool was tested?
- Which were the results of the assessment tool test?
- Comments

Work Package	4
Deliverable	D9
Indicator	Assessment tool developed by month 9 of the project and available on line
Method	Data Collection
Tool	Form
Serial number of Form	WP4D9-F4
Time Due	M10
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Who made the final development of the assessment tool?
- Which was the methodology used?
- When the assessment tool was available on-line in the Project's website?
- Which is the content of the assessment tool (structure, communication, relationship with the objectives, division in thematic areas)?
- Comments

Work Package	4
Deliverable	D9
Indicator	Level of usability, relevance and completeness of the assessment tool
Method	Interview
Tool	Semi structured interview form
Serial number of Form	WP4D9-SS1
Time Due	M10
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- How do you evaluate the overall usability of the assessment tool?
- Which are the major advantages/disadvantages of the assessment tool according to your opinion?
- Which is assessment tool's value added for the identification of status regarding musculoskeletal conditions across Europe (health, social, employment and economic impact)?
- Which was the level of cooperation between Leader of WP4, researcher and working group:
- Observance of timetable:
- Success in relation to set targets:
- Comments

Work Package	4
Deliverable	D10
Indicator	Web based information system drafted by month 4
Method	Data Collection
Tool	Form
Serial number of Form	WP4D10-F1
Time Due	M5
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Which were the objectives for the formulation of the web based information system?
- When the web based information system was drafted?
- Who drafted the web based information system?
- Which were the major problems encountered for the drafting of the web based information system?
- How is the web-based information system evaluated in relation to the initial objectives?
- Comments

Work Package	4
Deliverable	D10
Indicator	Web based information system developed by month 11
Method	Data collection
Tool	Form
Serial number of Form	WP4D10-F2
Time Due	M12
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Who made the final development of the web based information system?
- Which was the methodology used?
- When the web based information system was available on-line in the Project's website?
- Which is the content of the web based information system (structure, communication, relationship with the objectives of the WP, division in thematic areas)?
- Comments

Work Package	4
Deliverable	D11
Indicator	Report on social, employment and economic impact of musculoskeletal conditions
Method	Interview
Tool	Semi structured interview form
Serial number of Form	WP4D11-SS1
Time Due	M12
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Who drafted the report?
- When the report was submitted?
- Have the aim and objectives of the report been achieved?
- In which degree?
- In which extent did the output meet the needs and particularities of the users?
- In which extent have the methodologies (working methods) used and the tasks developed for the study been appropriate?
- In which degree did the particular activities and procedures used for the development of the study have a reasonable flow and an appropriate time sequence?
- Describe the problems faced during the elaboration of the study (if any).

- How could you describe the level of communication between the involved partners?
- Is the material usable outside the project?
- Has time limited the quality of the end result?
- Have you had sufficient means (secretarial support, internet, library access, photocopies etc) for the tasks?
- Comments

Work Package	5
Deliverable	D12
Indicator	Standards of Care drafted by month 10
Method	Data Collection
Tool	Form
Serial number of Form	WP5D12-F1
Time Due	M11
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- When the working group was formatted?
- Which were the selection criteria for the appointment of a researcher?
- What problems have you faced in the communication with partners and experts?
- Which were the objectives for the formulation of the standards of care?
- When the standards of care were drafted?
- Who drafted the standards of care?
- Which were the major problems encountered for the drafting of the standards of care?
- How are the standards of care evaluated in relation to the initial objectives?
- Comments

Work Package	8
Deliverable	D6
Indicator	Number of the surveillance network members monthly registered on the website
Method	Data Collection
Tool	Form
Serial number of Form	WP8D6-F1
Time Due	Monthly (M4 onwards)
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- Which is the number of the surveillance network members monthly registered on the website as well as their relevant average duration of hits by type?

MONTH X		
SURVEILLANCE NETWORK MEMBERS	NUMBER	AVERAGE DURATION OF HITS
Health Professionals		
Patient Associations		
Public Health Institutions		
Universities		
Policy makers		
Health Equity Advocates		
NGOs		
TOTAL		

- Comments

Work Package	8
Deliverable	D6
Indicator	Project website availability
Method	Interview with WP8 Lead
Tool	Semi structured interview
Serial number of Form	WP8D6-SS1
Time Due	M4
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

- When the website was available?
- Who was responsible for the development of the website?
- Was a subcontractor employed? If YES, which were the criteria for selecting a subcontractor?
- Which was the process/methodology for developing the website?
- How an agreement was reached on the contents of the website?
- Who was involved in the construction of the website?
- Were there any deviations remarked in what concerns the cost and the time-schedule for the construction of the website?
- Which is the success degree in relation to set targets?
- Comments

Work Package	8
Deliverable	D6
Indicator	Project website quality
Method	Data Collection
Tool	Questionnaire
Serial number of Form	WP8D6-Q1
Time Due	M4
Name of Person and Organization/ Partner Responsible for Filling In this Form	
Submission Date	

Rating:	1 = not at all	2 = poor	3 = fair	4 = good
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INTERFACE	1	2	3	4
1. Do the fonts make the text easy to read?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the text style suitable for the web?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are texts and images well balanced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS/SUGGESTIONS:				
SURFING	1	2	3	4
4. Does every page have surfing options?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Is there a function to go back to the home page?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Is it easy to find contents of interest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS/SUGGESTIONS:				
TECHNICAL FUNCTIONS	1	2	3	4
7. Are the functions adequate and correct?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Is the loading time of the web site acceptable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Does the web site have any links that do not work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS/SUGGESTIONS:				
CONTENTS	1	2	3	4
10. Does the home page correctly communicate the objectives of the web site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Are the contents easily structured?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Is the length of the texts acceptable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Do all pages have a significant title showing the information to be viewed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Is the informative content correct and appropriate to the objectives of the web site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Is the web site well structured and divided into thematic areas concerning the key objectives of the project?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS/SUGGESTIONS:				
COMMUNICATION	1	2	3	4
16. Are there informative contents (Newsletters etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Is there information about contacts (addresses, telephone numbers, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Are all pages printable correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS/SUGGESTIONS:				
ACCESSIBILITY	1	2	3	4
19. Is the web site viewable by any browser?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Is it easy to find the web site with the most common browsers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS/SUGGESTIONS:				

General opinion on the web site:

Excellent Good Fair Poor

COMMENTS: