



Comments and Improvement Plan period instruction sheet

3rd July 2023





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1. Introduction

According to the Evaluation Manual, the Network Coordinator and the ERN Members may send their comments to the IEB regarding the draft evaluation report within two months from the date of reception.

The comment submission process is separated from the delivery of the Improvement Plan (IP). It has been agreed to a **one-month extension of the period for the completion of the Improvement Plan** to guarantee that all the HCPs that are offered to submit an IP have enough time to elaborate it. Consequently, you have the opportunity to provide comments on the MEs where you do not agree with the score given, regardless of whether the result was satisfactory or not.

It is important to note that it will not be possible to provide **any additional evidence** during the comment submission period. However, it is an opportunity to provide detailed explanations and justifications for specific processes or express disagreements or reasons why evidence cannot be provided. When submitting your comments, you may reference any specific national law that you believe is relevant in justifying changes to the scores. It is crucial to fully reference these laws by providing the full title of the Act for easier reference. On our side, we will make sure that the evaluators are eager to improve the score for those MEs where no evidence was submitted if there is a comprehensive explanation of the procedures in place.

Please note that there will **just be one opportunity for you to provide comments**. Once the comments have been submitted, the evaluators will carry out the re-evaluation of these MEs based on the justifications given. The comments review will be streamlined, at most one week, to allow you enough time to elaborate the IP and once the evaluators have completed the re-evaluation, you will be able to see if your evaluation outcome has changed.

HCPs who receive a SATISFACTORY result after the re-evaluation of the MEs will have successfully completed the evaluation process and will not be able to submit an IP.

On the other hand, HCPs who maintain a NEEDS IMPROVEMENT result after the re-evaluation of comments will be expected to develop an IP for those core MEs with a score of 0 or 1, as previously communicated.

The Board of each Network will hold a coordinating role in the process of submission of the IPs by their Members. Therefore, the ERN coordinator will acknowledge the submission of the IPs through the OEIT. Those HCP units requested to elaborate an IP will submit it through the OEIT and the delivery will be acknowledged by the ERN coordinator. This IP will be reviewed by the IEB prior to submitting the final evaluation report to the EC.



Timeframe

Deadline for submission	Comments	Improvement Plan	Acknowledgement by ERN Coordinator
ERNs	15 th July 2023	N/A	
HCPs without onsite audit	1 st August 2023	1 st September 2023	
HCPs with onsite audit	15 th August 2023	15 th September 2023	

2. Access to the Platform

The OEIT can be accessed through 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, as shown in Figure 1.

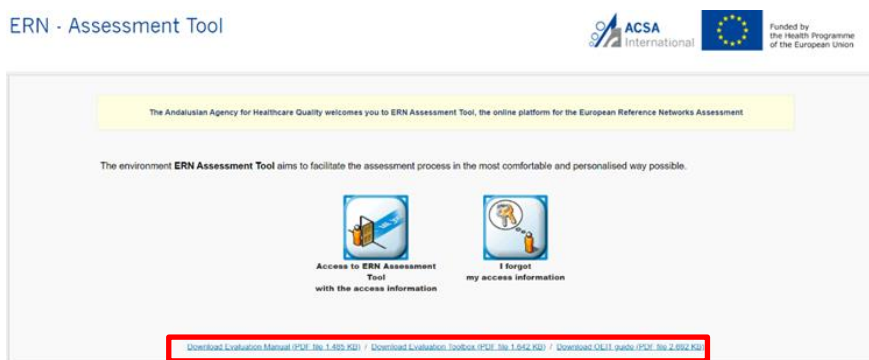


Figure 1. Home page for the log in.

In addition, the **Evaluation Manual**, the **Evaluation Technical Toolbox**, the **OEIT guide**, and the **Comment and Improvement Plan instruction sheet** can be **downloaded** from this homepage by clicking on the corresponding links.

3. Comments

3.1 Information

To review and include relevant comments, please access the project menu. From here, press *Information* which will open up a new page where you will be able make comments on a specific measurable element (ME). With the selection combos in the upper area, you will be able to navigate between the different MEs, as shown in Figure 2.

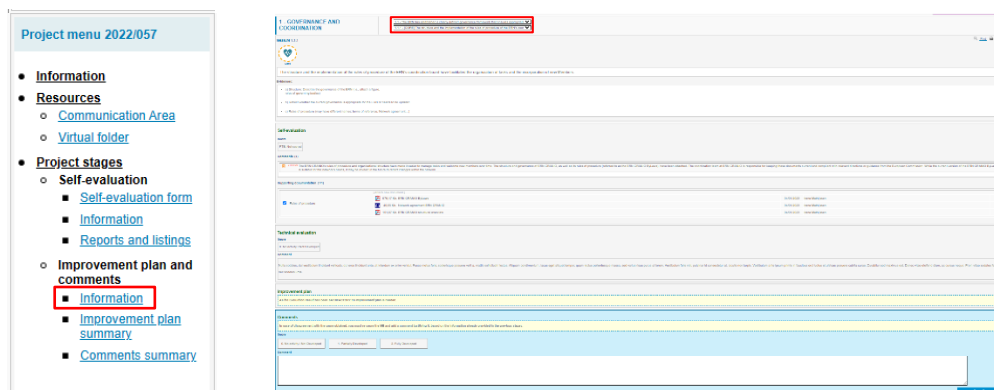


Figure 2. Project menu and display

Take into account that the *Comments* section will not be available if the ME has been evaluated with the maximum score.



Figure 3. Maximum score text

To make a comment, the procedure is to first select your proposed score and enter the justification in the *Comment* section, as shown in Figure 4. Do not forget to click on the *Save comment* button to save the score and comment. Once it has been entered, you can continue to modify it and delete it if you wish:

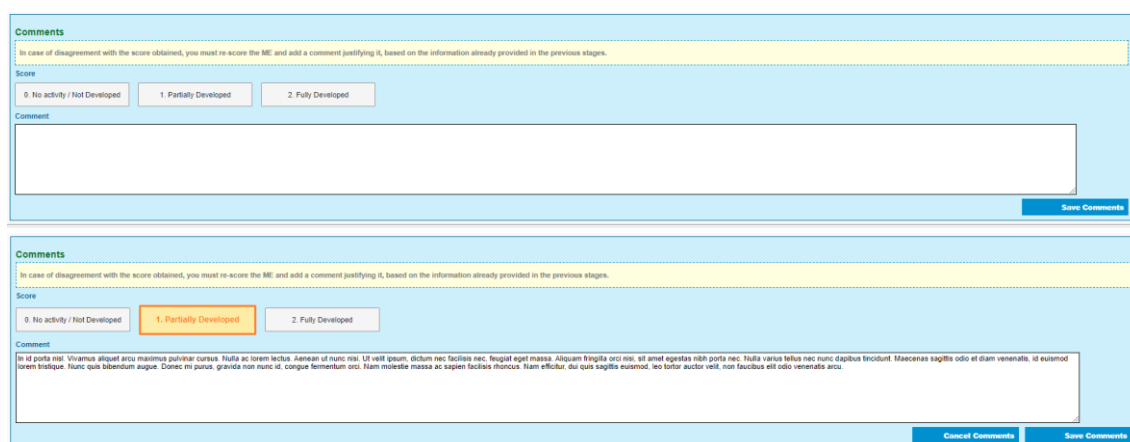
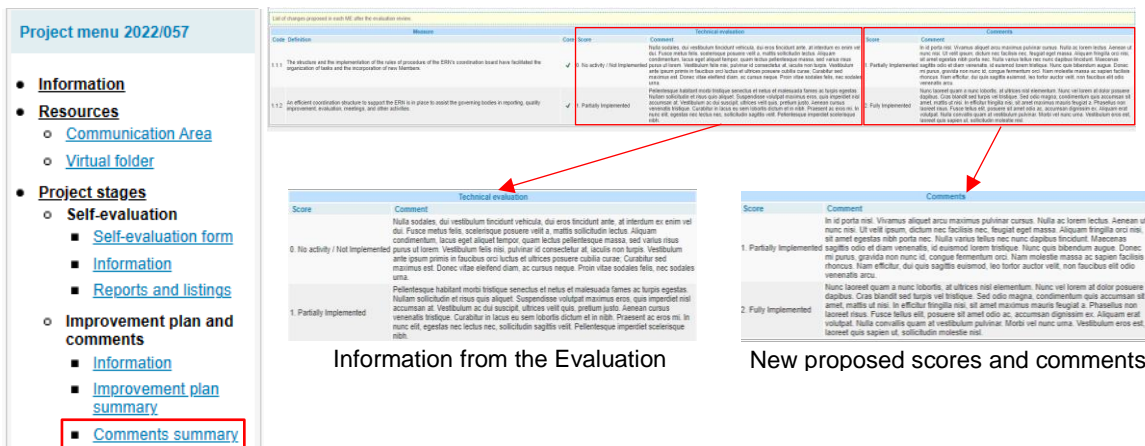


Figure 4. Claim text box

3.2 Comments summary

The other link, *Comments summary*, will take you to a new page listing the MEs on which a comment has been made:



Project menu 2022/057

- Information**
- Resources**
 - [Communication Area](#)
 - [Virtual folder](#)
- Project stages**
 - Self-evaluation**
 - [Self-evaluation form](#)
 - [Information](#)
 - [Reports and listings](#)
 - Improvement plan and comments**
 - [Information](#)
 - [Improvement plan summary](#)
 - [Comments summary](#)

Technical evaluation

Code	Definition	Score	Comment
1.1	The structure and the implementation of the order of procedures of the EHR's contribution board have facilitated the organization of tasks and the incorporation of new members.	✓	No activity / Not Implemented
1.2	An efficient coordination structure to support the EHR is in place to assist the governing bodies in reporting, quality improvement, evaluation, meetings, and other activities.	✓	Partially Implemented

Comments

Score	Comment
1	Partially Implemented
2	Fully Implemented

Information from the Evaluation

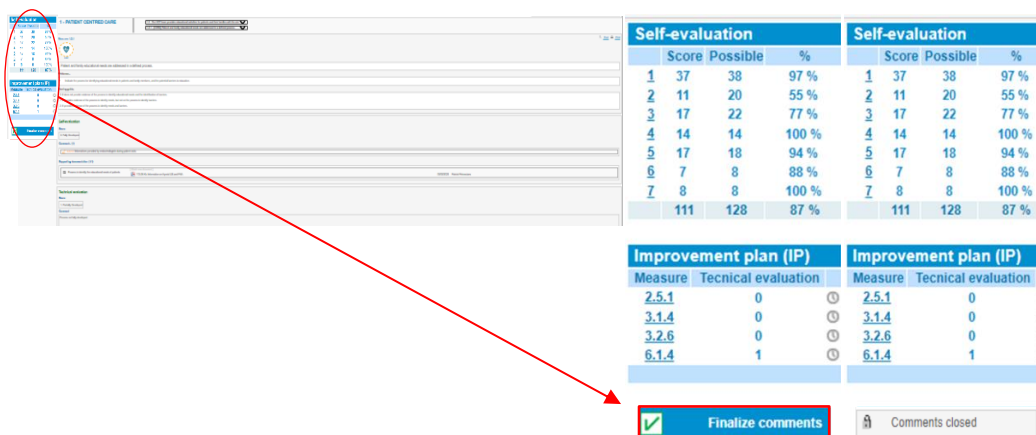
New proposed scores and comments

Figure 5. Comments summary

3.3 Finalize Comments

Once the comments section per all required ME have been registered, the process will be completed by clicking on the “*Finalize comments*” button in the left, Figure 6. Once pressed, it will disappear, it will therefore no longer be possible to modify the information.

Please note that there will just be one opportunity for you to provide comments.



Self-evaluation

Score	Possible	%
1	37	38
2	11	20
3	17	22
4	14	14
5	17	18
6	7	8
7	8	8
111	128	87 %

Self-evaluation

Score	Possible	%
1	37	38
2	11	20
3	17	22
4	14	14
5	17	18
6	7	8
7	8	8
111	128	87 %

Improvement plan (IP)

Measure	Technical evaluation
2.5.1	0
3.1.4	0
3.2.6	0
6.1.4	1

Improvement plan (IP)

Measure	Technical evaluation
2.5.1	0
3.1.4	0
3.2.6	0
6.1.4	1

Finalize comments

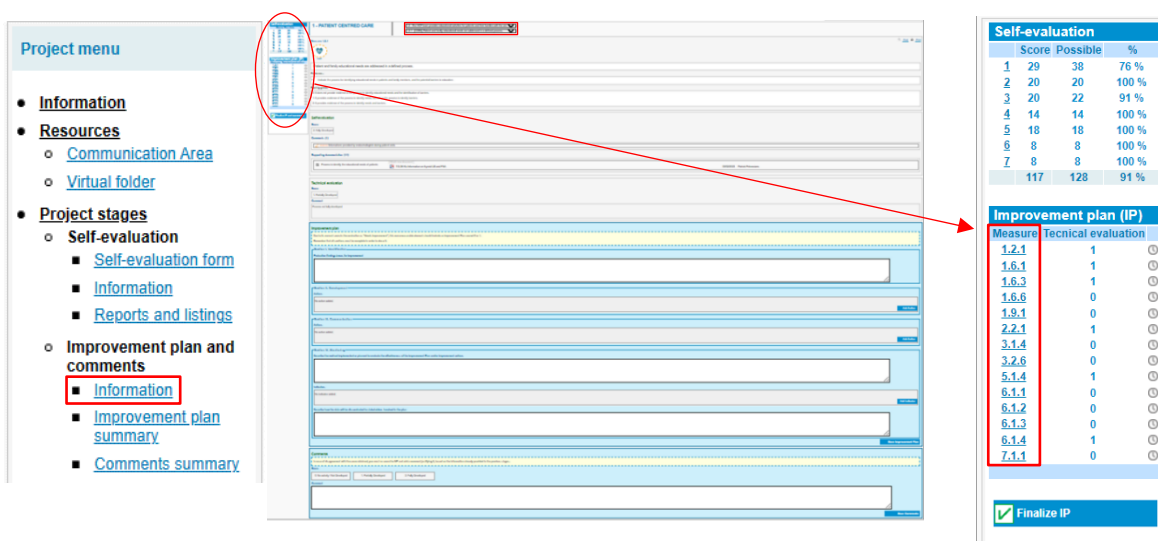
Comments closed

Figure 6. Finalize comments screen

4. Improvement Plan (IP)

4.1. Information

To include the Improvement Plan (IP) per each core Measurable Element scored as 1 or 0, please access the project menu. From here, press *Information* which takes you to a new page where you can include the IP on each ME. With the selection combos in the upper area, you can navigate between the different MEs, as shown in Figure 7, or scroll through the links of the core Measurable Element scored as 1 or 0 that are summarized on the left side of the screen, for an easy navigation.



Self-evaluation

	Score	Possible	%
1	29	38	76 %
2	20	20	100 %
3	20	22	91 %
4	14	14	100 %
5	18	18	100 %
6	8	8	100 %
7	8	8	100 %
Total	117	128	91 %


Improvement plan (IP)

Measure	Technical evaluation	
1.2.1	1	⊖
1.6.1	1	⊖
1.6.3	1	⊖
1.6.6	0	⊖
1.9.1	0	⊖
2.2.1	1	⊖
3.1.4	0	⊖
3.2.6	0	⊖
5.1.4	1	⊖
6.1.1	0	⊖
6.1.2	0	⊖
6.1.3	0	⊖
6.1.4	1	⊖
7.1.1	0	⊖

☒ Finalize IP

Figure 7. Project menu and display

Take into account that the *Improvement Plan* section will not be available for any ME if the final result is “Satisfactory”.

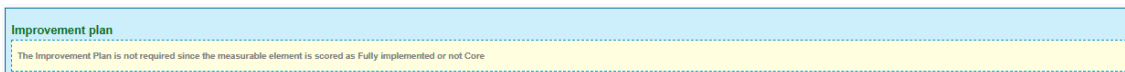


Improvement plan

As the Evaluation Result has been SATISFACTORY no improvement plan is needed.

Figure 8. Satisfactory final result

Additionally, if the ME is scored as Fully implemented or it is not a Core ME, the IP will not be available.



Improvement plan

The Improvement Plan is not required since the measurable element is scored as Fully implemented or not Core

Figure 9. ME Fully implemented or not core

4.2. Template

A detailed description of the IP with the action(s) that will be implemented to improve the compliance with the ME's requirement should be elaborated.

The description of the improvement plan consists of 4 sections. All sections must be completed in the template for every ME that requires an IP.

These sections have been created following the template on page 147 of the Technical Toolbox.

Improvement plan template

SECTION I: Identification		
Measurable element		
Criterion		
Area		
Evaluation findings/areas for improvement:		
SECTION II: Development		
Planned actions and areas for implementation (what and where)	Responsible (who) (Name and title)	Completion date (when)
SECTION III: Communication		
Education or notification items and intended subjects of the communication	Responsible (who) (Name and title)	Completion date (when)
SECTION IV: Monitoring		
Describe the method implemented or planned to evaluate the effectiveness of the Improvement Plan and/or improvement actions.		
Include the performance indicators that will be used to assess compliance with the plan and how often the compliance assessment will be made.		
Indicate the expected result of compliance.		
Indicate the expected reporting period.		
Describe how the data will be disseminated to stakeholders involved in the plan.		

Figure 10. Improvement plan template Technical Toolbox

1. Section I: Identification of the measurable element

Include those findings or areas for improvement highlighted by the evaluation team.

Improvement plan

Due to its current score in the evaluation as "Needs Improvement", this core measurable element should include an Improvement Plan scored 0 or 1.
Remember that all sections must be complete in order to close it.

Section I: Identification

Evaluation findings/areas for improvement

Figure 11. Identification of the measurable element

2. Section II: Plan development

The basic elements of the improvement plan should be described in detail:

- Planned action(s) and area(s) in which they should be implemented
- People who assume responsibility for the different actions and their execution.
- Timetable for the development of the proposed actions

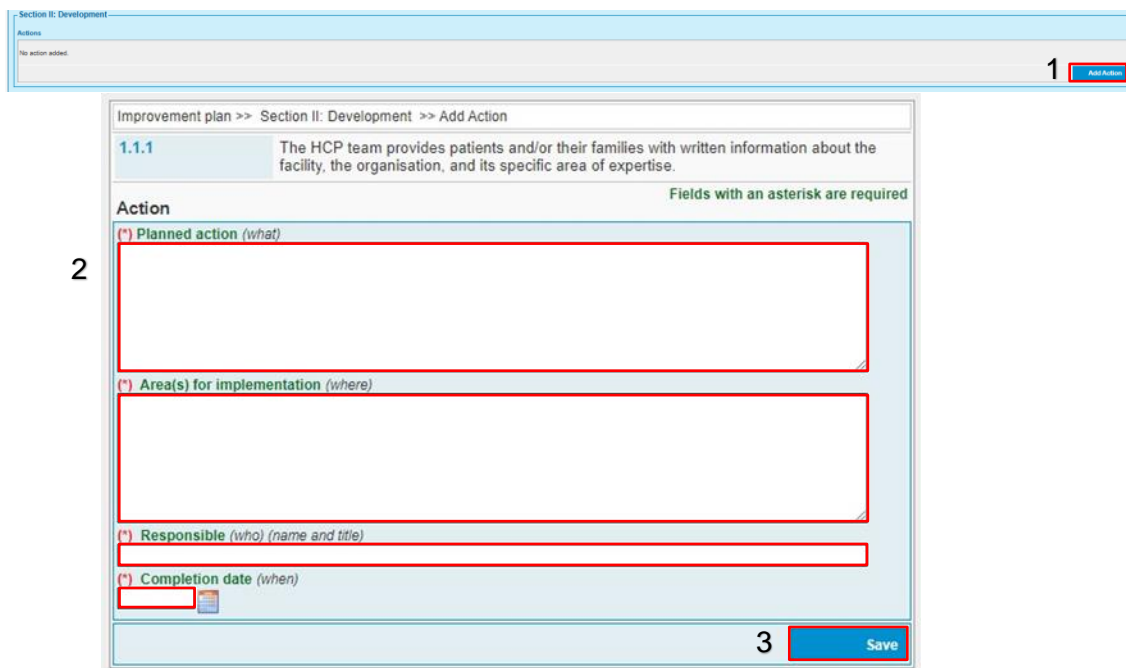


Figure 12. Plan development

3. Section III: Communication/ Education

Description of the communication/education plan to inform/train the professionals, patients or institutions affected by the different actions of the improvement plan for the full implementation of the process.

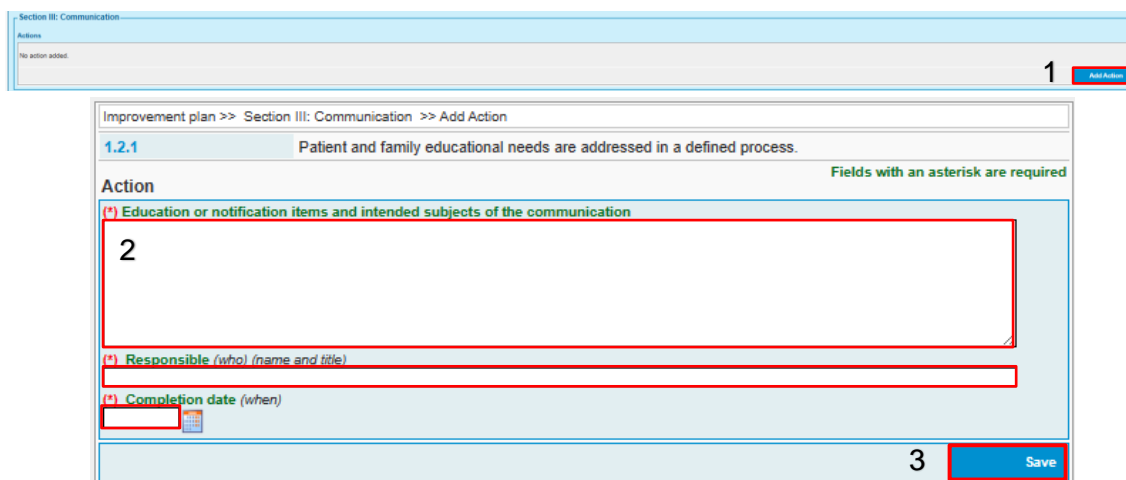
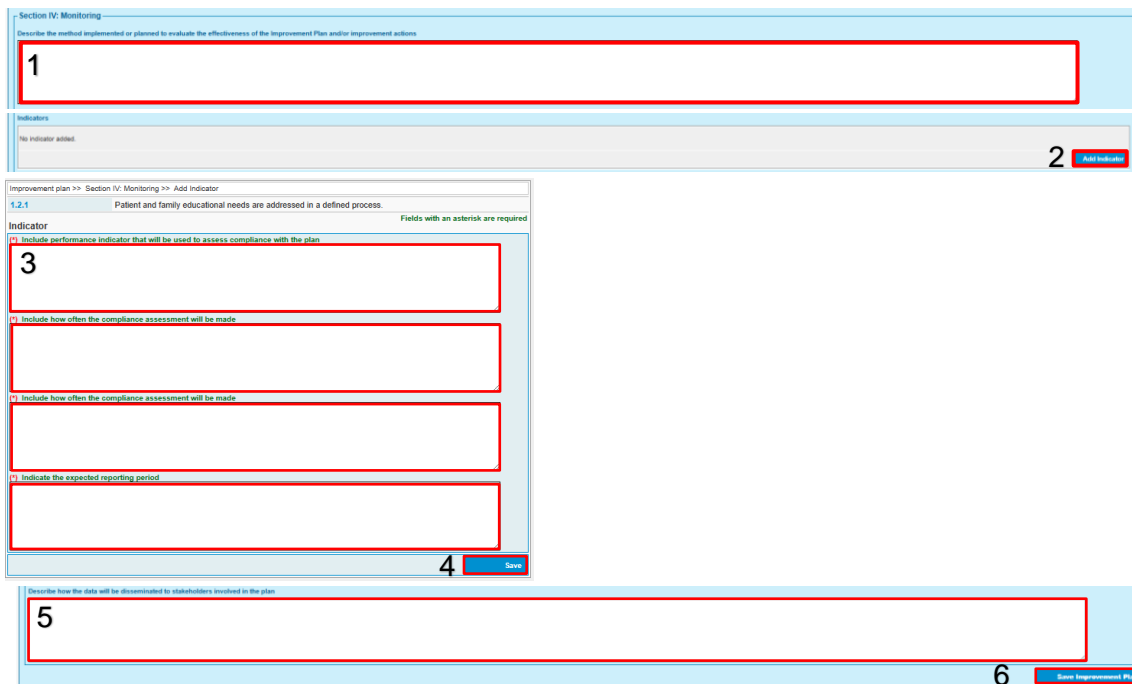


Figure 13. Communication/ Education

4. Section IV: Monitoring

Description of how the plan will be monitored and how its effectiveness will be evaluated in relation to the expected improvement, indicating which indicators will be used.

This section should also indicate the date on which the monitoring reports and final results will be presented, what are the expected results of compliance as well as the mechanism for communicating these results to the professionals, patients and institutions involved in the improvement plan.



The screenshot shows the 'Section IV: Monitoring' interface. It includes a large text box for description (1), an 'Add Indicator' button (2), a form for adding a new indicator (3) with fields for indicator name, frequency, and reporting period, a 'Save' button (4), another large text box for data dissemination (5), and a 'Save Improvement Plan' button (6).

Figure 14. Monitoring

The **"Save Improvement Plan"** button at the end of the page saves the contents of the IP for this ME, without the need to fill it in completely at once. Once the IP has been saved, two new buttons appear in the lower area, as shown in Figure 15.

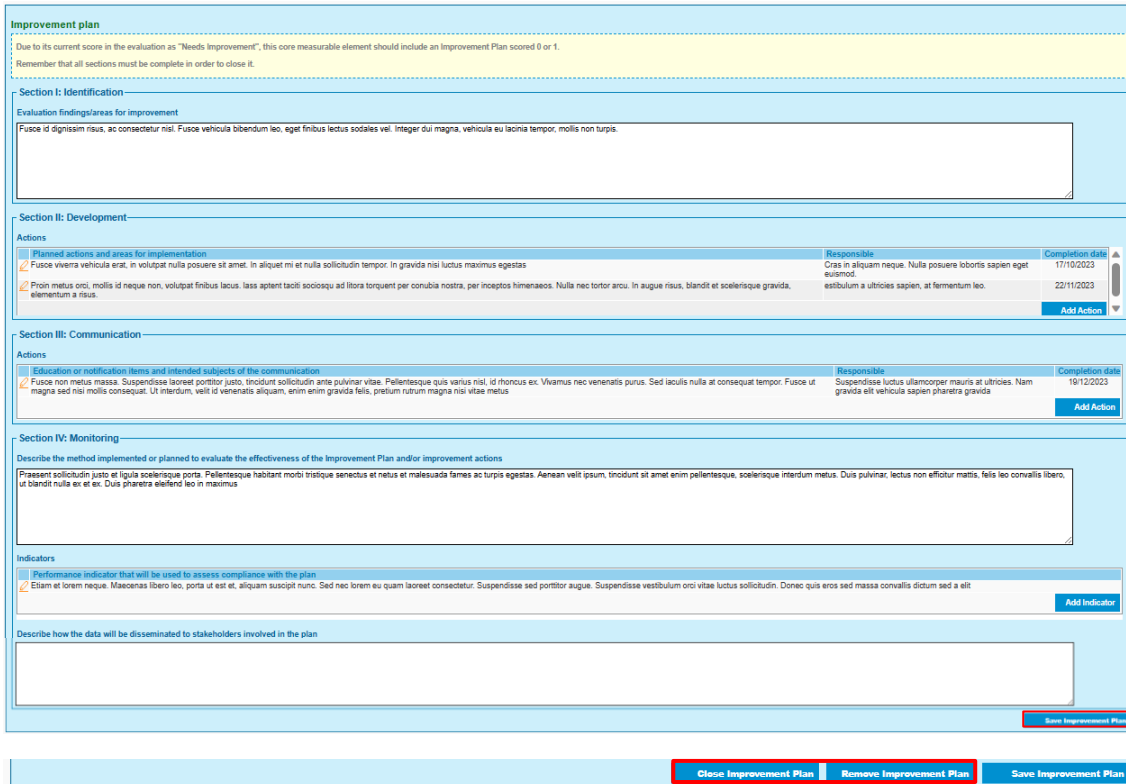


Figure 15. Button selection

The **"Remove Improvement Plan"** button removes all recorded contents of the ME.

The **"Close Improvement Plan"** button finalises the IP of the ME. In order to be able to click on this button, all the sections of the ME must be completed (all the fields of the form must be completed and at least one action must have been recorded in "Section II: Development", the action(s) in "Section III: Communication" and the indicator(s) in "Section IV: Monitoring"). If this is not the case, you will not be allowed to close the IP, and a Pop-up window will appear.

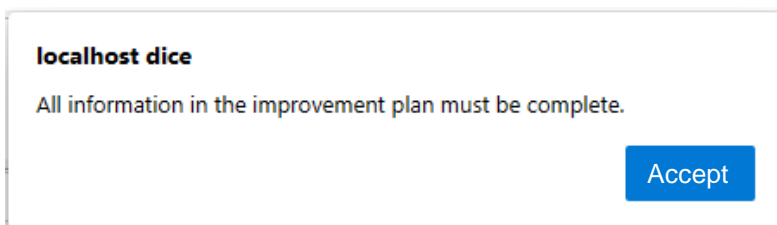


Figure 16. Pop-up window

If the "Close Improvement Plan" button is pressed, the information recorded in the IP of the ME will be displayed in read-only mode and will not be modified unless the new **"Re-Open Improvement Plan"** is pressed:

Improvement plan

Due to its current score in the evaluation as "Needs Improvement", this core measurable element should include an Improvement Plan scored 8 or 1.

Section I: Identification

Evaluation findings/areas for improvement

Quisque venenatis, dolor nec fermentum consectetur, mi quam fringilla lectus, in pellentesque eros nisl imperdiet lectus. Vivamus eu finibus eros. Nulla enim augue, morous a fringilla vel, varius id orci. Donec vulputate orci vel lacetum rutrum. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur sed lectum mattis enim sed posuere. Nunc hendrerit augue vel diam mattis, non finibus nulla pulvinar.

Section II: Development

Actions

Planned actions	Analysis for implementation	Responsible	Completion date
<ul style="list-style-type: none"> 1. Sed faucibus lorem eget turpis ultricies vestibulum. Nullam et fringilla leo. Duis feugiat ut tellus vitae pellentesque. 2. Nulla elit nunc ligula orci, nec ante ipsum malesuada vestibulum in. 	<ul style="list-style-type: none"> 1. Cras et purus eget eros ullamcorper pretium eu eu. In hend habi tatesse praetia dictumet. Quisque venenatis, nisl semper lacetum hendrerit, erat lectus dictum vel, quis fringilla nisl mi sed purus. Interdum et malesuada fames ac ante ipsum prima in faucibus. 	<ul style="list-style-type: none"> 1. Suscipit nunc ac bibendum justo. Donec lectus orci, tempus nisl risus interdum. 	01/08/2023

Section III: Communication

Actions

Education or configuration items and intended subjects of the communication	Responsible	Completion date
<ul style="list-style-type: none"> 1. Cras aptent tacit sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Nullam ac purus quis purus auctor dictum et et quam. 	<ul style="list-style-type: none"> 1. Ut feugiat pretium lorem, non ultricies elit autem sed. Nulla quis maque interdum ante sodor nunc sagittis sed in toror. 	05/08/2023

Section IV: Monitoring

Describe the method implemented or planned to evaluate the effectiveness of the Improvement Plan and/or improvement actions

Vivamus ut sapien et nunc consectetur malesuada eu a eros. Vestibulum ante ipsum prima in faucibus orci luctus et ultrices posuere cubilia curae. Duis volutpat sapien vel nulla inodunt convalis. Praesent mauris enim, efficitur eu consectetur vel, consectetur ac libero. Sed cursus hendrerit purus ac pharetra. Nulla massa mi, posuere ac purus a, ornare finibus laous. Pellentesque vulputate sit amet metus at molestie.

Indicators

Performance indicator that will be used to assess compliance with the plan

- 1. Nunc eget imperdiet diam, ut congue sapien. Vivamus sagittis vitae tortor et pulvinar. Sed pellentesque laous a nisl faucibus, in fringilla eros auctor. Integer quis magna pulvinar, laconia fela non, pulvinar metus.

Describe how the data will be disseminated to stakeholders involved in the plan

Nunc et pulvinar ligula, sed inodunt nibh. Quisque nunc diam, faucibus eu fela sit amet, faucibus lacetum neque. Sed molestie ex in lectus rutrum, non pretium eros consectetur. Etiam conmodo, quam nec elementum faucibus, eros tellus lacetum est, sit amet sodor nunc risus elit sed velit. Fusce consectetur pellentesque orci in volutpat. Cras ornare porta maximus. Sed condisperum dolor ac metus tempus, ac pharetra sere varius. Aenean dapibus, magna nec faucibus aliquam, magna nulla interdum maque, nec pulvinar lorem mi inodunt purus. Integer blandit urna tellus, ut gravida turpis elementum pharetra. Quisque id rutrum purus. Quisque vel ornare diam, sed lacetum odio. Aliquam dictum aliquet lorem, vel consectetur elit mattis quis. Curabitur ultricies, nulla vel facilisis tempus, libero turpis sodor nunc diam, ut molestie ipsum eros posuere velit. Nam eget purus ullamcorper, dapibus diam id, mattis nibh. Nunc mattis dui malesuada dapibus mattis. Vivamus quis laoula nulla.

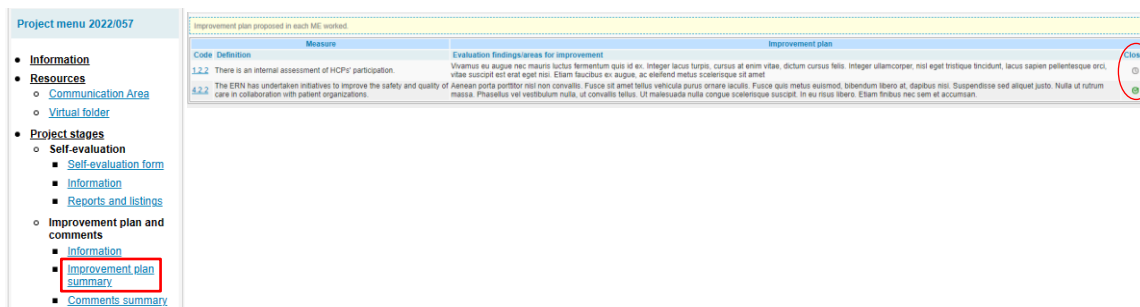
Re-Open Improvement Plan

Figure 17. Re-open button

4.3. Improvement plan Summary

The other link, *Improvement plan summary*, will open up a new page listing the MEs to be included in the improvement plan.

On the "closed" column, on the right, you will be able to monitor which IP have been completed (in green) and which ones are still pending (in gray). Note that the improvement plan cannot be submitted until all items in this column are green.

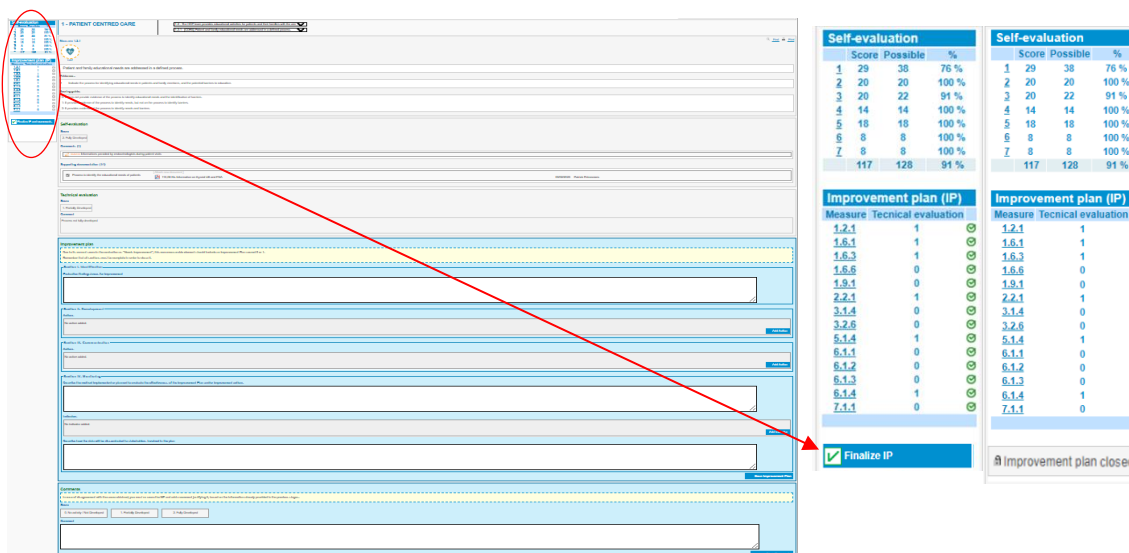


Code	Definition	Measure	Evaluation findings/areas for improvement	Improvement plan
1.2.2	There is an internal assessment of HCPs' participation.		Vivamus eu augue nec mauris luctus fermentum quis id ex. Integer lectus turpis, cursus at enim vitae, dictum cursus felis. Integer ullamcorper, nisi eget tristique tristique, lacus sapien pellentesque orci, vitae suscipit est etiam eget nisi. Etiam faucibus eu augue, ac euismod metus scelerisque id amet.	
4.2.2	The ERN has undertaken initiatives to improve the safety and quality of Aenean porta porttitor nisi non convallis. Fusce ut amet tellus vehicula purus ornare lacus. Fusce quis metus euismod, bibendum libero at, dapibus nisi. Suspendisse sed aliquet justo. Nulla ut rutrum massa. Phasellus vel vestibulum nulla, ut convallis tellus. Ut mauris nulla congue scelerisque suscipit. In eu risus libero. Etiam finibus nec sem et accumsan.			

Figure 18. Improvement plan summary

4.4. Finalize IP

Once the IP section per all required ME have been registered, the process will be completed by clicking on the *"Finalize IP"* button in the left, Figure 19. Once pressed, it will disappear and will therefore no longer be possible to modify the information.



Measure	Technical evaluation
1.2.1	1
1.6.1	1
1.6.3	1
1.6.6	0
1.9.1	0
2.2.1	1
3.1.4	0
3.2.6	0
5.1.4	1
6.1.1	0
6.1.2	0
6.1.3	0
6.1.4	1
7.1.1	0

☒ Finalize IP

Improvement plan closed

Figure 19. Finalize IP