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Patient Guidance Service (PGS), safety and healthcare record information reuse
Combination of CP & CSA



DECIPHERPCP

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1 Executive summary

This document will present the results of the evaluation conducted by end users involved in the testing of proposals that reached Phase 3 of DECIPHER PCP project. As for previous stages, end users were invited to test the solutions. Differently from the past, solution developers were allowed to define some aspects of the testing environment, as to design the best conditions for patients to test their solution. Testing was conducted during a period of 15 days, using either the participants' own device or a device provided by the developer. In any case, no real names and personal health data were used during the testing, as to protect the participants' anonymity.

For each proposal, a report containing the assessment conducted by associated patients according to Phase 3 specific evaluation framework was produced and sent to the Monitoring Teams. Teams benefited from end-users feedback as part of the information they used for generating their own evaluation presented in the Monitoring Outcome Reports.

2 Patient reported assessment in DECIPHER PCP

In order to include end users' perspective from DECIPHER PCP early stages of development, a group of potential users (patients and physicians) was selected from Phase 1 to Phase 3 by Procuring Authorities. Each end user was introduced to one or more proposal (association between patients and proposals was made up by random lottery) and asked to use the associated proposal in a laboratory setting, via the supervision of a facilitator/expert. These was aimed at extracting end users feedback on proposals through semi-structured interview, in order to provide information that can be useful for assessing proposals' commercial feasibility by the Monitoring Teams.

End users went through semi-structured interviews, which were managed by a facilitator and an observer.

Interviews were structured as following:

- first, the supervisor introduced the proposal to the end user and ;
- second, the supervisor asked the potential user to answer a questionnaire,
- finally, the supervisor asked the user to provide more information regarding the use experience.

Participants were selected by procuring entities. The single selection criteria adopted was that they were all familiar with recent technologies, especially smartphones and portable devices (tablet, portable computer, etc...). Information extracted from this process was sent to Monitoring Teams in order to provide additional information for assessing proposals' commercial feasibility.

3 Phase 3 end user assessment

In Phase 3 the management of end user testing was conducted simultaneously between 2nd and 15th of February 2017 in each Procuring Entity's city: Barcelona (ESP), Florence (IT), Manchester (UK). For Phase 3 only patients were selected, therefore no professional was involved.

At this stage, procurers were asked to decide between a series of options available for the definition of the most suitable testing environment for the solution proposed. Alternatives between which they had to select were:

- providing to each participant a device on which to test the solution, owned by the developer itself; or allow participant to download the solution and install it on their own device, for example a smartphone;
- providing to participant a face-to-face introduction of the proposal or providing a downloadable manual guide;

From this framework, each provider adopted a specific combination of alternative, making each testing environment different from the other

Each proposal was associated through random lottery: i) to a group of patient identified by a procuring Entity; ii) a Monitoring Team.

In total, 17 end users were enrolled. The results of their assessment are presented in the Annex.

4 Phase 3 questionnaire for end user assessment

The questionnaire adopted for end user evaluation of proposals that made it to DECIPHER PCPC Phase 3 was the most complete of the three versions used during the project. This because proposal development allowed for a higher level of interaction with the users.

The questionnaire included 4 different dimensions: Learnability, Efficiency, Users support; Satisfaction/User experience. Participants were asked to assess each item using a Likert scale. Below the complete list of items of Phase 3 end user assessment questionnaire.

– Learnability:

- The service provide clarity of wording
- The service's data grouping method and information visualization is clear
- It is easy to learn to use the service
- I quickly became skilful with it
- The service uses a simple and natural dialoguing approach

– Efficiency:

- The service presents information in logical order
- The sequence of screens is clear
- Navigation tools (menu, labels, cursors) are consistent
- When using the service, it is easy to return to previous tasks
- It is easy to remember how to perform tasks through the service
- The service will help me in being more effective in following my treatment
- The service will help me in better controlling my health status
- The service meets my needs
- The service offers the possibility to set preferences
- The service has a flexible data entry design

– Users support

- The service provides timely feedback about all processes
 - The service helps the user in getting out of an undesirable state easily
 - The service provide the user with the possibility to send feedback
 - I can recover from mistakes quickly and easily
 - The service diagnoses the source and cause of a problem and suggests a solution
 - The service offers an effective package of customer support tools (e.g., websites, tutorials, Question & Answer support, offline help tools, user manual)
 - The support package allows for an easy identification of solutions for problems that arise in the usage
- Satisfaction/User experience:
- The service offers a easy and constant access to the health records I need to consult for monitoring my treatment/patients
 - The service is pleasant to use
 - The service works the way I want it to work
 - The service is satisfying
 - The service meets my needs
 - The service is useful
 - I would recommend the service to a friend

5. Phase 3 questionnaire for end user assessment

Propieties	e-results	Gnomom	NextStage
Learnability			
The service provide clarity of wording	6.0	5.5	5.0
The service's data grouping method and information visualization is clear	6.0	6.0	4.2
It is easy to learn to use the service	6.0	5.5	3.5
I quickly became skilful with it	6.0	6.0	2.7
The service uses a simple and natural dialoguing approach	6.0	5,5	3.0
Efficiency			
The service presents information in logical order	6.0	6.0	4.2
The sequence of screens is clear	6.0	5.5	3.5
Navigation tools (menu, labels, cursors) are consistent	6.0	6.0	4.0
The service offers the possibility to set preferences	6.5	6.0	3.0
The service has a flexible data entry desing	6.0	6.0	2.5
When using the service, it is easy to return to previous tasks	6.0	5.5	3.5
It is easy to remember how to perform tasks through the service	6.0	6.0	4.6
The service will help me in being more effective in following my treatment	5.5	6.5	3.7
The service will help me in better controlling my health status	6.0	6.5	3.0
The service meets my needs	6.0	6.5	3.2
Users support			
The service provides timely feedback about all processes	6.0	6.0	3.5
The service helps the user in getting out of an undesirable state easily	5.5	5.5	3.6
The service provide the user with the possibility to send feedback	6.0	5.5	3.6
I can recover from mistakes quickly and easily	6.0	5	3.0
The service diagnoses the source and cause of a problem and suggests a solution	6.0	4.5	3.7
The service offers an effective package of customer support tools (e.g., websites, tutorials, Question & Answer support, offline help tools, user manual)	6.0	4.5	4.2
The support package allows for an easy identification of solutions for problems that arise in the usage	5.5	5.5	3.7
Satisfaction/User experience			
The service offers a easy and constant access to the health records I need to consult for monitoring my treatment/patients	5.5	5.5	3.2
The service is pleasant to use	6.0	6.0	4.2
The service works the way I want it to work	6.5	6.0	4.2
The service is satisfying	6.5	6.0	3.0
The service meets my needs	6.0	6.0	3.0
The service is useful	6.5	6.0	3.0
I would recommend the service to a friend	6.5	6.0	4.0

5 Annex

EResults End Users feedback:

17/2/2017

DECIPHER: Sondaggio end user – Phase 3- Google Forms

vincenzo.alberto.vella@gmail.com

[Edit this form](#)

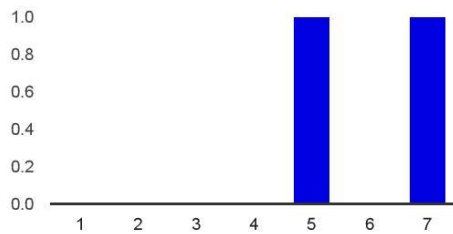
2 responses

[Publish analytics](#)

Summary

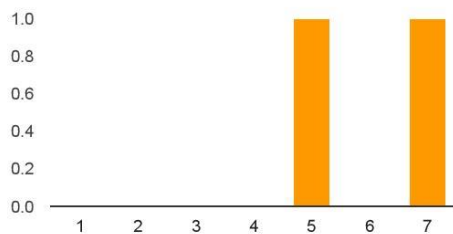
apprendibilità:

Il servizio utilizza una terminologia chiara e facilmente comprensibile



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Totalmente d'accordo:	7	1	50%

Il sistema di visualizzazione dei dati e delle informazioni è chiaro e di facile comprensione



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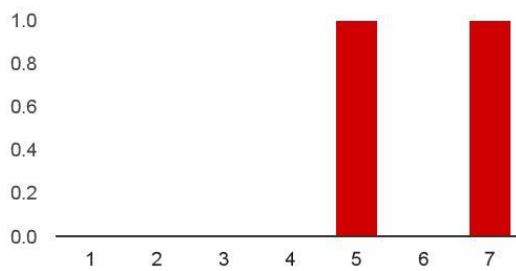
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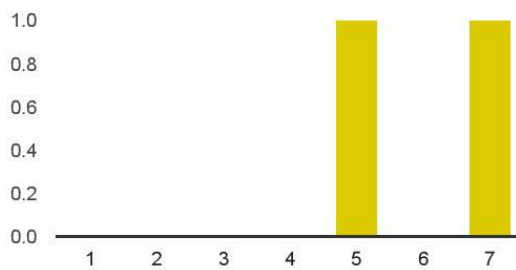
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È facile imparare come e usare il servizio



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Totalmente d'accordo: 7	1	50%

In breve tempo, ho imparato a diventare indipendente nell'uso del servizio



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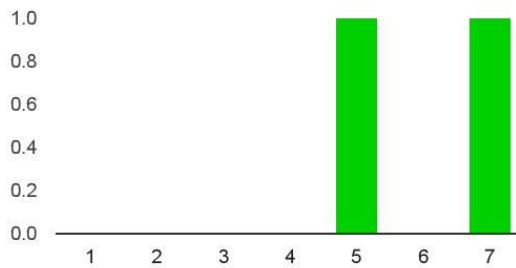
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DECIPHER: Sondaggio end user – Phase 3 - Google Forms

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Totalmente d'accordo: 7 1 50%

È facile navigare fra le funzioni del servizio e tornare ad attività precedentemente concluse

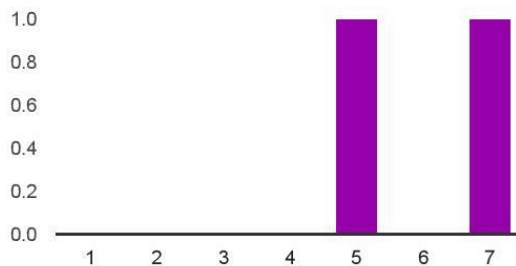


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Efficienza:

Il servizio presenta le informazioni in un ordine logico facilmente comprensibile



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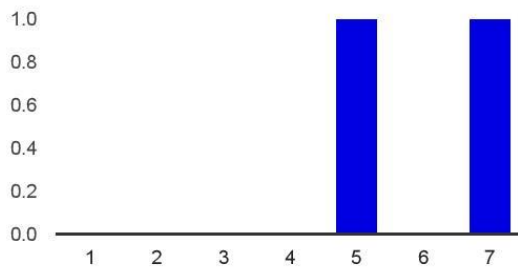
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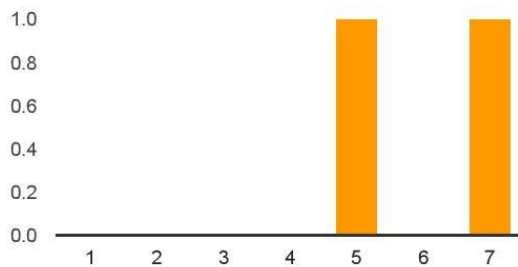
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Totalmente d'accordo:	7	1	50%

La sequenza delle schermate segue una logica facile da comprendere



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Totalmente d'accordo:	7	1	50%

Gli strumenti per la navigazione (menú, etichette, cursori, etc.) sono facili da usare e facilmente identificabili.



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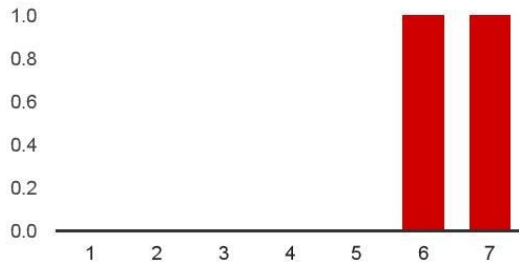
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Il servizio offre la possibilità di impostare le preferenze

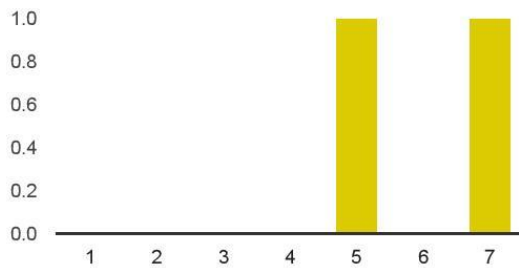


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Totalmente d'accordo: 7 1 50%

Il servizio ha un design intuitivo e flessibile di inserimento dati



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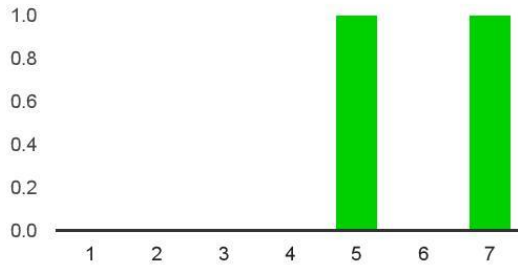
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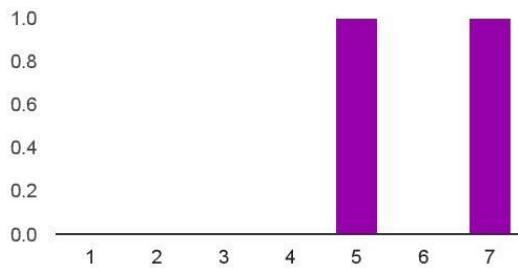
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È facile ritornare ad attività concluse in precedenza



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È facile capire e ricordare come svolgere le attività e utilizzare le funzioni offerte dal prototipo



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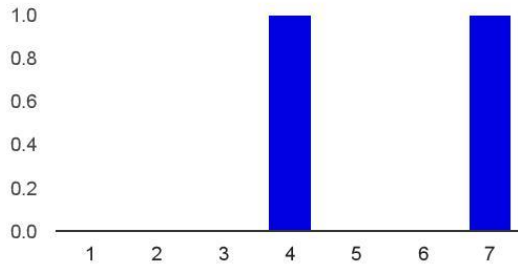
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Totalmente d'accordo: 7 1 50%

Il servizio mi aiuterà ad essere più efficace nel seguire il mio trattamento



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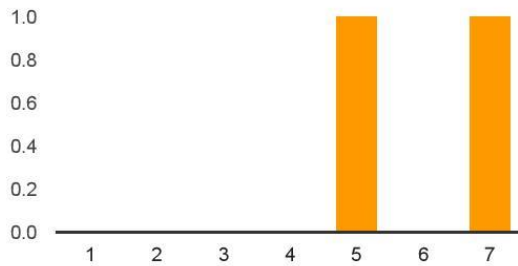
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Il servizio mi aiuterà a controllare meglio il mio stato di salute



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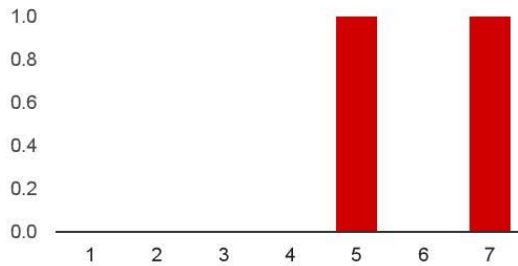
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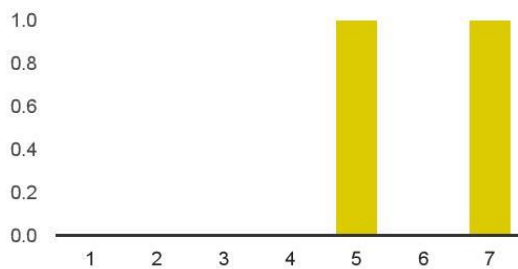
Il servizio soddisfa le mie esigenze



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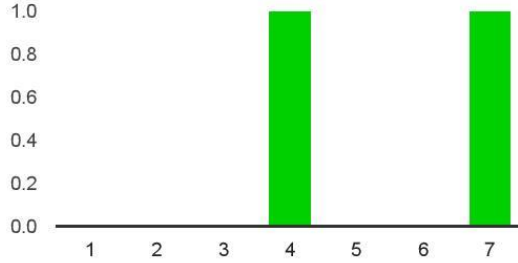
supportare gli utenti

Il servizio offre un sistema di supporto e feedback che aiuta l'utente in maniera efficiente.



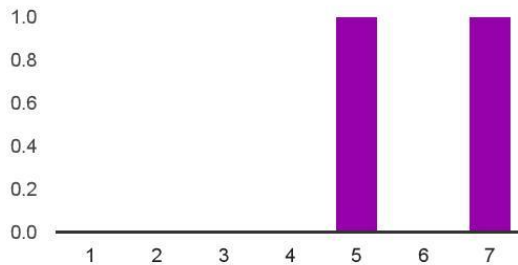
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Totalmente d'accordo:	7	1	50%

Il servizio aiuta l'utente ad risolvere facilmente situazioni indesiderate



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Totalmente d'accordo:	7	1	50%

Il servizio offre all'utente la possibilità di di inviare un feedback

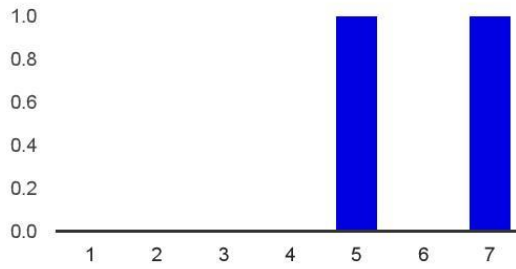


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Totalmente d'accordo:	7	1	50%

Posso uscire da una situazione di errore in maniera facile e veloce

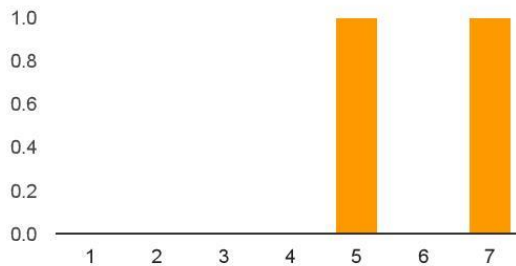
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Totalmente d'accordo:	7	1	50%

Il servizio offre un sistema di diagnosi della fonte e causa di un problema e suggerisce una soluzione

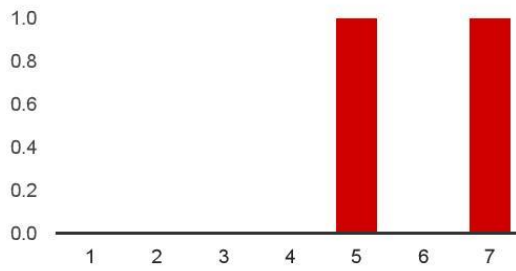


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	5	1	50%
	6	0	0%
Totalmente d'accordo:	7	1	50%

Il servizio offre un pacchetto efficace di strumenti di supporto del cliente (ad esempio, tutorial, supporto Domanda e risposta, in linea di aiuto attrezzi, manuale utente)

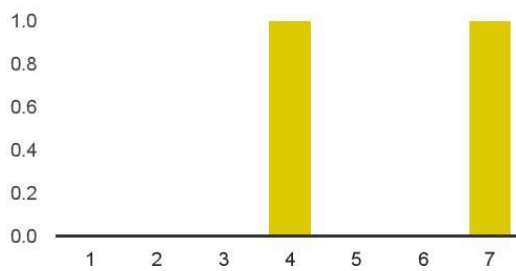
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DECIPHER: Sondaggio end user – Phase 3 - Google Forms



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Totalmente d'accordo:	7	1	50%

Il pacchetto di supporto permette una facile identificazione di soluzioni per i problemi che sorgono in uso



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	4	1	50%
	5	0	0%
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Totalmente d'accordo:	7	1	50%

Soddisfazione / esperienza utente

Il servizio offre un accesso agevole e costante alle informazioni sanitarie che

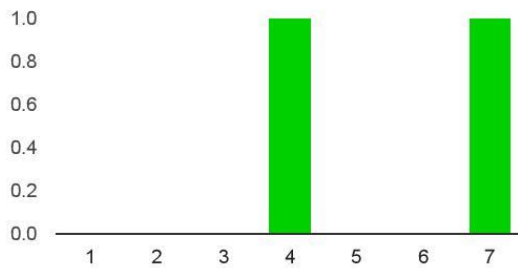
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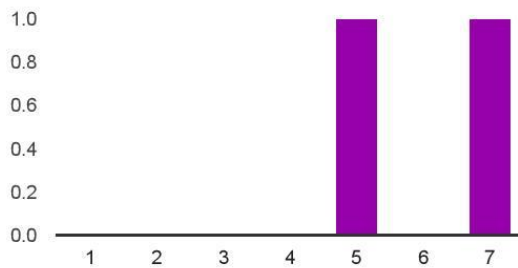
DECIPHER: Sondaggio end user – Phase 3 - Google Forms

ho bisogno di consultare per monitorare il mio trattamento



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	4	1	50%
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	6	0	0%
Totalmente d'accordo:	7	1	50%

Il servizio è piacevole da usare



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	5	1	50%
	6	0	0%
Totalmente d'accordo:	7	1	50%

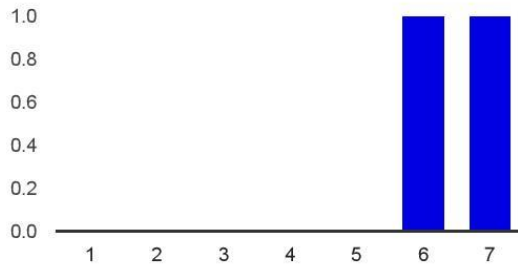
Il servizio ha una logica di funzionamento che risponde alle mie preferenze

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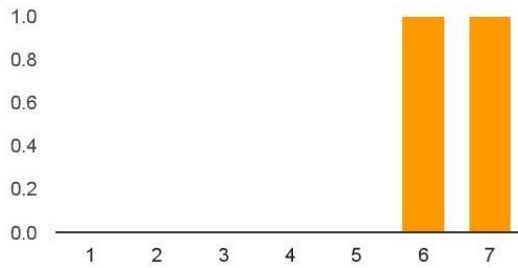
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DECIPHER: Sondaggio end user – Phase 3 - Google Forms



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	3	0	0%
	4	0	0%
	5	0	0%
	6	1	50%
Totalmente d'accordo:	7	1	50%

Il servizio è soddisfacente

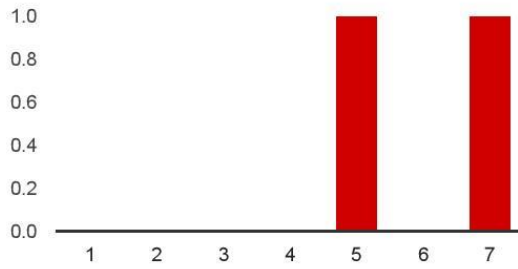


Per niente d'accordo:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	1	50%
Totalmente d'accordo:	7	1	50%

Il servizio soddisfa le mie esigenze

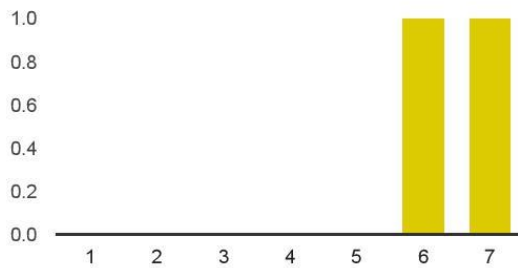
17/2/2017

DECIPHER: Sondaggio end user – Phase 3 - Google Forms



4	0	0%
5	1	50%
6	0	0%
Totalmente d'accordo: 7	1	50%

Il servizio è utile

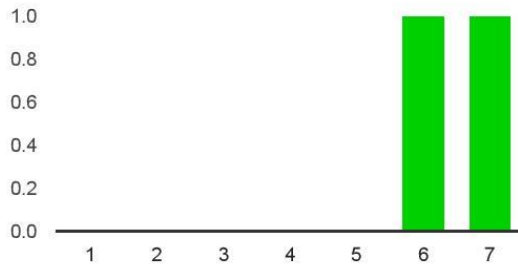


Per niente d'accordo: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	1	50%
Totalmente d'accordo: 7	1	50%

Raccomanderei l'uso del servizio ad un amico

17/2/2017

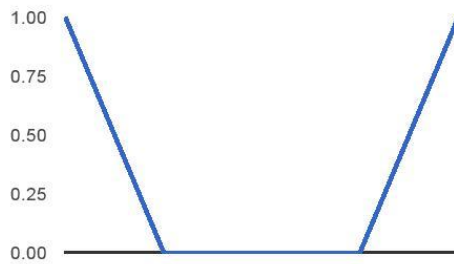
DECIPHER: Sondaggio end user – Phase 3 - Google Forms



Totalmente d'accordo: 7 1 50%

[Image]

Number of daily responses



Gnomon End Users Feedback:

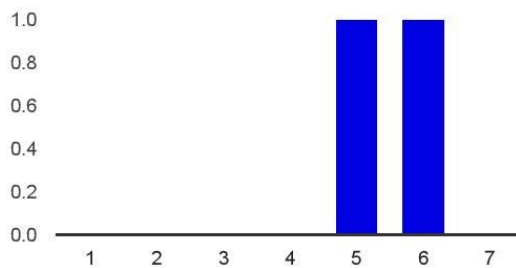
2 responses

[Publish analytics](#)

Summary

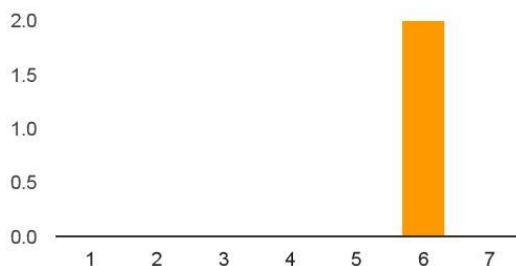
Facilitat d'aprenentatge:

El servei utilitza un llenguatge clar i de fàcil comprensió



Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	1	50%
	6	1	50%
Completament d'acord:	7	0	0%

El sistema de visualització de dades i de la informació és clara i fàcil d'entendre

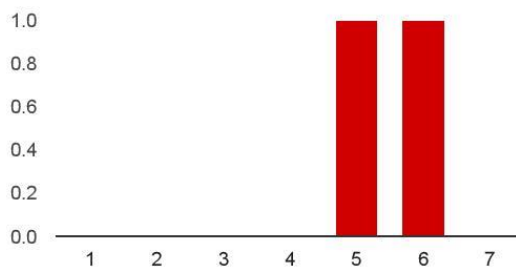


17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms

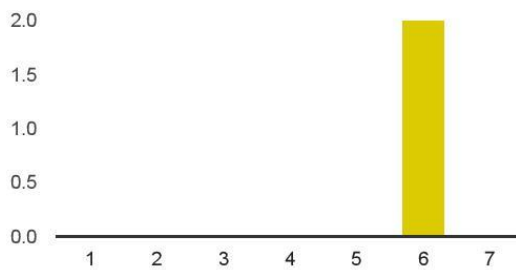
Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	2	100%
Completament d'acord:	7	0	0%

És fàcil aprendre a utilitzar el servei



Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	1	50%
	6	1	50%
Completament d'acord:	7	0	0%

En poc temps, he après a ser independent en l'ús del servei



Completament en desacord:	1	0	0%
---------------------------	---	---	----

https://docs.google.com/forms/d/1WBUBxcrPs888IX8hCeetaZYa5J_bK4BwTGbX29JrZbo/viewanalytics

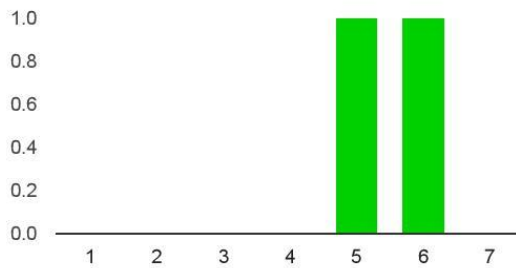
2/15

17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms

2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	2	100%
Completament d'acord: 7	0	0%

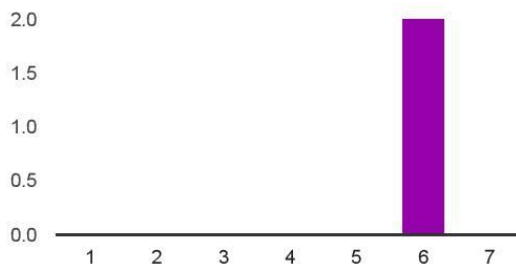
És fàcil de navegar a través de les funcions del servei i tornar a les funcions anteriors



Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	50%
6	1	50%
Completament d'acord: 7	0	0%

Eficiència:

El servei presenta la informació en un ordre lògic de fàcil comprensió

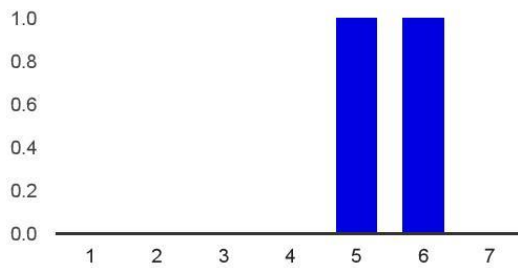


17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms

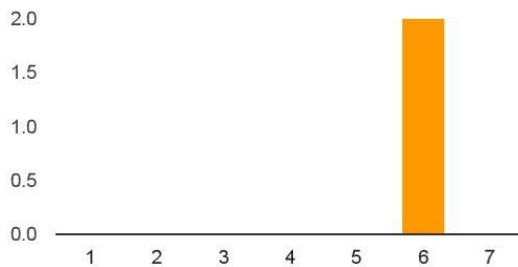
Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	2	100%
Completament d'acord: 7	0	0%

La seqüència de pantalles segueix una lògica senzilla d'entendre



Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	50%
6	1	50%
Completament d'acord: 7	0	0%

Les eines de navegació (menús, etiquetes, barres de desplaçament, etc.) són fàcils d'usar i s'identifiquen fàcilment.



Completament en desacord: 1	0	0%
2	0	0%

https://docs.google.com/forms/d/1WBUBxcrPs888IX8hCeetaZYa5J_bK4BwTGbX29JrZbo/viewanalytics

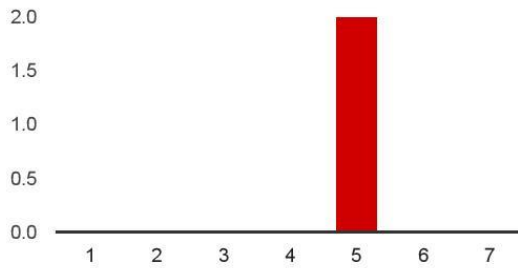
4/15

17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms

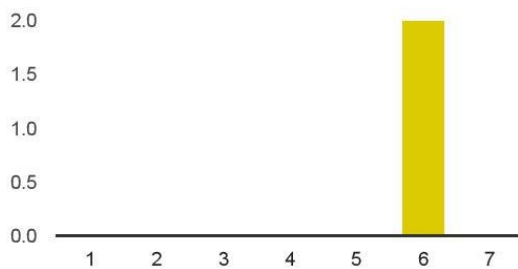
3	0	0%
4	0	0%
5	0	0%
6	2	100%
Completament d'acord: 7	0	0%

El servei ofereix la possibilitat de configurar les preferències



Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	2	100%
6	0	0%
Completament d'acord: 7	0	0%

El disseny de l'entrada de dades de l'aplicació és intuïtiu i flexible



Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%

https://docs.google.com/forms/d/1WBUBxcrPs888IX8hCeetaZYa5J_bK4BwTGbX29JrZbo/viewanalytics

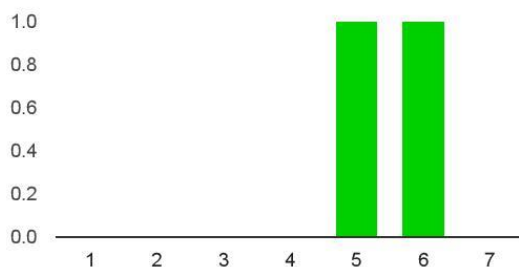
5/15

17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms

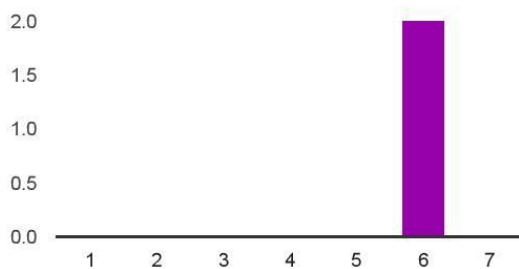
6 2 100%
 Completament d'acord: 7 0 0%

És fàcil tornar a les activitats finalitzades prèviament.



Strongly disagree: 1 0 0%
 2 0 0%
 3 0 0%
 4 0 0%
 5 1 50%
 6 1 50%
 Strongly agree: 7 0 0%

És fàcil d'entendre i recordar com realitzar les activitats i utilitzar les funcions ofertes pel servei

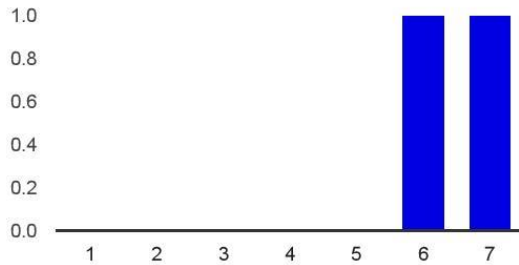


Completament en desacord: 1 0 0%
 2 0 0%
 3 0 0%
 4 0 0%
 5 0 0%
 6 2 100%
 Completament d'acord: 7 0 0%

https://docs.google.com/forms/d/1WBUBxcrPs888IX8hCeetaZYa5J_bK4BwTGbX29JrZbo/viewanalytics

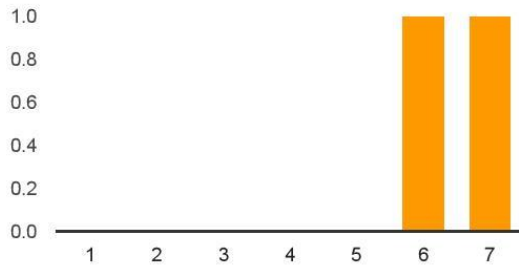
6/15

El servei m'ajudarà a ser més eficaç en el seguiment del meu tractament



Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	1	50%
Completament d'acord:	7	1	50%

El servei m'ajudarà a controlar millor la meva salut



Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	1	50%
Completament d'acord:	7	1	50%

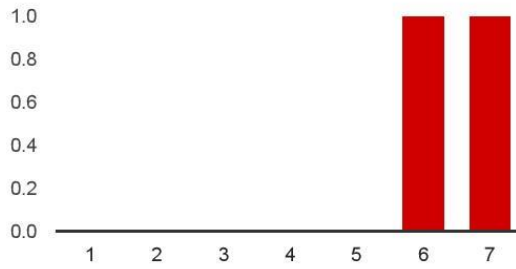
The service meets my needs

https://docs.google.com/forms/d/1WBUBxcrPs888IX8hCeetaZYa5J_bK4BwTGbX29JrZbo/viewanalytics

7/15

17/2/2017

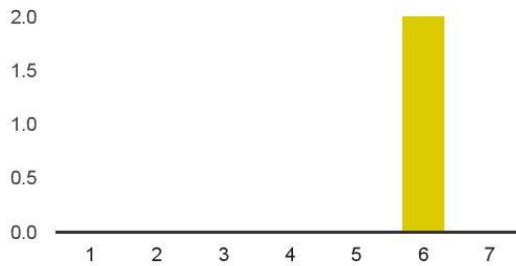
DECIPHER: Cuestionari D'usuari - Google Forms



Strongly disagree: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	1	50%
Strongly agree: 7	1	50%

El suport als usuaris

El servei ofereix un sistema de suport i feedback que ajuda l'usuari de manera eficient.

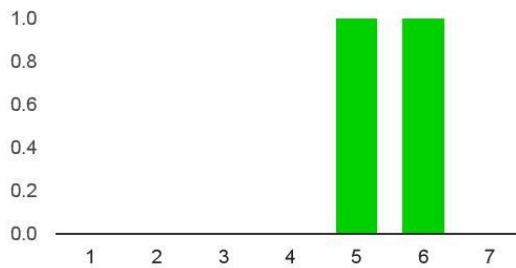


Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	2	100%
Completament d'acord: 7	0	0%

17/2/2017

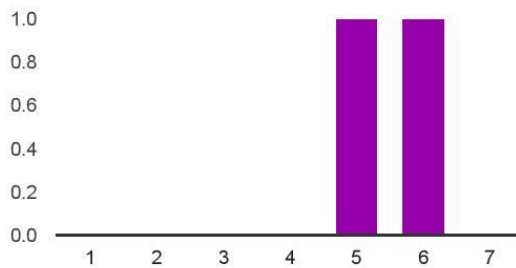
DECIPHER: Cuestionari D'usuari - Google Forms

Els serveis ajuden a l'usuari a resoldre fàcilment situacions no desitjades



Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	50%
6	1	50%
Completament d'acord: 7	0	0%

El servei ofereix als usuaris l'oportunitat d'enviar comentaris

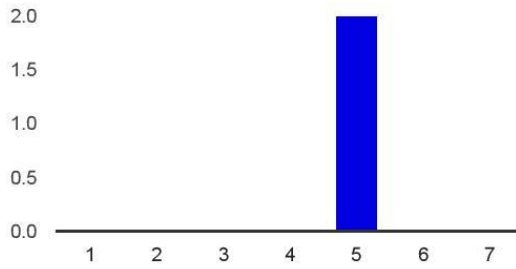


Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	50%
6	1	50%
Completament d'acord: 7	0	0%

Es pot sortir d'una situació d'error d'una manera fàcil i ràpida

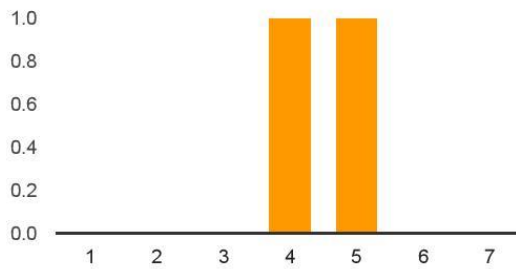
17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms



Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	2	100%
	6	0	0%
Completament d'acord:	7	0	0%

El servei proporciona un sistema de diagnòstic de la font i la causa d'un problema i suggereix una solució

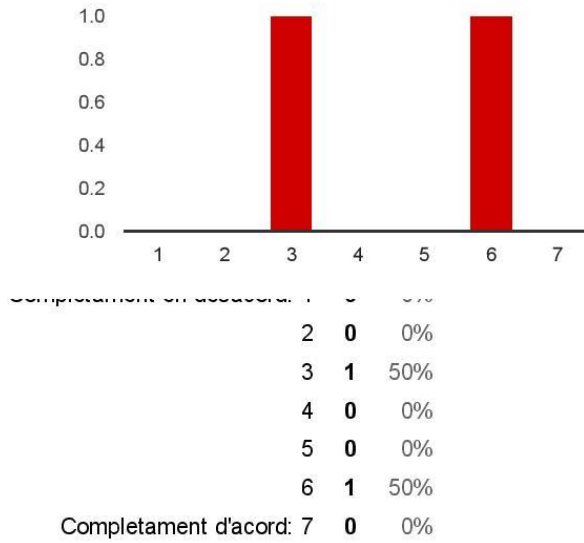


Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	1	50%
	5	1	50%
	6	0	0%
Completament d'acord:	7	0	0%

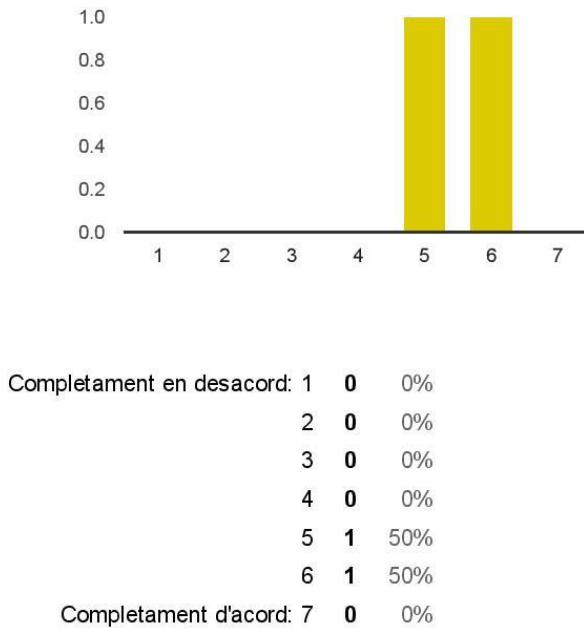
El servei ofereix un paquet eficaç de eines de suport al client (per exemple, tutorials, suport de preguntes i respostes, eines d'ajuda en línia, manual d'usuari)

17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms



El paquet de suport permet una fàcil identificació de solucions als problemes que sorgeixen en l'ús



Satisfacció / experiència de l'usuari

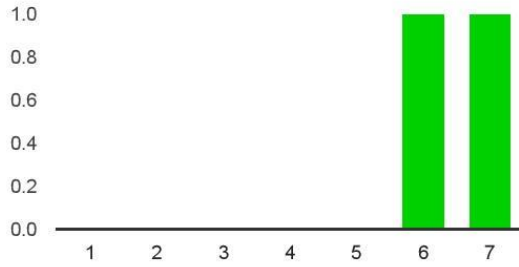
El servei ofereix un accés fàcil a la informació mèdica que necessito per controlar el meu tractament

https://docs.google.com/forms/d/1WBUBxcrPs888IX8hCeetaZYa5J_bK4BwTGbX29JrZbo/viewanalytics

11/15

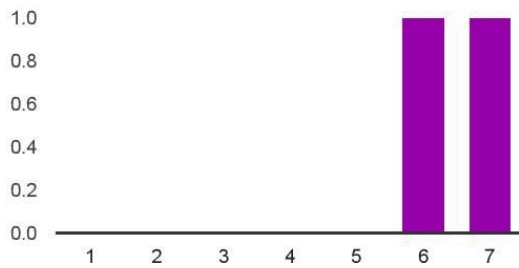
17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms



Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	1	50%
Completament d'acord:	7	1	50%

El servei és agradable d'utilitzar

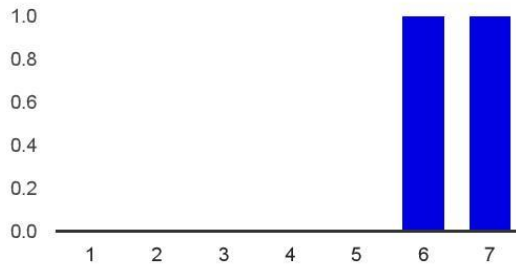


Completament en desacord:	1	0	0%
	2	0	0%
	3	0	0%
	4	0	0%
	5	0	0%
	6	1	50%
Completament d'acord:	7	1	50%

El servei té una lògica de funcionament que respon a les meves preferències

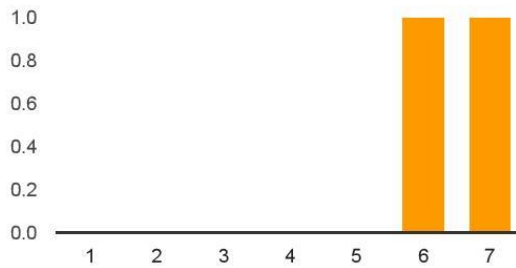
17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms



3	0	0%
4	0	0%
5	0	0%
6	1	50%
Completament d'acord: 7	1	50%

El servei és satisfactori

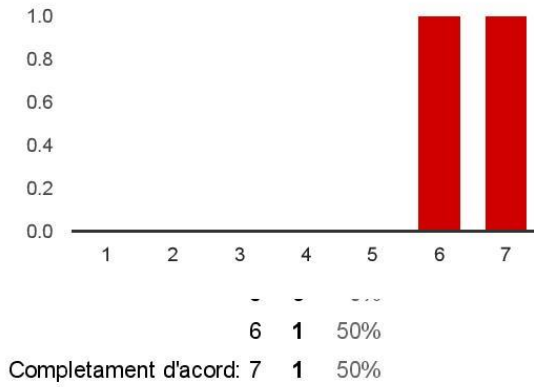


Completament en desacord: 1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	1	50%
Completament d'acord: 7	1	50%

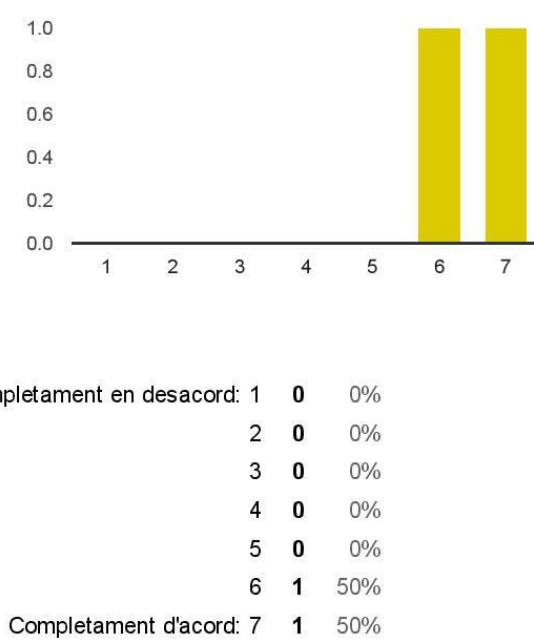
El servei compleix amb les meves necessitats

17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms



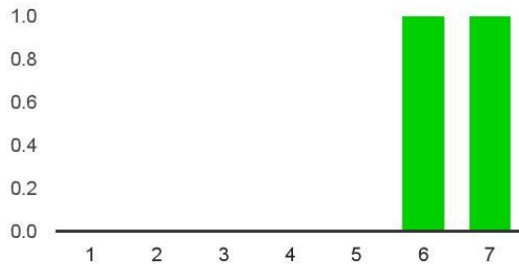
El servei és útil



Recomano l'ús del servei a un amic

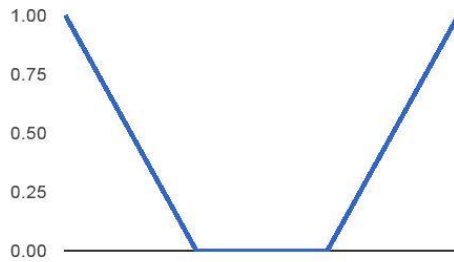
17/2/2017

DECIPHER: Cuestionari D'usuari - Google Forms



[Image]

Number of daily responses



Nextage End Users Feedback :

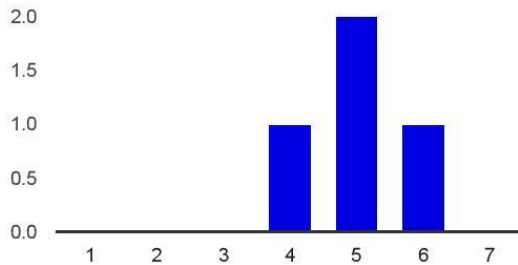
4 responses

[Publish analytics](#)

Summary

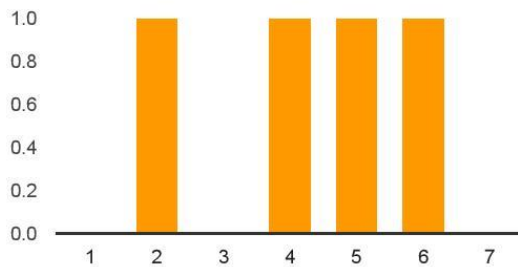
Learnability:

The service provide clarity of wording



Strongly disagree: 1	0	0%
2	0	0%
3	0	0%
4	1	25%
5	2	50%
6	1	25%
Strongly agree: 7	0	0%

The service's data grouping method and information visualization is clear



17/2/2017

DECIPHER: USER TEST QUESTIONNAIRE - Google Forms

Strongly disagree: 1 0 0%

2 1 25%

3 0 0%

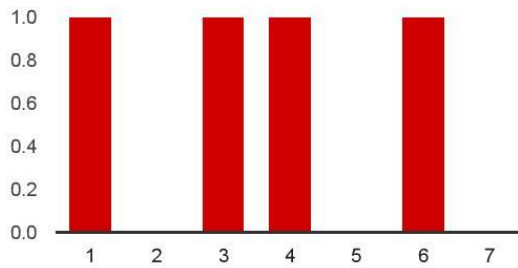
4 1 25%

5 1 25%

6 1 25%

Strongly agree: 7 0 0%

It is easy to learn to use the service



Strongly disagree: 1 1 25%

2 0 0%

3 1 25%

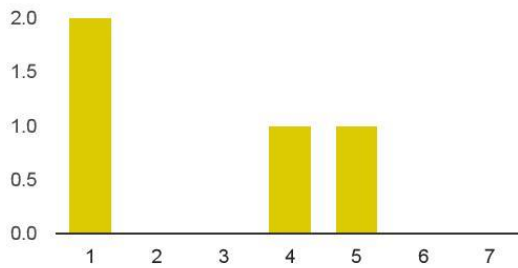
4 1 25%

5 0 0%

6 1 25%

Strongly agree: 7 0 0%

I quickly became skilful with it



Strongly disagree: 1 2 50%

2 0 0%

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8EiylN0/viewanalytics#responses

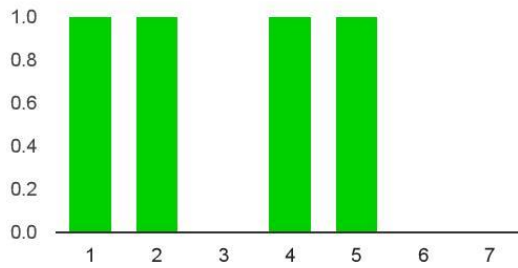
2/15

17/2/2017

DECIPHER: USER TEST QUESTIONNAIRE - Google Forms

	3	0	0%
	4	1	25%
	5	1	25%
	6	0	0%
Strongly agree:	7	0	0%

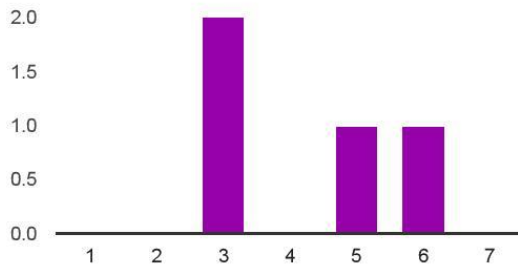
The service uses a simple and natural dialoguing approach



Strongly disagree:	1	1	25%
	2	1	25%
	3	0	0%
	4	1	25%
	5	1	25%
	6	0	0%
Strongly agree:	7	0	0%

Efficiency:

The service presents information in logical order



Strongly disagree:	1	0	0%
	2	0	0%

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8Eiyln0/viewanalytics#responses

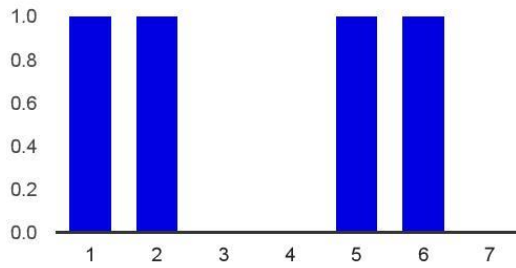
3/15

17/2/2017

DECIPHER: USER TEST QUESTIONNAIRE - Google Forms

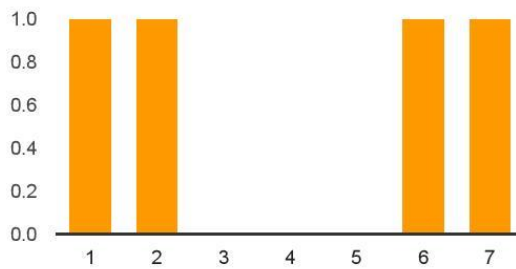
	3	2	50%
	4	0	0%
	5	1	25%
	6	1	25%
Strongly agree:	7	0	0%

The sequence of screens is clear



Strongly disagree:	1	1	25%
	2	1	25%
	3	0	0%
	4	0	0%
	5	1	25%
	6	1	25%
Strongly agree:	7	0	0%

Navigation tools (menu, labels, cursors) are consistent



Strongly disagree:	1	1	25%
	2	1	25%
	3	0	0%
	4	0	0%

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8Eiyln0/viewanalytics#responses

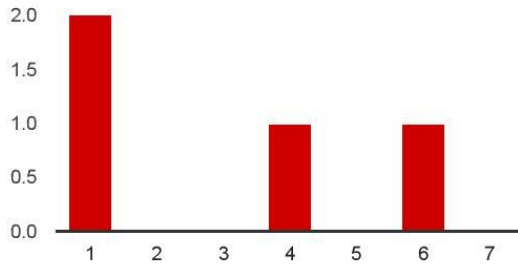
4/15

17/2/2017

DECIPHER: USER TEST QUESTIONNAIRE - Google Forms

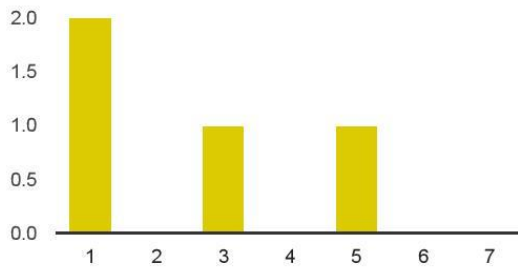
	5	0	0%
	6	1	25%
Strongly agree:	7	1	25%

The service offers the possibility to set preferences



Strongly disagree:	1	2	50%
	2	0	0%
	3	0	0%
	4	1	25%
	5	0	0%
	6	1	25%
Strongly agree:	7	0	0%

The service has a flexible data entry design

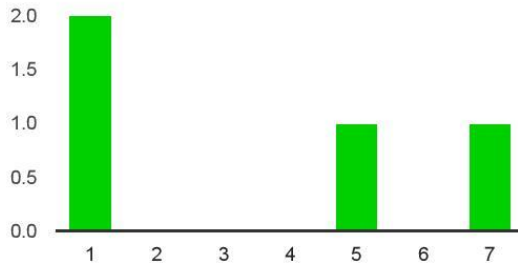


Strongly disagree:	1	2	50%
	2	0	0%
	3	1	25%
	4	0	0%
	5	1	25%
	6	0	0%
Strongly agree:	7	0	0%

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8Eiyln0/viewanalytics#responses

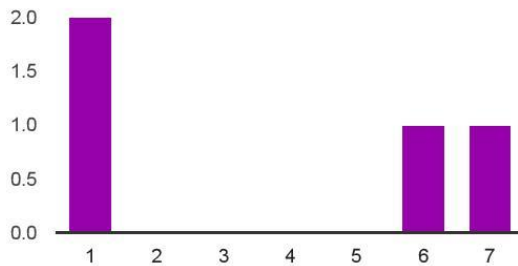
5/15

When using the service, it is easy to return to previous tasks



Strongly disagree: 1	2	50%
2	0	0%
3	0	0%
4	0	0%
5	1	25%
6	0	0%
Strongly agree: 7	1	25%

It is easy to remember how to perform tasks through the service



Strongly disagree: 1	2	50%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	1	25%
Strongly agree: 7	1	25%

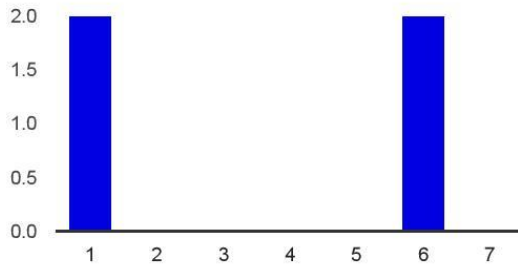
The service will help me in being more effective in following my treatment

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8Eiyln0/viewanalytics#responses

6/15

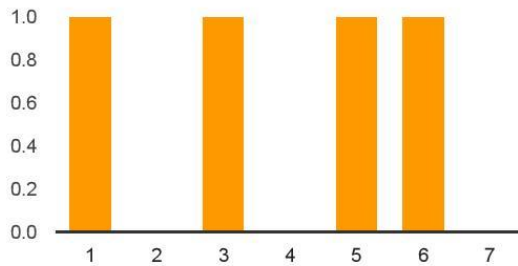
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Strongly disagree: 1	2	50%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	2	50%
Strongly agree: 7	0	0%

The service will help me in better controlling my health status



Strongly disagree: 1	1	25%
2	0	0%
3	1	25%
4	0	0%
5	1	25%
6	1	25%
Strongly agree: 7	0	0%

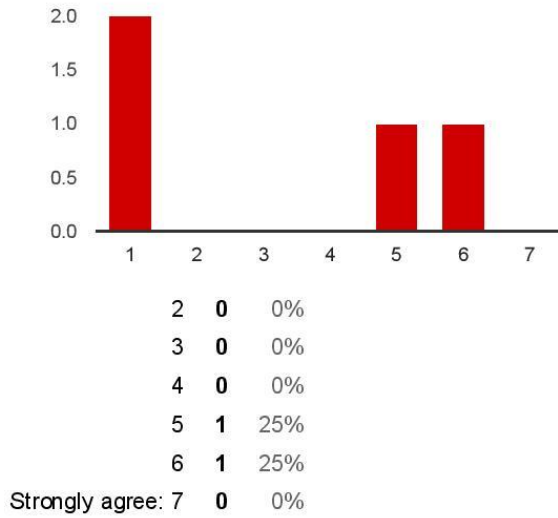
The service meets my needs

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8EiyIn0/viewanalytics#responses

7/15

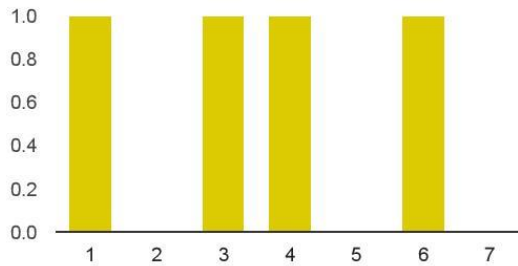
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Users support

The service provides timely feedback about all processes

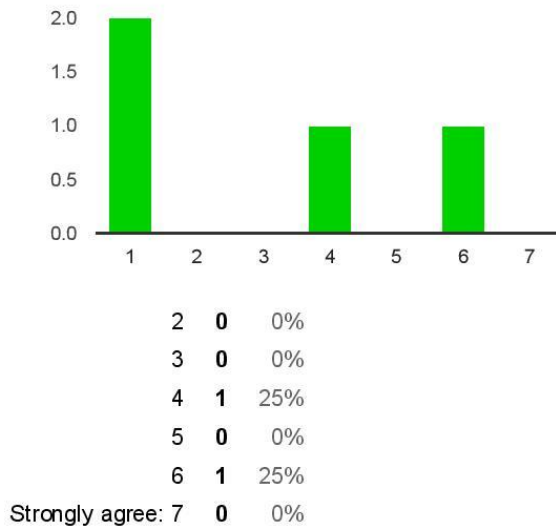


Strongly disagree: 1	1	25%
2	0	0%
3	1	25%
4	1	25%
5	0	0%
6	1	25%
Strongly agree: 7	0	0%

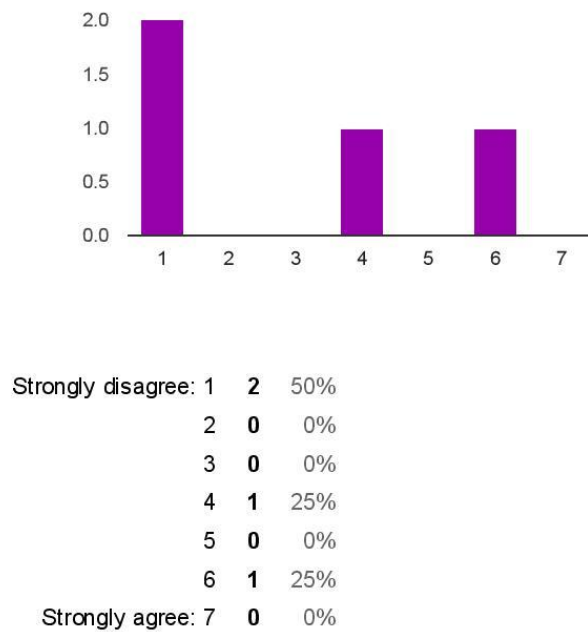
The service helps the user in getting out of an undesirable state easily

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The service provide the user with the possibility to send feedback



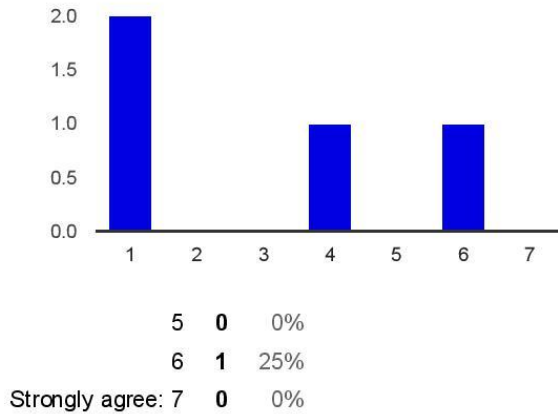
I can recover from mistakes quickly and easily

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8Eiyln0/viewanalytics#responses

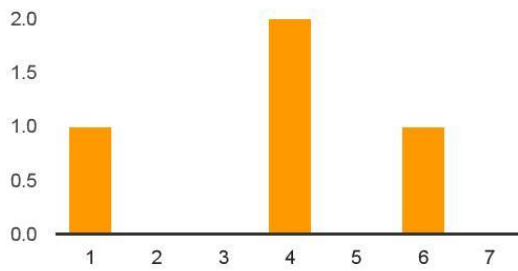
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The service diagnoses the source and cause of a problem and suggests a solution



Strongly disagree: 1 1 25%

2 0 0%

3 0 0%

4 2 50%

5 0 0%

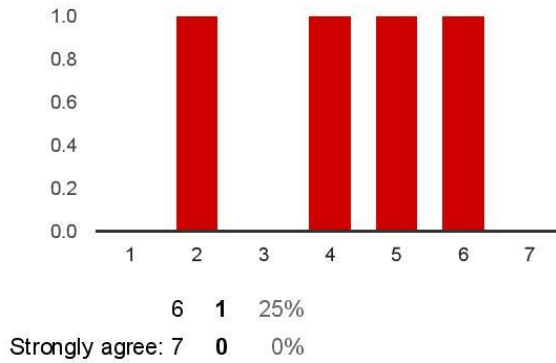
6 1 25%

Strongly agree: 7 0 0%

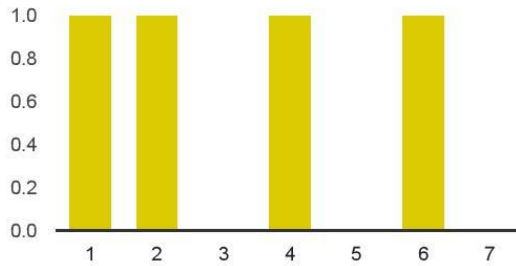
The service offers an effective package of customer support tools (e.g., tutorials, Question & Answer support, offline help tools, user manual)

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The support package allows for an easy identification of solutions for problems that arise in the usage



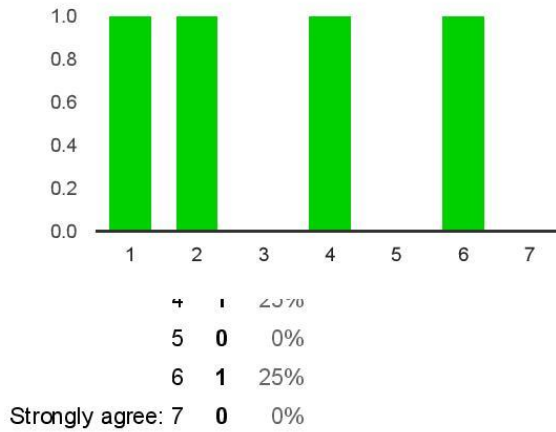
Strongly disagree: 1	1	25%
2	1	25%
3	0	0%
4	1	25%
5	0	0%
6	1	25%
Strongly agree: 7	0	0%

Satisfaction/User experience

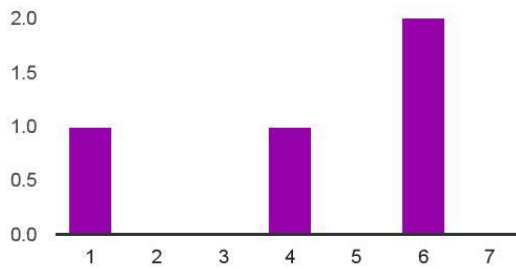
The service offers a easy and constant access to the health records I need to consult for monitoring my treatment/patients

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The service is pleasant to use



Strongly disagree: 1	1	25%
2	0	0%
3	0	0%
4	1	25%
5	0	0%
6	2	50%
Strongly agree: 7	0	0%

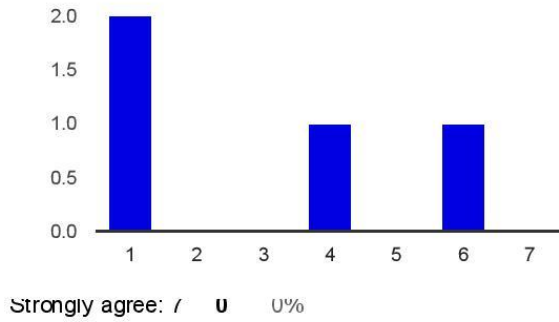
The service works the way I want it to work

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8EiyIn0/viewanalytics#responses

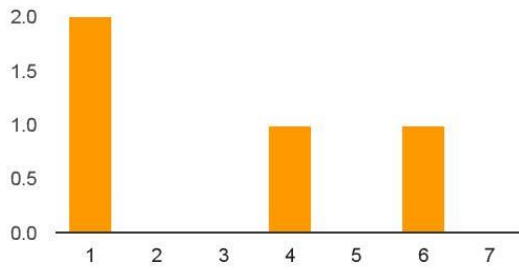
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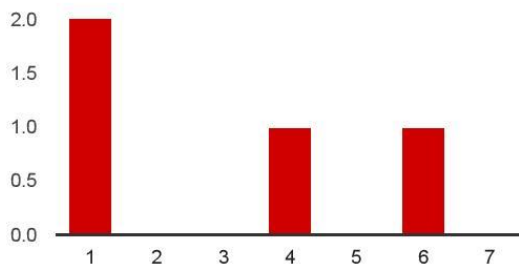


The service is satisfying



Strongly disagree: 1	2	50%
2	0	0%
3	0	0%
4	1	25%
5	0	0%
6	1	25%
Strongly agree: 7	0	0%

The service meets my needs



https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8EiylN0/viewanalytics#responses

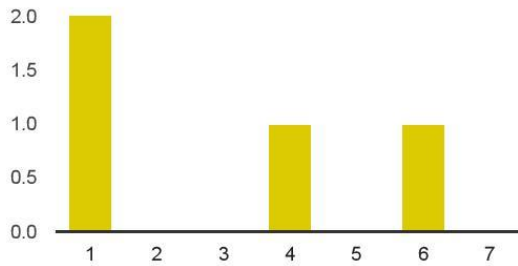
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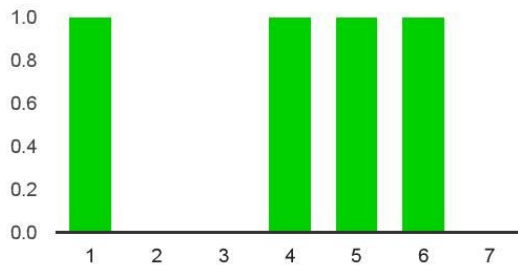
Strongly disagree: 1	2	50%
	2	0%
	3	0%
	4	25%
	5	0%
	6	25%
Strongly agree: 7	0	0%

The service is useful



Strongly disagree: 1	2	50%
	2	0%
	3	0%
	4	25%
	5	0%
	6	25%
Strongly agree: 7	0	0%

I would recommend the service to a friend



Strongly disagree: 1	1	25%
	2	0%
	3	0%

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJtXqDooTn9MBUaGxLQdgi_8Eiyln0/viewanalytics#responses

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4	1	25%
5	1	25%
6	1	25%
Strongly agree: 7	0	0%

[Image]

Number of daily responses

