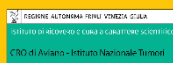# INTENT BENCHMARKING TOOL – A METHODOLOGICAL MANUAL

INTENT CE1047 project

Data structure

Each question belongs to one of the six following dimensions: *Patient Centred Culture (1)*, *Communication (2)*, *Accessibility (3)*, *Shared Decision Making (4)*, *Quality of Life (5)* and *Research (6)*.

The questions were responded by respondents from 5 target groups: *Management, Medical Doctors, Nurses, Expert Patients* and *Patients*. Respondents of the *Management* and *Medical Doctors* groups responded to questions from dimensions 1-6, respondents of the *Nurses* group responded to questions from dimensions 1-5, respondents of the *Patients group* responded to questions from dimensions 1-6 and respondents of the *Expert patients* group responded to questions from dimension 1.

Questions can be in *Text Field*, *Single Choice* or *Multiple Choice* format.

In the case of the target group *Patients*, sociodemographic data as *Age* and *Gender* were also collected. *Gender* is displayed in the format N = male, P = female, *Age* as a numerical value.

Method of evaluation

The result of the evaluation is the average value rounded to one decimal place. In the aggregate tables, the resulting values are color-coded 0.0-0.3 in red, 0.4-0.7 in orange, 0.8-1.0 in green (Figures 1 and 2).

Question value (Figure 1: red box)

Responses to questions of the *Single Choice* type are in the Y-P-N format, where 1 point is assigned for the response Y, 0.5 points for the response P and 0 points for the response N.

Responses to *Multiple Choice* questions are in the format of an empty field or a Y response, which corresponds to 1 point. The average value for a *Multiple Choice* question is calculated by summing the Y responses and dividing by the number of options, except the option "None of the above". If one of the options is "None of the above" and it is selected by a respondent, then the question value is 0 (for example, for the *Management* group, "None of the above" was one of the 3 options, but the respondent selected both previous options, so the resulting value is 1).

Question total score over target groups (Figure 1: blue box)

Due to the fact that the number of respondents in each target group is different (e.g., in the case of *Management* N = 1, but *Patients* N = 98), question total score is calculated as the average of the question values of all target groups. For example, in question 6-1, the resulting values were 0.7 (*Patients*), 0.8 (*Medical Doctors*) and 1.0 (*Management*). The sum of these values is 2.5, dividing the number of target groups gives a score of 0.8.

Figure 1

Spider graph · Data table · Particular dimension · Benchmarking graph · Benchmarking table

Research ▼

CSV Print

Search:

	Management	Medical Doctors	Nurses	Expert Patients	Patients	Total
6-1	1 (N=1)	0.8 (N=10)			0.7 (N=98)	0.8 (N=109)
6-2	0 (N=1)	0.8 (N=10)				0.4 (N=11)
6-3	1 (N=1)					1 (N=1)
6-4	1 (N=1)	0.9 (N=10)				0.9 (N=11)
6-5	1 (N=1)					1 (N=1)
6-7	1 (N=1)	0.8 (N=10)				0.9 (N=11)
6-8	0 (N=1)	0.3 (N=10)			0.3 (N=98)	0.2 (N=109)

Dimension value (Figure 2: red box)

The values of all responses of a dimension are summed and the sum is divided by the number of responses. In the case of *Multiple Choice* questions, the question value (the normalised 0-1 value, see above) is not taken into account, but each option is considered a separate response.

For example: 1 respondent from *Management* target group responded to 7 questions from the *Communication* dimension. However, questions 2_1 and 2_2 are of the *Multiple Choice* type. Question 2_1 consists of 11 options, including the "None of the above" option, and question 2_2 consists of 7 options, including the "None of the above" option. As the respondent did not choose the "None of the above" option in either case, the total number of responses that are included in the calculation, is 21 (5 responses to *Single Choice* questions + 16 *Multiple Choice* options). The total sum of points was 19.5. If we divide 19.5 / 21, we get an average value of 0.9.

Target group total score (Figure 2: blue box)

Target group total score is calculated in a similar way as question total score over target groups (see above), due to the fact that there is a different number of questions in each dimension and we aimed to use the same weight for all dimensions. To calculate total score in the case of the target group *Management*, the dimension values are summed (= 4.9) and the sum is divided by the number of dimensions (6). The result is a score of 0.8.

Figure 2

	Patient Centered Culture	Communication	Accesibility	Shared Decision Making	Quality of Life	Research	Total
Management	0.8 (N=1/7 responses)	0.9 (N=1/21 responses)	0.8 (N=1/8 responses)	0.8 (N=1/6 responses)	0.8 (N=1/15 responses)	0.8 (N=1/8 responses)	0.8 (N=6/65 responses)
Medical Doctors	0.7 (N=10/40 responses)	0.7 (N=10/110 responses)	0.8 (N=10/40 responses)	0.9 (N=10/60 responses)	0.7 (N=10/160 responses)	0.7 (N=10/50 responses)	0.7 (N=60/460 responses)
Nurses	0.9 (N=11/44 responses)	0.8 (N=11/121 responses)	0.8 (N=11/44 responses)	0.8 (N=11/55 responses)	0.7 (N=11/165 responses)		0.8 (N=55/429 responses)
Expert Patients	0.4 (N=6/30 responses)						0.4 (N=6/30 responses)
Patients	0.3 (N=98/98 responses)	0.6 (N=98/980 responses)	0.6 (N=98/588 responses)	0.9 (N=98/294 responses)	0.9 (N=98/196 responses)	0.5 (N=98/196 responses)	0.6 (N=588/2352 responses)

Note: N in blue box = sum of number of respondents/number of all responses

Dimension total score (Figure 3: grey line)

Due to the fact that the number of respondents in each target group is different (e.g., in the case *Management* N = 1, but *Patient* N = 98) and we aimed to use the same weight for all target groups, the dimension total score is calculated as the average of the dimension values of all target groups. For example, in the *Patient Centred Culture* dimension, the resulting values were 0.34 (*Patients*), 0.43 (*Expert Patients*), 0.69 (*Medical Doctors*), 0.79 (*Management*) and 0.89 (*Nurses*). The sum of these values is 3.14, dividing the number of target groups gives a score of 0.63 (Figure 3).
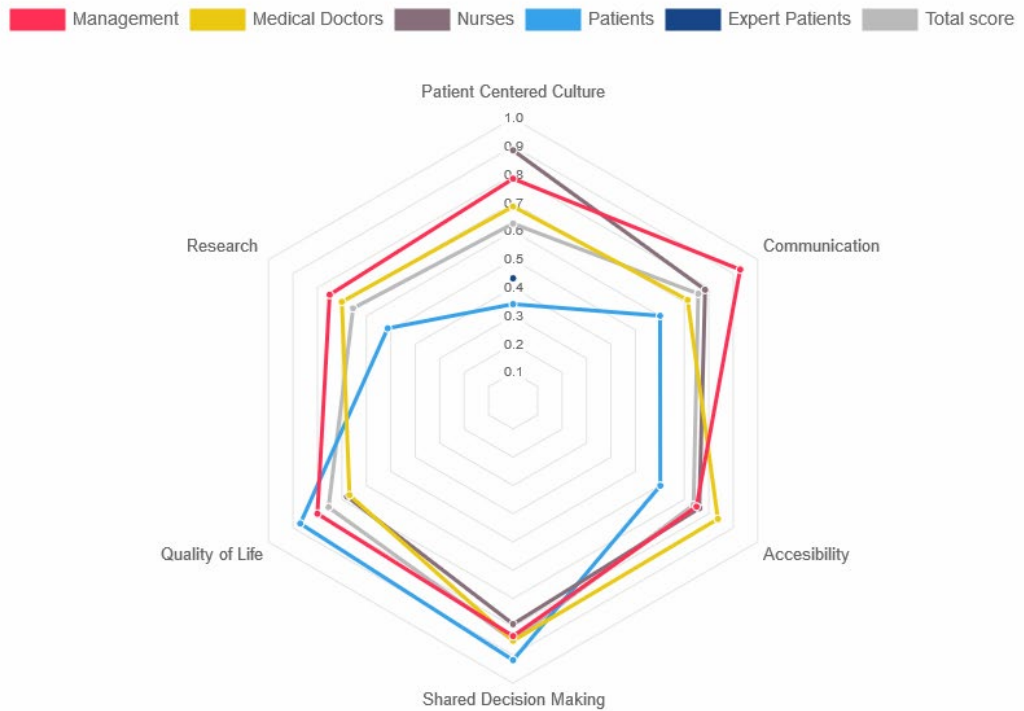
Figure 3

Spider graph   Data table   Particular dimension   Benchmarking graph   Benchmarking table

Benchmarking of the centres (Figures 4 and 5)

Each involved centre is compared with the centres with the highest or the lowest score in *Benchmarking graphs* (Figure 4) and *Benchmarking tables* (Figure 5). Values of *Benchmarking graphs* are composed by dimension values (see above), *Benchmarking tables* are composed by question values (see above). In both cases, if the compared centre is the centre with the highest or the lowest score, only 2 values are displayed.
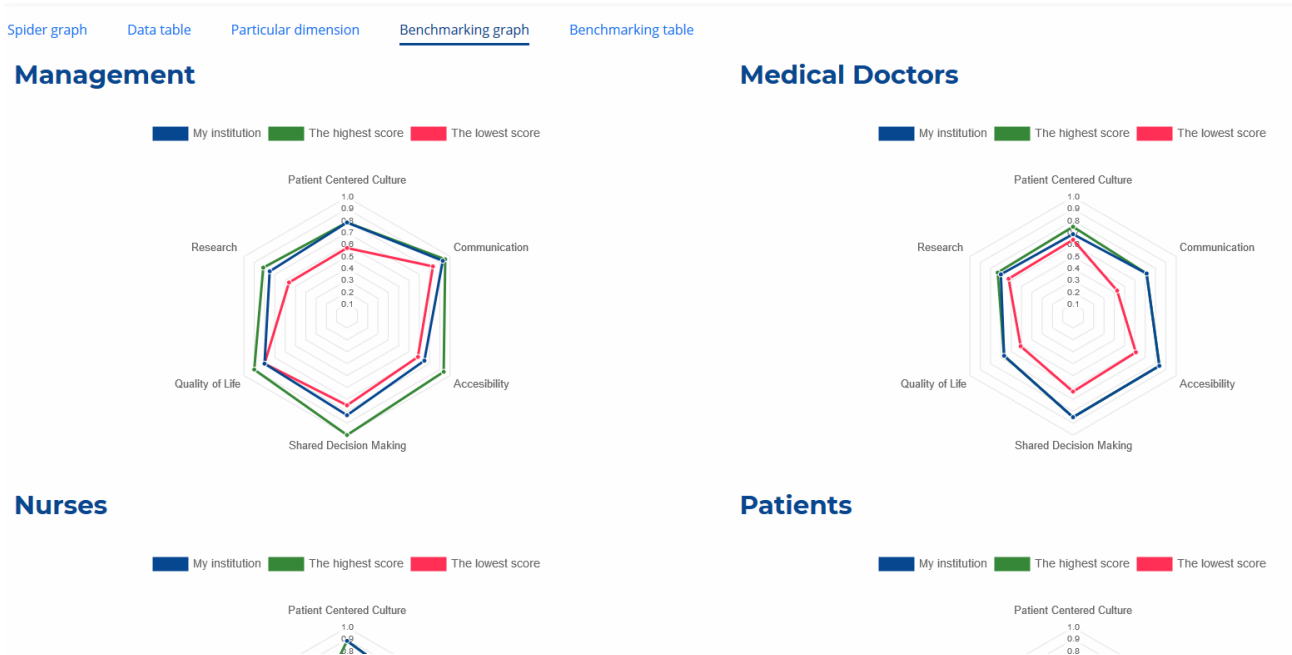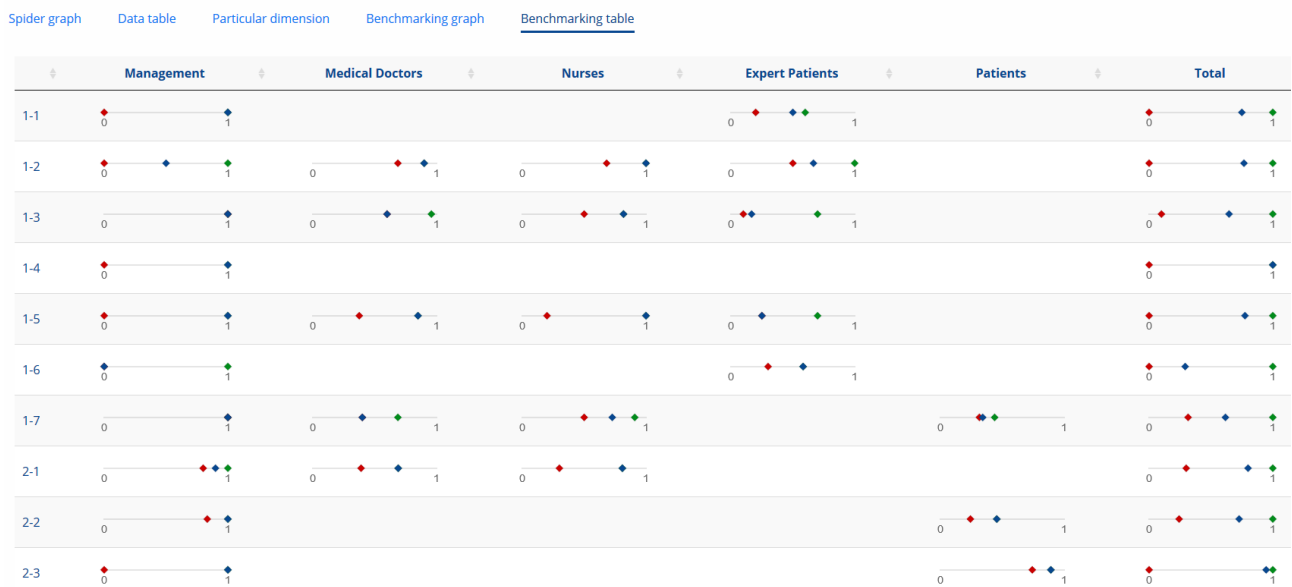
Figure 4

Spider graph   Data table   Particular dimension   **Benchmarking graph**   Benchmarking table

Figure 5

Spider graph   Data table   Particular dimension   Benchmarking graph   **Benchmarking table**

	Management	Medical Doctors	Nurses	Expert Patients	Patients	Total
1-1						
1-2						
1-3						
1-4						
1-5						
1-6						
1-7						
2-1						
2-2						
2-3						

Acknowledgement