

## 9. Scoring guidelines for the HCP team

This tool is intended to guide the evaluators while using the criteria. It will describe the categories specifically and objectively so that the margin for interpretation remains narrow.

The degree of compliance with each ME is scored using a 3-point scale (0, 1 and 2):

Rating	Guidelines
<b>0: No activity / Not developed</b>	<p><b>All Criteria: this rating is used if the answer is “scarcely” or “none” to the specific measure and/or when there are no actions in place or there is insufficient evidence to support compliance.</b></p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>Evidence of compliance is not appropriate for the purpose or not complete.</li> <li>Actions have been described but they are not implemented.</li> <li>When there are multiple requirements in one measure, less than 50% are present.</li> </ul>
<b>1: Partially developed</b>	<p><b>All Criteria: this rating is used if the answer is “incomplete” or “partway” to the specific measure and/or when there are some actions in place or there is some evidence to support compliance.</b></p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>Evidence of compliance does not cover the whole period of time in which the requirement is applicable.</li> <li>Not all actions required have been implemented.</li> <li>When there are multiple requirements in one measure, at least half (50%) are present.</li> </ul>
<b>2: Fully developed</b>	<p><b>All Criteria: this rating is used if the answer is “totally” or “completely” to the specific measure and/or when there is sufficient evidence to support compliance.</b></p> <p><u>Considerations:</u></p> <ul style="list-style-type: none"> <li>Evidence of compliance covers the whole period of time in which the requirement is applicable</li> <li>All actions required have been implemented or are underway</li> <li>When there are multiple requirements in one measure, all are present.</li> </ul>

To facilitate this scoring process for the evaluation team, the **Operational criteria for ERNs and HCPs evaluation** document has incorporated the scoring categories suggested for the evaluation of each measurable element (ME).

In some cases, a fourth category is introduced when the ME may not be applicable to HCP teams, such as "not applicable" (NA). In some ME, the evaluation is dichotomous, and the scoring will be 0 or 2.

Several mechanisms are used to assess compliance with the MEs by the HCPs teams:

- Information reported in the self-evaluation
- Onsite or online audit: professionals' interview, patients interview and review of medical records

Below there is an example of each of them.

### 1. Self-evaluation

**Measurable element 3.2.7:** The HCP team is contributing to disseminate the ERN activities.

The suggested scoring is:

- 0: The HCP does not provide information
- 1: The HCP provides information, but has only used 1 channel for dissemination
- 2: The HCP provides information, and contribution to dissemination is made in several ways.

### 2. Professionals' session

**Measurable element 1.6.4:** The HCP team provides information on coordinating care with other levels of care.

- 0: They do not provide information on how to coordinate with other levels of care.
- 1: They provide information on coordination but do not include all the levels of care to which they can refer their patients (primary care, other hospitals, rehabilitation services, etc.).
- 2: They provide information on coordination with all the levels of care to which they can refer their patients.

### 3. Patients' session

**Measurable element 1.6.3:** The information necessary for the follow-up of the patient after the treatment is provided

- 0: Less than 50% of the patients present in the session claim to have received information about the follow up.
- 1: Between 50% -80% of the patients present in the session claim to have received information about the follow up.
- 2: More than 80% of the patients present in the session claim to have received information about the follow up.

### 4. Review of medical records

**Measurable element 2.3.2.** The HCP team provides clinicians post discharge with complete discharge summaries in English for all cross-border patients.

The proposed evaluation methodology is the review of 3 discharge reports of discharged cross border patients. The suggested scoring is:

- 0: None of the 3 discharge reports reviewed are in English.
- 1: 1 or 2 of the revised discharge reports are in English.
- 2: The 3 revised discharge reports are in English.
- NA: no cross-border patient has been seen in the last 5 years.