



## Project E-Health Literacy

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### Focus Group Guide and Questionnaire

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## 1. Introduction

In the first phase of the project, the HEAL consortium collect current information and resources on the topic of e-health literacy in their countries. An important method of this phase is the focus group. A focus group is a moderated group discussion with prepared questions. This method is useful while creating concepts and learning more about needs and requirements.

Thus, the HEAL project will conduct five focus groups, one in each partner country (DE, SL, LT, CH, GR), to discuss key factors aimed at verifying the results of the desk research previously conducted by each project partner.

The discussion will specifically address:

- requirements and changes of the health systems,
- latest findings regarding the target groups,
- the current digital health skills and training needs in partner countries (and on pan-European level),
- the latest and future health technologies in the field of e-health,

The findings from the focus group will be analysed with the findings of previously conducted desk researches. The gathered data will be documented and incorporated in the joint report, which will set the basis on the development of the Digital Health Literacy Training Kit.

This guide therefore provides a clear instruction of how the focus group discussions should be organized in each partner country.

## 2. Participants of the focus group

Organizers of the focus groups will invite **six to eight experts** proficient in the issue. They may represent

- Health Care Policy Expert/Academic
- Governmental representative
- NGO's or other subject active in the field e-health or of digital health literacy
- Doctors, nurses, hospital administrator or other medical professional
- Health Insurance representative
- Pharmaceutical or Medical Device representative
- IT representatives

Diversity of speaker affiliations is advised in order to ensure wide range of views and ideas.

### 3. Agenda

A focus group discussion should last no longer than 1 ½ hours. Each partner organization assigns a facilitator / moderator. The facilitators should lead the discussions in order to ensure maximum involvement of all participants and exchange of ideas. As a rule, no direct action is taken in the meeting, only the issues identified are addressed.

#### 3.1. Welcome [10 minutes]

The facilitator welcomes participants, thanks for coming, introduces her/himself as the host of the meeting, asks each speaker to introduce her/himself by saying name, occupation, and one-sentence about what makes them an expert on the subject.

#### 3.2. Introduction of the topic [10 minutes]

Then, the topic should be introduced for the speakers by providing brief information about the project, interesting facts, statistics etc. Facilitator also explains expectations, objectives of the discussion, provides schedule, timing and ground rules of the discussion.

#### 3.3. Questions [60 minutes]

The remaining time should be divided into **four parts of 15 minutes each**, as there are **four** key questions identified. The order of the questions can be used as provided in the questionnaire. It has to be an open discussion in order to capture speaker's opinion, ideas or suggestions. Each question has several supporting questions so that facilitator can stimulate discussion.

#### 3.4. Closing remarks [10 minutes]

Finally, the discussion should end by thanking participants in a quick five-minute wrap including mentioning that all contributions from speakers. As soon as the report is prepared it will be shared with speakers to keep them informed and engaged even after discussion is over.

Ideas shared during the discussions should be compiled, translated into English and answers provided in an online form (it will be prepared and sent to the partners) to project partners Stiftung Digitale Chancen and Simbioza Genesis, socialno podjetje for following analyses.

### 4. Logistical suggestions for organizers

Focus groups can be organized in two ways: in-person and virtual format. Each partner organization makes the decision of the number and format.

Few important logistical aspects while organizing focus groups:

#### 4.1. In-person focus group discussions

- While speakers are gathering it is suggested to organize a small coffee break for participants;
- It is advised to arrange chairs in a way that all participants can see each other; To take care of recording device and do not forget to ask for participant's permission to record.

#### 4.2. Virtual roundtable discussions

- This format is accessible but requires more preparation in order to avoid distracting technology issues and awkward conversation;
- The organizer chooses the platform for virtual focus group (for example, Zoom, TEAMS, etc.);
- It is very important that the facilitator manages the time carefully.
- At the beginning, the facilitator explains the rules (asks to turn on cameras, mute microphone while not speaking, asks for recording permission, etc.)

#### 4.3. General recommendations for in-person and virtual focus group discussions

- It is recommended for the facilitator to maintain non-judgmental approach to the speakers and their viewpoints;
- It is important not to allow some participants to dominate the discussion and ensure that all participants express their views.
- All opinions should be respected.

### 5. Documentation of the focus group discussion

It is recommended to record the group discussion or have an extra set of hands to transcribe the major points and outcomes. For reporting purposes, the hosts should take pictures of the focus group discussion. They will only be published if all participants agree.

Needed documentation:

- Participants' list (attached)
- Pictures (for documentation / for publishing together with an article)
- Filled in reporting form for focus groups




## 6. Timetable for conducting focus groups in all partner countries

Activity	Deadline	Responsible partner
Prepare the focus group in all partner countries: <ul style="list-style-type: none"> <li>- Invite participants</li> <li>- Translate questions to national language</li> </ul>	ADD	All partner organizations
Conduct focus group in all partner countries	ADD	All partner organizations
Provide form for compiling all focus group results	ADD	Stiftung Digitale Chancen, Simbioza Genesis, socialno podjetje
Compile, translate all the answers into English and provide them to an online form	ADD	All partner organizations

## 7. Questionnaire

The questionnaire is distributed into four topics:

-  **Topic #1:** *Review of existing model of e-health Requirements and/or changes of the health systems*

**Main Discussion Question#1:** *Where do we stand (and how far are we from truly technologically advanced healthcare)?*

**Supporting questions:**

- *In your point of view, what is the current situation in your area of expertise regarding the implementation and use of e-health (services, tools, etc.)?*
- *What are the current system's advantages and disadvantages?*
- *How significant is e-health in terms of enhancing the quality and consistency of health care as well as achieving health-care efficiency?*
- *What should be the primary measurable objectives of an e-health system?*
- *What system and process modifications are required to upgrade the current eHealth system to the next level?*



## **Topic#2 The E-Health System in relation to the target groups**

**Discussion Question #2:** How is the e-health system implemented in practice in relation to target groups?

**Supporting questions:**

- *Do the existing e-health systems, services, platforms, tools, health-related apps, etc. enable the healthcare system and other (private/public) organizations to actually reach their target groups?*
- *Are the e-health systems, services, and products tailored to the needs of the respective target groups (e.g., are they adapted to the general public in terms of content and technology, or do they also take into account specific groups, e.g., the elderly, the young generation, other vulnerable groups, etc.)?*
- *What advantages and what obstacles do you see in the use of existing e-health systems, services, products, etc. by the target groups (general or specific) or by different/specific target groups (e.g. - do they improve communication between (patients) and doctors (public/private), between patients and insurance companies (public/private), general (individual) awareness of e-health, the issue of data protection ...?*

## **Topic#3 The current digital health skills and training needs in partner countries (and on pan-European level)**

**Discussion Question#3** Where do the target groups (users) stand...?

**Supporting questions:**

- *What are the general attitudes of the users (target groups – in general/specific) towards online health system, information, services, products etc. (the level of usage the internet to access health information, the level of usage, the level of trust among the users, the level of understanding and learning about the relevant information etc.)?*
- *Do they know how to use it, do they have the awareness, concerns in using it, are they able to recognize the ethical issues...etc? Are they familiar (even critical) with steps involved in creating and deploying digital health solutions.*
- *Where do you see the obstacles for the target groups in using e-health services?*
- *Where do need (as multipliers) see the need for support / where do you see the need for support of multipliers?*



- **Topic #4 The latest and future health technologies in the field of e-health**

**Discussion Question #4** *How important is e-health for creating new health care products and services?*

- *Why is new technology (AI, AR, VR, IOT...etc ) important in healthcare?*
- *In your opinion, which “new” technologies (AI, AE, VR, IoT etc.) will become more normal in the future and be used across society for health purposes?*
- *Where do we go from here....?*

