FP7 – 288028
Framework Programme (FP) 7
ICT -2011.5.3
Patient Guidance Service (PGS), safety and healthcare record information reuse
Combination of CP & CSA

Work Package:
WP2 – Pre-Commercial Procurement Coordination Activities

Deliverable 2.13
Phase 3: Final end user Feedback report

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- Invitation To Tender
- Award Criteria
- Assessment of Solutions
- Framework Agreement
- End User Report

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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 2\textsuperscript{nd} 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 option 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

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<td>The service has a flexible data entry design</td>
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<td>It is easy to remember how to perform tasks through the service</td>
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<td>The service will help me in being more effective in following my treatment</td>
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<td><strong>Users support</strong></td>
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<td>The service provides timely feedback about all processes</td>
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<td>The service provide the user with the possibility to send feedback</td>
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<td>I can recover from mistakes quickly and easily</td>
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<td>The service diagnoses the source and cause of a problem and suggests a solution</td>
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<td>The service offers an effective package of customer support tools (e.g., websites, tutorials, Question &amp; Answer support, offline help tools, user manual)</td>
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<td>4.2</td>
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<td>The support package allows for an easy identification of solutions for problems that arise in the usage</td>
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<td><strong>Satisfaction/User experience</strong></td>
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<td>The service offers a easy and constant access to the health records I need to consult for monitoring my treatment/patients</td>
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<td>The service is pleasant to use</td>
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<td>The service is useful</td>
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<td>I would recommend the service to a friend</td>
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5  Annex

EResults End Users feedback:
2 responses

Summary

apprendibilità:

Il servizio utilizza una terminologia chiara e facilmente comprensibile

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

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

https://docs.google.com/forms/1y97tXnHQ8DHVfE5y0j7Y7J6V/0?c=0&w=1&entry=183Gh6Q6ejGH5pA3Yveanalytics
Per niente d'accordo: 1 0 0%
2 0 0%
3 0 0%
4 0 0%
5 1 50%
6 0 0%
Per niente d'accordo: 7 1 50%

È facile imparare come usare il servizio

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

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

Per niente d'accordo: 1 0 0%

https://docs.google.com/forms/d/1-7cSH__OHDNvE3oBwxvG7y5DjV0b9laFs1Gk6g0YVY/viewanalytics
È facile navigare fra le funzioni del servizio e tornare ad attività precedentemente concluse.

Efficienza:

Il servizio presenta le informazioni in un ordine logico facilmente comprensibile.
Per niente d’accordo: 1 0 0%
2 0 0%
3 0 0%
4 0 0%
5 1 50%
6 0 0%
Totalmente d’accordo: 7 1 50%

La sequenza delle schermate segue una logica facile da comprendere

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

Gli strumenti per la navigazione (menu, etichette, cursori, etc.) sono facili da usare e facilmente identificabili.
Il servizio offre la possibilità di impostare le preferenze

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 ha un design intuitivo e flessibile di inserimento dati

Per niente d'accordo: 1 0 0%
2 0 0%
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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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https://docs.google.com/forms/d/1-7cSH__QHDIvE3oBxxvA07v5DjVOsB8IaFs1GkYggcMY/viewanalytics
Il servizio mi aiuterà ad essere più efficace nel seguire il mio trattamento

![Bar chart showing responses to the first question.]

Per niente d’accordo: 1 0 0%
4 1 50%
5 0 0%
6 0 0%

Totalmente d’accordo: 7 1 50%

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

![Bar chart showing responses to the second question.]

Per niente d’accordo: 1 0 0%
2 0 0%
3 0 0%
4 0 0%
5 1 50%
6 0 0%

Totalmente d’accordo: 7 1 50%
Il servizio soddisfa le mie esigenze

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

supportare gli utenti

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

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

https://docs.google.com/forms/d/1-TcSH__OHDNvE3oBxxd7Tv5DJV0R29aFs1Gk85goMYY/viewanalytics
Il servizio aiuta l'utente ad risolvere facilmente situazioni indesiderate

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

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

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

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

https://docs.google.com/forms/d/1-7cSH__QHDIVe3oBwxd77v5DjJO8BslSaFs1Gk9gdMYViewanalytics
Il servizio offre un sistema di diagnosi della fonte e causa di un problema e suggerisce una soluzione

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)

https://docs.google.com/forms/d/1-7c9H__OHDViE3oBwxd77V5DjV0rBfSaFs1Gk8g0MYYviewanalytics
Il pacchetto di supporto permette una facile identificazione di soluzioni per i problemi che sorgono in uso.

Soddisfazione / esperienza utente

Il servizio offre un accesso agevole e costante alle informazioni sanitarie che
ho bisogno di consultare per monitorare il mio trattamento

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

Il servizio è piacevole da usare

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

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

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%
DECIPHER: Sondaggio end user – Phase 3 - Google Forms

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
Totamente d'accordo: 7 1 50%
2 responses

Summary

Facilitat d’aprenentatge:

El servei utilitza un llenguatge clar i de fàcil comprensió

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Completament en desacord: 0% 0%

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

https://docs.google.com/forms/d/1W8UBXcrPs888tX9hCeetaZYa6U_bk48wFGBx26UzZboVviewanalytics
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 aprèt a ser independent en l'ús del servei

Completament en desacord: 1 0 0%
És fàcil de navegar a través de les funcions del servei i tornar a les funcions anteriors

Eficiència:

El servei presenta la informació en un ordre lògic de fàcil comprensió
17/2/2017

<table>
<thead>
<tr>
<th>DECIPHER: Cuestionari D’usuari - Google Forms</th>
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<tbody>
<tr>
<td>Completament en desacord:</td>
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<td>5  0  0%</td>
</tr>
<tr>
<td>6  2  100%</td>
</tr>
<tr>
<td>Completament d’acord:</td>
</tr>
<tr>
<td>7  0  0%</td>
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La seqüència de pantalles segueix una lògica senzilla d’entendre

![Bar Chart](https://docs.google.com/forms/d/1WBUbxcrPs88X8/9ceeeb7a6U_bk48v7Gb2s8rZboviewanalytics)

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.

![Bar Chart](https://docs.google.com/forms/d/1WBUbxcrPs88X8/9ceeeb7a6U_bk48v7Gb2s8rZboviewanalytics)

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

https://docs.google.com/forms/d/1WBUbxcrPs88X8/9ceeeb7a6U_bk48v7Gb2s8rZboviewanalytics
El servei ofereix la possibilitat de configurar les preferències

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

https://docs.google.com/forms/d/1WBUBxorPs88KtUmC3ea2ZYa6U_bk4BwTGBzC06JZBolviewanalytics
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 desaccord: 1 0 0%
2 0 0%
3 0 0%
4 0 0%
5 0 0%
6 2 100%
Completament d'accord: 7 0 0%

https://docs.google.com/forms/d/1WBUJbxoxPs688KXhCeebZYa6L_bk48wTGbxC20UrZboviewanalytics
El servei m’ajudarà a ser més eficaç en el seguiment del meu tractament

Completaient en desacord: 1 0 0%
   2 0 0%
   3 0 0%
   4 0 0%
   5 0 0%
   6 1 50%
Completaient d’acord: 7 1 50%

El servei m’ajudarà a controlar millor la meva salut

Completaient en desacord: 1 0 0%
   2 0 0%
   3 0 0%
   4 0 0%
   5 0 0%
   6 1 50%
Completaient d’acord: 7 1 50%

The service meets my needs

https://docs.google.com/forms/d/1WBUBxcorPs888X9thCeetsVYa6U_bk48wTGbXJ9Zboviewanalytics
El suport als usuaris

El servei ofereix un sistema de suport i feedback que ajuda l’usuari de manera eficient.
Els serveis ajuden a l'usuari a resoldre fàcilment situacions no desitjades

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

Es pot sortir d'una situació d'error d'una manera fàcil i ràpida
El servei proporciona un sistema de diagnòstic de la font i la causa d’un problema i suggereix una solució

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)
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.
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
El servei és satisfactori

El servei compleix amb les meves necessitats
El servei és útil

Completament en desacord: 1 0 0%
Completament d'acord: 7 1 50%

Recomano l'ús del servei a un amic

https://docs.google.com/forms/d/1WBUbxcrPs88X9hCeetaZYa6U_bk48wTGbX2kUZBoVviewanalytics
Nextage End Users Feedback:
4 responses

Summary

Learnability:

The service provide clarity of wording

- Strongly disagree: 4 25%
- Strongly agree: 7 0%

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

https://docs.google.com/forms/d/1M_MJH19h3gJcXJXq0oT6MBUbALzdgi8E5ynQviewanalytics#responses
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_MjH19lH2gjX0XxqDooTv6MBUJaGxLQdqi_8EyihQ/viewanalytics#responses
The service uses a simple and natural dialoguing approach

Efficiency:

The service presents information in logical order

Strongly disagree: 1 0 0%
2 0 0%

https://docs.google.com/forms/d/1M_MJjJH19hG3kJc06Xq5o0To76QBJaGxLoDzji8E/1/viewanalytics#responses
DECIPHER: USER TEST QUESTIONNAIRE - Google Forms

17/2/2017

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<td>25%</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>25%</td>
</tr>
</tbody>
</table>

Strongly agree: 7 0 0%

The sequence of screens is clear

![Sequence of screens chart]

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

![Consistent navigation tools chart]

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

https://docs.google.com/forms/d/1M_MJH19ih2gJcXJXqDoT6o6MBJuGxLQdgi_BEyi0QViewanalyticsresponses
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_N1H19h3xJcXXyDOOt6MBJ9LQxRLQdgl_BEiy9OViewanalyticsresponses
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_MUJ191930kKcXJQXDoo76MBUaGxG2Qdgi_BEyhDQ/viewanalytics#responses
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/11M_MJH19hQgJcXJXaDoT6MBUaGxLQz0i_8EiyhQ/viewanalytics#responses
**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**

https://docs.google.com/forms/d/1M_MJH19nQgJsCjXXqDooTe6MBJJaGxF1Qdkj_REy3hQ/viewanalytics?responses
17/2/2017

DECIPHER: USER TEST QUESTIONNAIRE - Google Forms

The service provide the user with the possibility to send feedback

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%

I can recover from mistakes quickly and easily
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)
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**

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<th>Number</th>
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**Strongly disagree:** 1

**Strongly agree:** 7

**The service works the way I want it to work**

[Google Form URL]
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
17/2/2017

**DECIPHER: USER TEST QUESTIONNAIRE - Google Forms**

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

**The service is useful**

![Bar chart showing the percentage of responses related to the service being useful.](https://docs.google.com/forms/d/1M_MJH19h03gKjX0KqD0t6MBuJkGxLQdjI_BEvyn0Viewanalyticstresponses)

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%

**I would recommend the service to a friend**

![Bar chart showing the percentage of responses related to recommending the service.](https://docs.google.com/forms/d/1M_MJH19h03gKjX0KqD0t6MBuJkGxLQdjI_BEvyn0Viewanalyticstresponses)

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