

# COORDENA-CAT Questionnaire



**NOTE:** This document presents the contents of the COORDENA-CAT questionnaire, but not the layout of the on-line version.

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## 1. Informed consent

### What does the survey consist of?

We are carrying out a study with the aim of analyzing coordination between levels of care in order to identify areas for improvement. As part of the study we are conducting a survey on doctors' experiences of coordination in the various different care settings of the territory.

The survey is aimed at doctors in primary care, hospitals and long-term care services who provide care directly to patients and have been working in their organizations for at least one year. Your opinion is very important as it will allow us to identify coordination problems in your territory and suggest changes to improve the care given to patients.

### How does it work and how is the data treated?

The survey is entirely voluntary. The information you provide will be stored and used in compliance with the national legislation as set out under Organic Law 15/1999 on protection of data and Royal Decree 1720/2007 on security measures to be applied to files and automated processing of personal data, as well as EU directive 95/46/EC pertaining to the protection of personal data. Your encrypted data will be analyzed electronically to obtain the results of the study. You have the right to ask the researchers for their reasons for collecting the data. This study has been approved by the Clinical Research Ethical Committees of the Hospital del Mar Medical Research Institute (IMIM) and the Jordi Gol University Institute for Primary Care Research (IDIAP).

In accordance with Article 5 of Organic Law 15/1999, of 13th December, on the protection of personal data and applicable regulations to this effect, the participant gives their express consent to the incorporation of their data and the results of their participation in the study into a personal data file for research purposes under the responsibility of the Consortium for Health Care and Social Services of Catalonia.

Access to your personal information will be restricted to the principal researcher and their collaborators, the healthcare authorities, and the monitors and auditors of the research developer entities- all of whom are subject to the duty of professional secrecy - at any time they should require this information in order to check the data and procedures of the study, but always safeguarding its confidentiality in compliance with the current legislation.

Finally, you may exercise your right to data access, modification, cancellation or opposition by writing to the Consortium for Health Care and Social Services of Catalonia at the following address: Avenida Tibidabo 21, Barcelona (08022), Spain.

### Where can I get more information?

We are grateful for your participation in this study. If you have any queries regarding your participation, you can contact the coordinators by telephone (93 253 18 20) or email ([coordena@consorci.org](mailto:coordena@consorci.org)). If you would like more information about the project, you can also consult our webpage: [www.consorci.org](http://www.consorci.org)

### Have you read the confidentiality agreement and do you agree to participate in the survey?

- I agree to participate
- I cannot participate because I have not worked for this organization for more than one year
- I do not agree to participate

## 2. General information

*All the questions refer to your experience in the healthcare territory where you are working, defined by the sphere of influence of the health centre and hospital.*

### 1. What kind of work do you do at the health centre or hospital? *Select all the options that apply*

- Primary care doctor
- Hospital doctor
- Long-term care doctor

#### 1.1 What kind of primary care do you provide? *Select all the options that apply*

- General Practitioner
- Paediatrics
- Gynaecology
- Dentistry
- Emergency

#### 1.2. What kind of hospital care do you provide? *Select all the options that apply*

- Outpatient
- Inpatient
- Home hospitalisation
- Day hospital
- Emergency

## 3. Experience of coordination between care levels

*Answer based on your usual experience of coordination between primary and secondary (hospital, long-term) care doctors in your territory*

**Primary and secondary care doctors share information on the care of patients we have in common (diagnosis, complementary tests, treatments)**

- |                              |                                  |                                 |
|------------------------------|----------------------------------|---------------------------------|
| <input type="radio"/> Always | <input type="radio"/> Very often | <input type="radio"/> Rarely    |
| <input type="radio"/> Never  | <input type="radio"/> Don't know | <input type="radio"/> No answer |

**The information we share is necessary for the care of these patients**

- |                              |                                  |                                 |
|------------------------------|----------------------------------|---------------------------------|
| <input type="radio"/> Always | <input type="radio"/> Very often | <input type="radio"/> Rarely    |
| <input type="radio"/> Never  | <input type="radio"/> Don't know | <input type="radio"/> No answer |

**Primary and secondary care doctors use the information that we share**

- |                              |                                  |                                 |
|------------------------------|----------------------------------|---------------------------------|
| <input type="radio"/> Always | <input type="radio"/> Very often | <input type="radio"/> Rarely    |
| <input type="radio"/> Never  | <input type="radio"/> Don't know | <input type="radio"/> No answer |

**We agree with the treatments prescribed or directions given to the patients by doctors of the other level**

- |                              |                                  |                                 |
|------------------------------|----------------------------------|---------------------------------|
| <input type="radio"/> Always | <input type="radio"/> Very often | <input type="radio"/> Rarely    |
| <input type="radio"/> Never  | <input type="radio"/> Don't know | <input type="radio"/> No answer |

**There are contraindications and/or duplications in the treatments prescribed by primary and secondary care doctors**

- |                              |                                  |                                 |
|------------------------------|----------------------------------|---------------------------------|
| <input type="radio"/> Always | <input type="radio"/> Very often | <input type="radio"/> Rarely    |
| <input type="radio"/> Never  | <input type="radio"/> Don't know | <input type="radio"/> No answer |

**Primary and secondary care doctors establish a treatment plan together for patients that require this**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**We repeat the tests that doctors have already carried out at the other level (analysis, imaging)**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Why do we repeat the tests?**

**Primary care doctors refer the patients to secondary care when appropriate**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Secondary care doctors send the patients back to primary care for follow-up when appropriate**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Secondary care doctors make recommendations to the primary care doctor on the follow-up of patients (diagnosis, treatment, other guidelines)**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Primary care doctors clarify any doubts on the follow-up of patients with the secondary care doctors**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Primary care doctors are informed when their patients are discharged from the hospital**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**On being referred in the normal way to secondary care, the patient has to wait a long time to be seen**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**On being referred urgently to secondary care, the patient has to wait a long time to be seen**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**On being sent back to primary care, the patient has to wait a long time to be seen**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**I think that in this territory patient care is coordinated between primary and secondary care doctors**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Why?**

#### **4. Coordination mechanisms in your centre**

**1. Do you have access to the SHARED CLINICAL HISTORY OF CATALONIA (HC3) in your centre?**

- Yes
- No
- Don't know /No answer

**1.1 How often do you use it?**

- Daily

- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**1.2 Is it useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**2. Does the CLINICAL HISTORY THAT YOU USE IN YOUR CENTRE allow you to share information between primary and secondary (hospital, long-term) care?**

- Yes
- No
- Don't know /No answer

**2.1 How often do you use it?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**2.2 Is it useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**3. In your centre, do you hold JOINT CLINICAL SESSIONS between primary and secondary care doctors for the DISCUSSION OF CASES?**

- Yes
- No
- Don't know /No answer

**3.1 How often do you take part?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**3.2 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**4. In your centre, can you hold VIRTUAL CONSULTATIONS through the clinical history between primary and secondary (hospital, long-term) care doctors?**

- Yes
- No
- Don't know /No answer

**4.1 How often do you hold them?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**4.2 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**5. In your centre, can you hold CONSULTATIONS VIA EMAIL between primary and secondary (hospital, long-term) care doctors?**

- Yes
- No
- Don't know /No answer

**5.1 How often do hold them?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**5.2 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**6. In your centre, can you hold CONSULTATIONS VIA PHONE between primary and secondary (hospital, long-term) care doctors?**

- Yes
- No
- Don't know /No answer

**6.1 How often do hold them?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**6.2 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

*Filter question for primary care doctors*

**7. When you refer a patient to secondary care, how often do you send a REFERRAL REPORT?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

*Filter question for secondary care doctors*

**7. When you see a patient referred from primary care, how often do you receive a REFERRAL REPORT?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**7.1 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

*Filter question for primary care doctors*

**8. When you receive a patient discharged from secondary care, how often do you receive a DISCHARGE REPORT?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

*Filter question for secondary care doctors*

**8. When you send a discharged patient back to primary care, how often do you send a DISCHARGE REPORT?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**8.1 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**9. In your centre, do you have at your disposal any PROTOCOLS, CARE PATHWAYS OR SHARED CLINICAL PRACTICE GUIDELINES between primary and secondary (hospital, long-term) care?**

- Yes
- No
- Don't know /No answer

**9.1 How often do you use them?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**9.2 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

**10. Are there any CASE MANAGERS OR LIAISON NURSES at your centre?**

- Yes
- No
- Don't know /No answer

**10.1 How often do you work with a case manager or liaison nurse to coordinate the care of patients?**

- Daily
- Weekly
- Monthly
- Less frequently
- Never
- Don't know /No answer

**10.2 Are they useful for coordination between primary and secondary care?**

- Yes
- No
- Don't know /No answer

## 5. Use of coordination mechanisms between levels in your centre

*With regard to the CLINICAL HISTORIES that allow you to share information between primary and secondary (hospital, long-term) care*

### 1. Can you access all the information you need to provide coordinated care for the patient?

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

### 2. What information is not always available? *Select all the options that apply*

- Clinical course of the other level
- Recommendations for follow-up
- Diagnosis
- Treatment
- Tests pending
- Test results
- Summary of medical antecedents
- Reason for referral

### 3. How do you access information from the other care level? *Select all the options that apply*

- Shared clinical history of Catalonia (HC3)
- Organization's own clinical history
- Other organizations' clinical histories
- The patient brings it
- Other means

#### 3.1 What other means?

### 4. What difficulties do you have finding information generated at the other level in the Shared clinical history of Catalonia (HC3)? *Select all the options that apply*

- No difficulty
- Information generated at other level is disorganized
- Don't know how the computer program works
- Technical/IT problems
- Information not up to date
- Contradictory information
- Other difficulty

#### 4.1 What other difficulty?

### 5. What difficulties do you have finding information generated at the other level in the clinical history of your centre? *Select all the options that apply*

- No difficulty
- Information generated at other level is disorganized
- Don't know how the computer program works
- Technical/IT problems
- Information not up to date
- Contradictory information
- Other difficulty



**5.1 What other difficulty?**

*With regard to JOINT CLINICAL SESSIONS between doctors in primary and secondary (hospital, long-term) care for the DISCUSSION OF CASES*

**1. What is the format of the joint clinical sessions between doctors in primary and secondary care for the discussion of cases? *Select all the options that apply***

- Face to face
- Teleconference
- Don't know /No answer

**2. How often do joint clinical sessions serve to avoid referral of the patient?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**3. Do the joint clinical sessions contribute to your training?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**4. What difficulties do you have participating in the joint clinical sessions? *Select all the options that apply***

- No difficulty
- Not all the programmed clinical cases are discussed
- The cases are not presented in a comprehensive way
- The specialists' capacity to resolve cases is limited
- The timetable is incompatible with my working hours
- Technical problems in teleconference sessions
- Time required to travel to centres
- Arriving on time for the sessions
- Other difficulty

**4.1 What other difficulty?**

*With regard to VIRTUAL CONSULTATIONS THROUGH THE CLINICAL HISTORY between doctors in primary and secondary (hospital, long-term) care*

**1. How often do virtual consultations through the clinical history serve to avoid referral of the patient?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**2. Do virtual consultations contribute to your training?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**3. What difficulties do you have using the virtual consultations system? *Select all the options that apply***

- No difficulty
- Lack of relevant information to give a reply
- The specialist does not respond to the query
- The response arrives too late
- Technical/IT problems
- Other difficulty

**3.1 What other difficulty?**

*With regard to CONSULTATIONS BY EMAIL between doctors in primary and secondary (hospital, long-term) care*

**1. For what reasons do you hold consultations by email? *Select all the options that apply***

- To make clinical queries
- To get the patient seen faster at the other level
- To give clinical recommendations
- To request additional information (clinical, social) on the patient
- Other reason

**1.1 What other reason?**

**2. How often do consultations by email serve to avoid referral of the patient?**

- Always
- Very often
- Rarely
- Never
- Don't know/No answer

**3. What difficulties do you have using the consultations by email system? *Select all the options that apply***

- No difficulty
- Lack of relevant information to give a reply
- The doctor of the other level does not respond to the query
- The response arrives too late
- Other difficulty

**3.1 What other difficulty?**

*With regard to CONSULTATIONS BY PHONE between doctors in primary and secondary (hospital, long-term) care*

**1.1. For what reasons do you hold consultations by phone? *Select all the options that apply***

- To make clinical queries
- To get the patient seen faster at the other level
- To give clinical recommendations
- To request additional information (clinical, social) on the patient
- Other reason

**1.1 What other reason?**

**2. What difficulties do you have using the consultations by phone system? *Select all the options that apply***

- No difficulty
- Lack of relevant information to give a reply
- The doctor of the other level does not answer
- The response arrives too late

- Other difficulty

### 2.1 What other difficulty?

## 6. Suggestions for improvement in coordination

What suggestions do you have for improving the coordination of care between primary and secondary (hospital, long-term) care doctors in your territory?

## 7. Aspects related to coordination

*Answer based on your usual experience of coordination between primary and secondary (hospital, long-term) care doctors in your territory*

**My organization's management facilitates coordination between primary and secondary care doctors**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**My organization sets objectives that are aimed at coordination between care levels**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**In practice, it is primary care doctors who are responsible for monitoring the patient in their pathway through the different care levels**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**The time I can dedicate to coordinating with doctors of the other level during my working day is sufficient**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**My experience of coordination with doctors of the other care level is positive**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**I know the doctors of the other care level who see my patients personally**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**I trust in the clinical skills of the doctors of the other level who see my patients**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**My daily practice influences the practice of the doctors of the other level**

- Always
- Very often
- Rarely
- Never
- Don't know
- No answer

**Approximately what percentage of your patients have multiple morbidities?**

**Are you satisfied with your job in the organization?**

- Yes
- No
- Don't know /No answer

**What type of contract do you have?**

- Permanent
- Temporary
- Locum
- Intern
- Don't know /No answer

**Do you work part-time or full-time?**

- Full-time
- Part-time
- Don't know /No answer

**Only answer if you are a secondary (hospital/long-term) care doctor: Do you work any surgery hours in a primary care centre?**

- Yes
- No
- Don't know /No answer

**Sex**

- Male
- Female
- Don't know /No answer

**Year of birth**

**Country of birth**

- Spain
- Other
- Don't know /No answer

**What country?**

**Medical Speciality**

**What year did you start to work as a doctor?**

**What year did you start to work in your organization?**

**What difficulties did you have answering the questionnaire?**