The 3 steps to using the Synmind portal for Delphi debate!

Ahead of the European Summit on Hospital Pharmacy, the European Association of Hospital Pharmacists wants to ensure the statements of hospital pharmacy roles and competences to be decided at that event have benefitted from the full input of our member associations across Europe, and also organisations representing patients and other healthcare professionals.

We wanted to ensure an interactive process of prior consultation within which:

- debate and discussion can take place in real time;
- anonymity can be used to allow frank exchange and to reduce any 'halo effect' from dissuading the mergence of contradicting points of view; and,
- respondents could amend viewpoints depending on responses to questions and visibility of discussion.

Therefore EAHP is using the Delphi method to consult on draft statements. The final statements from the Summit will form the basis of EAHP's practice benchmarking and development activity across Europe.

To operate the Delphi process consultation we are working in partnership with an external software company called Synmind. This document provides a simple guide to users on how to access the portal, and make full use of its applications and features.



The Delphi consultation process: an interactive, anonymous process where views can be changed based on the visible discussions of others.

For any technical questions about the use and functionality of the Synmind portal please contact Caroline De Roos (caroline.deroos@synmind.nl)

For any questions related to the Delphi process itself, and the European Summit on Hospital Pharmacy, please contact David Preece (<u>david.preece@eahp.eu</u>).

Step 1: Logging into the system

In order to take part in the Delphi consultation it is necessary to log into the Synmind System.

Your organisation should have received instructions from Synmind directly (Caroline De Roos – caroline.deroos@synmind.nl) and this will have included

Organisation:

Username:

Password:

Please use these instructions on the login page of the Synmind portal (https://balcom.synmind.com/synmindssa/login.html?language=en)

You can choose to save the password on the login screen if you wish.

Symmind	Fill in log in dotails
Login Organisation Username Password Remember Username on this computer send	Fill in log in details here

Step 2: Understanding the home screen and question menu

The Home Screen

This is the home screen:

Symmind	Topics Home All questions	Logout
	Topic: EAHP Summit 2014, Delphi Round 1	
	Objective of this session: • EAHP Summit 2014, Deph Round 1	
	How does it work? • You are presented 48 questions concerning 6 aspects of your tapic. These questions can be answered by choosing from multiple answers. Besides we ask you to underpin your answers with arguments. • During the session you will be able to compare your answers and arguments with those of the other participants. • You can also instantly reported to them. • Eventually you may change your answers and arguments if new insights pop up during the session.	
	Participants - 133 persons take part in this session, 15 persons already have responded.	
	Your moderator • Fred Balhuizen, Symmind	
	How long do I have to respond? This session is open unit! 07-12-2013. You still have 8 days to respond.	
	Information There overall <u>attachments</u> and specific attachments per question	
	Start now! • Click on <u>All questions</u>	

ON this screen you can see the number of participants who have responded (voted or commented) so far and the deadline before the Synmind session closes. This Delphi process has invited a lot of organisations as participants, and observers in addition to the EAHP board and external moderators, hence a large number of logins have been generated.

The Question Menu

This is the question menu:

ynnind	Topics Home All questions	Logout
	Aspect: 1 Introductory Statements and Governance (7 statements)	
	1.1 The overarching goal of hospital pharmacists is to optimise patient outcomes through the judicious, sale, efficacious, appropriate, and cost effective use of medicines. EXPLANATION? Click on Information". (Statement 1).	
	Enter your answer - Your panel - All panels	
	12 At a European level, 'Good Hospital Pharmacy Practice' guidelines based on evidence should bue developed. These guidelines should assist national efforts to define recognised standards across the levels, coverage, and scope of hospital pharmacy services and should include corresponding human resource and training requirements. DXPLMANTOWY. Click on 'Information', (Statement 2).	
	Enter your answer - Your panel - Alt panels	
	1.3 Health authorities should ensure that each hospital pharmacy should be supervised by a pharmacist who has completed adequate training in hospital pharmacy. All Hospitals must have access to Hospital Pharmacy Services, including those without a Pharmacy in the Hospital. EXPLANATION? Click on "Information", (Statement 3).	
	Enter your answer Your panel All panels	
	1.4 Health authorities and hospital administrators should bring together stakeholders to collaboratively develop and utilise evidence-based hospital pharmacy human resource plans. These should be aligned to engage hospital pharmacrists in all steps of medicine use processes and to meet health needs and priorities across public and private sectors that optimise patient outcomes. EXPLANATION? Click on "information", (Statement 4).	
	Enter your answer • Your panel • All panels	
	1.5 Hospital pharmacists must be members of Drug & Therapeutics Committees to oversee all medicines management policies and procedures, including those related to off-label use and novel investigational medicines. EXPLANATION? Click on "Information". (Statement 5).	
	Enter your answer • Your panel • Ail panels	
	1.5 Hospital Pharmacists should ensure that pharmacy services are integrated within the general information and Communication Technology (ICT) framework of the hospital including electronic health (elevable health (mhealth) processures. Dispital pharmacists must be involved in the design, specification of parameters and evaluation of ICT within the medicines processes. DXPLANATION? Click on Information. (Statement 6).	
	Enter your answer + Your banels	
	Aspect: 2 Selection, Procurement & Distribution (7 statements)	
	Aspect: 3 Production & Compounding (9 statements)	
	Aspect: 4 Clinical Services (7 statements)	
	Aspect: 5 Patient Safety and Quality Assurance (11 statements)	
	Aspect' 5 Education and Research (7 statements)	

All of the statements can be seen in in this main menu, split into the 6 thematic sections (click on the theme to open up the statements within).

Step 3: Enter responses, read responses of others, and join the debate!

There are options on 'Question Menu' screen to **a**) enter your response to each statement, and, **b**) see the answers of others (remember a Delphi method concept is to engage with views and responses offered by others).

a) To enter your response:

Firstly, click on the "enter your answer" link, under each statement:

lynnind	Topics Home All questions		Logo
	Aspect: 1 Introductory Statements and Governance (7 statements)	1	
	11 The ormanching noal of hospital pharmacists is to optimise patient outcomes through the judicious, safe, efficacious, appropriate, and cost effective use of medicines. NPLANATION? Click on 'Information'. (Statement 1).	^	
	Enter your answer + You panel + All panels		
	12 At a European level-Good Hospital Pharmacy Practice' guidelines based on evidence should be developed. These guidelines should assist national more to define incognised standards across the levels, coverage, and accopt of hospital pharmacy services and should include corresponding human resource and training requirements. EPUAMIONY Click on Information', (Statienene 2).		
	Enter your answer + Your panel + All panels		
	13 Health authorities should ensure that each hospital pharmacy should be supervised by a pharmacist who has completed adequate training in hospital pharmacy. All Hospitals must have access to Hospital Pharmacy Services, including those without a Pharmacy in the Hospital. EXPLANATION? Click or Information: (Statemers 13).	•	
	Enter your answer + Your panel + All panels		
	14 Health authorities and hospital administrators should bring together staksholders to collaboratively develop and utilise evidence-based hospital pharmacy human resource plans. These should be aligned to engage hospital pharmacists in all stops of medicines use processes and to meet health needs and priorities across public and private sectors that coptimise patient outcomes. EVPLARATION? Click on Information.' [Statement 4].		
	Enter your answer + Your panel + All panels		
	15 Hospital pharmacists must be members of Drug & Therapeutics Committees to oversee all medicines management policies and procedures, including those related to off-label use and novel investigational medicines. EXPLANATION? Click on Information'. (Statement 5).		
	Enter your answer - Your panel - All panels		
	15 Hospital Pharmacists should ensure that pharmacy services are integrated within the general information and Communication Technology (ICT) framework of the hospital including electronic health (eletenth) and mobile health (initiath) procedures. Hospital pharmacists must be involved in the design, specification of parameters and evaluation of ICT within the medicines processes. ERPLANADMY Click on Information, (Statement 6).	~	
	Enter your answer + Your panel + All panels		
	Aspect: 2 Selection, Procurement & Distribution (7 statements)	-	
	Aspect: 3 Production & Compounding (9 statements)		
	Aspect: 4 Clinical Services (7 statements)		
	Aspect: 5 Patient Safety and Quality Assurance (11 statements)		
	Aspect: 6 Education and Research (7 statements)		

Then select the level to which you agree or disagree with the statement, AND insert any comments into the text box field (e.g. suggested improvements to the wording).

Synmind	Topics	Home	All questions	Enter your answer	Your panel	All Panels		Logout
	Aspect: Statement:	1 Introductory Stateme 1.1 The overarchin efficacious, appro	ents and Governance ng goal of hospita priate, and cost e	I pharmacists is to op ffective use of medici	timise patient out nes. EXPLANATIC	comes through the judici DN? Click on 'Information'	ous, safe, '. (Statement 1).	
	Enter your op	inion:						
	0 3	Strongly agree	Please use the	space below to make any additi	onal comments on this s	atement for the process moderators	to consider.	
	0 2	Agree	Are there impro Please express	vements to the wording that cou these in the space below.	ld be made to this stater	nent that would lead you to 'strongly	agree' with it?	
	0 1	Disagree	To assist the pr	ocess, the moderators would be	grateful for any commer	its you can express below as backg	round to disagreeing.	
		Strongly disagree	To assist the pro disagreeing.	ocess, the moderators would be	grateful for any commer	its you can express below as backg	round to strongly	
	Enter your arg	puments or suggestions:						
	B 1 3						•	

You can see at the bottom of the screen the number of statements still requiring response and arrows on either side to help move from one statement to the next.

mind	Topics Hom	ne All questions Enter your answer Your panel All Panels	Logout
	Aspect: 1 Introductory 5 Statement: 1.1 The over efficacious, a	Statements and Governance rarching goal of hospital pharmacists is to optimise patient outcomes through the judicious, safe, appropriate, and cost effective use of medicines. EXPLANATION? Click on 'information'. (Statement 1). Information	
	Enter your opinion:		
	O 3 Strongly agree	Please use the space below to make any additional comments on this statement for the process moderators to consider.	
	O 2 Agree	Are there improvements to the wording that could be made to this statement that would lead you to 'strongly agree' with 87 Please excremes these in the strace below.	
	O 1 Deagree	To assist the process, the moderators would be grateful for any comments you can express below as background to disagreeing.	
	O 0 Strongly disagree	To assist the process, the moderators would be grateful for any comments you can express below as background to strongly	
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0.000		~	

b) To see the responses of others

To see the responses that others have provided to a statement click on 'your panel'.

Symmind	Topics	Home	All questions	Enter your answer	Your panel	All Panels			Logout
	Aspect: Statement:	1 Introductory Stateme 1.1 The overarchin efficacious, approp	ents and Governance Ig goal of hospital priate, and cost ef	l pharmacists is to o ffective use of medio	ptimise patient ines. EXPLAN/	outcomes through ATION? Click on 'In	n the judicious, safe, nformation'. (Statemer	nt 1).	
		My Panel: EAH	P Members	R 1			Opinion 3	^	
	Explanation: • 9	R 30 R 30 R 35 R 25 R 30 R 30 R 34 R 34 R 34 R 34 R 34 R 34 R 34 R 34	R ⁹ R12 R31	no futt 15-11-1 R 9 No con 15-11-2 I totally 15-11-2 R 24	er additions 013 ment. 013 agree. 013		Opinion 3 Opinion 3 Opinion 3		

Here you can see how other respondents have voted and commented. It is possible to react to their comments and engage in a live *live might give the impression that people should give their reactions at the same moment, whereas entries can be made at different moments in time. Maybe leave out "live"?* discussion regarding any statement. This is all done anonymously and respondents are asked not to include any information that could be used to identify their organisation.



The visual graph describes how each participant voted (the blue line connected) and the average level of consensus can also be seen (the red line). A clear circle at the outer edge of the diagram indicates a strong level of agreement with the statement. Equally, strong disagreement would be indicated as a smaller circle focused in the middle.

By clicking on explanation on the bottom left corner of the graph the numerical average can also be shown (in this case 2.83 indicates between agree and strong agreement).

My Panet: EAHP Memb diagree 0. Storgly diagree To assist the process, the moderators would be grateful for any commerts you can express below as background to despeeding. 0. Diagree 0. Diagree 2. Agree Association of the statement to the wording that could be made to this statement that would lead you to the space below to make any additional commerts on this statement for the process. 0. Diagree 1. Diagree 1. Diagree 0. Storgly are are are are are are are are are are		Aspect: 1 Introductory Statement: Statement: 1.1 The overarching efficacious, appropri	and Governance goal ate, Blue: Red: Average value:	Individual opinions of panel members Average value 2,13	d andar mar Alan and Al	a ta dhataana aada	1).
R 12 Opinion 3 R 12 O	///	Hy Panel: EAHP I	Aemb 0. Strongly disagree T. Disagree R 2: Agree 3: Strongly agree Hidde	To assist the process, the moderators would background to strongly disagreeing. To assist the process, the moderators would background to disagneeing. Are there improvements to the working that throngle agreet with CP Place expression. Please use the space below to make any ad moderators to consider.	If be grateful for any comments y d be grateful for any comments y could be made to this statement is in the space below. Oditional comments on this state	ou can express below as ou can express below as that would lead you to ment for the process	
R 12 Opinion 3 R 12 Opinion 3 //bfaily agree 15-11-2013		**	J.,	15-11-2013			
15-11-2013		R.H		R 12 I totally agree.		Opinion 3	
		\frown		15-11-2013			
Explanation - Officeraph - Information R 24 Opinion 3		Explanation: • Other graph • Information		R 24		Opinion 3	~

c) Gain an overview of group response

By clicking on "all panels" you can gain an understanding of how 'EAHP Members', 'healthcare professionals' and 'patients' are responding to each statement.



By clicking on any of the 3 squares you can then see in more depth the comments made by that group, and offer response and additional comment.



Change your opinion

You may join the discussion as often as you wish. You will be able to change your opinion (agree – disagree) on statements until the session closes, but not your comments. If you want to explain or change your comment, you can do so by entering a new comment.

The team of external moderators can also react and observe to any comments and will do so if they feel the need to help clarify, provoke or encourage debate in an attempt to obtain consensus. Please be aware that the moderation team, headed by Neal Maskery (UK) is independent of EAHP.

The external moderation team will report on the consultation, which will be made available to all registered participants.