

**Guidebook diary study**

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# Introduction

Short introduction to the document.

## Inclusion criteria

**Older adults with age-related impairments**

**Chronic pain patients (CP)**

**Diabetes type 2 patients (DM-2)**

# Pre-study workshop

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| **Phase** | **Time** | **Topic** | **Explanation** | **Materials** |
| Introduction | 09.00-09.15 | Walk-in | - | Name tags  Coffee/tea |
| 09.15-09.20 | Welcome & introduction | - |  |
| 09.20-09.25 | Introduction of moderators | Explain backgrounds & role in study | PPT |
| 09.25-09-35 | Introduction of participants | Describe shortly who you are and why you chose to participate. |  |
| 09.35-09.45 | Outline of the day | Short overview of the different topics today | PPT |
| *“Are there any questions so far?”* |  |
| Questionnaires | 09.45-09.50 | Explanation questionnaires | *“We are about to start with the questionnaires. Data will be analysed anonymously.”*  *“Please fill in these questionnaires as you feel it best describes your situation.”* |  |
| 09.50-09.55 | Distributing questionnaires +pens | Moderators distribute the questionnaires and pens to each participant | Manuel questionnaires + pens |
| 09.55-10.15 | Filling in questionnaires | Participants fill in the questionnaires.  Moderator stands by in case there are questions. |  |
| Short break & set-up focus group | 10.15-10.25 | While participants have a short break, the moderators set-up the first focus group: patient journey. | | Pens  A3 sheets of the empty patient journey  Audio recorder  Coffee/tea |
| FG1 – Patient journey mapping | 10.25-10.26 | Turn on audio recorder | *“Next, we are about to start with the focus group. “Everything is recorded on audio. We use this data to analyse this meeting afterwards.”*  >Turn on audio recorder |  |
| 10.26-10.35 | Explanation focus group | *You are going to write down your own patient journey on the sheet of paper before you.*  *You are going to write down three things:*   1. *The different steps in your patient journey* 2. *The most positive and most difficult event in this step* 3. *The people who were involved in this steps*   *You start on the patient journey sheet in the left circle ‘the cause that started it’. Then, fill in the rectangles up to the right circle ‘where you are now’. You don’t have to fill in every rectangle, you just need to describe the different steps in your journey up till now.”*  *After that, fill in for each step the most positive and most difficult moments and the people who were involved in this step.* |  |
| 10.35-11.00 | Filling in patient journey | Participants fill in their patient journey  Moderator walks around during this time, making short notes of similarities/differences between the patient journeys |  |
| 11.00-11.20 | Discussion of patient journey | **Question 1:** *‘***How was it to fill in your own patient journey?’**  Follow up:   * Why was it easy/difficult? * Do others also feel/think that?   **Question 2: I noticed this [similarity/difference] between your patient journeys. Could you explain this?**   * Ask questions on the notes you’ve made when participants were filling in their patient journeys |  |
| Short break | 11.20-11.30 | - | | Coffee/tea with snack |
| Explanation diary study | 11.30-11.40 | Presentation on diary study and diary forms | Moderator gives a short presentation on the diary study and the different types of diaries that are going to be used. | PPT |
| 11.40-11.55 | Exercise with diary forms | Moderators distribute paper diary forms and ask participants to fill these in as if it were for yesterday. | Diary forms |
| 11.55-12.05 | Discussion of diary forms | The diary forms are discussed. What went easy, what went difficult? Are the questions understandable and which questions were difficult to answer? |  |
| 12.05-12.15 | Summary of diary study and Q&A | Moderators give a short summary of the diary study and the forms.  Participants can ask any questions they have. | PPT |
| Closure | 12.15-12.17 | - | | - |

# Post-study workshop

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| **Phase** | **Time** | **Topic** | **Explanation** | **Materials** |
| Introduction | 09.00-09.15 | Walk-in | - | Name tags  Coffee/tea |
| 09.15-09.20 | Welcome & introduction | - |  |
| 09.20-09.28 | Outline of the day | Short overview of the different topics today | PPT |
| *“Are there any questions so far?”* |  |
|  | 09.28-09.30 | Turn on audio recorder | *“We are about to start. Everything is recorded on audio. We use this data to analyse this meeting afterwards.”*  >Turn on audio recorder | Audio recorder |
| Discussion of diary study | 09.30-09.50 | Theme 1: discussion of method | *The last couple of weeks you have filled in the diary forms. We want to discuss with you study, what you thought of it, and the method. Was is easy or difficult filling in the diaries?*  *Questions:*   1. *Could you explain how you thought the study went? What went well, what went wrong?* 2. *How easy or difficult was it to filling out the diary forms?* 3. *How could this study be improved?* |  |
| Short break | 09.50-10.00 |  | |  |
| Discussion of health information sitautions | 10.00-10.32 | Turn on audio recorder | >Turn on audio recorder | Audio recorder |
| 10.32-10.52 | Theme 2: discussion of health information situations | Start: We want to discuss with you the different health information situations you encountered in the last month and how this affected your health.  Questions:   1. What were for you the most important health information situations you encountered? 2. How did these situations affect your health (positive or negative)?   Follow-up questions:   * Where there large changes in your health the past four weeks? * How did this influence you in searching information about your health?  1. Health has several aspects, such as physical health, mental health, social health, quality of life, etc. How did these health information situations affect these different aspects of your health?   Closure |  |
| Short break | 10.52-11.00 | - | | Coffee/tea with snack |
| Theme 3: virtual coaches | 11.00-11.10 | Explanation virtual coaches | Moderators give a short presentation on virtual coaches | PPT |
| 11.08-11.10 | Turn on audio recorder | >Turn on audio recorder | Audio recorder |
| 11.10-11.12 | Distribution patient journeys | Moderators distribute the patient journey for the corresponding patient group. (this is the patient journey based on pre-study workshop) | Patient group patient journeys |
| 11.12-11.45 | Discussion | *We want to discuss with you how during your patient journey virtual coaches could possibly assist you in regard to your health-related issues and general health. Based on*  **Question 1: Where could or should virtual coaches play a role in healthcare? Please mark these places with an X on the section ‘1-Role of virtual coaches’**  Follow-up questions:   * Where could they play a role in your patient journey? * What could the virtual coaches do in these stages? * What type of information would this virtual coach need to provide?   **Question 2: What type of virtual coaches do you believe we should develop for this case? (e.g. physical activity coach, spiritual coach, etc.)**  Follow-up questions:   * How could a virtual coach motivate you for living healthy?   Closure | *Respondents can write down on the patient journey what role the virtual coach could play for each ‘X’ and the type of information they need at each ‘X’* . |
| Summary | 11.45-12.00 | Explain next steps in this study | Moderators give a short presentation on the next steps, what is to be done with these results in this project.  Q&A with participants | PPT-6 |
| Closure | 12.00-12.10 | - | | - |

# Bibliography

There are no sources in the current document.