


Project Code:	2021-1-BE01-KA220-ADU-000033677				
Action Type:	KA220-ADU - Cooperation partnerships in adult education				
Agency:	BE01 - Agence francophone pour l'éducation et la formation tout au long de la vie - AEF-Europe				
Call:	2021	Round:	1		

Assessment Sheet


Call for proposals

Name of the Organisation:	CENTRE HOSPITALIER UNIVERSITAIRE DE LIEGE
Title of the proposal:	Digital health literacy for the hospital of the future
Reference No:	2021-1-BE01-KA220-ADU-000033677 - Beneficiary Report

I. ASSESSMENT CONCLUSION


Criteria	Score
Relevance of the project	14/30
Quality of the project design and implementation	9/20
Quality of the partnership and cooperation arrangements	9/20
Impact	12/30
Total:	44/100

Comments for the beneficiary
<p>The project PRAGMA TIC coordinated by the University of Liege Hospital in partnership with 3 other university hospitals in Denmark, Lithuania and Slovenia and a Belgian ASBL could have been relevant if its initial objectives and priorities had been met. Unfortunately, the project ended before its final date leaving many relevant aspects unsolved. PRAGMA TIC aimed to improve the digital health literacy of patients with chronic diseases and train caregivers to become educators (e-ducators).</p> <p>The project's relevance for the education sector where it operates, ADULT EDUCATION, is unfortunately not fully achieved. Some actions have been put in place to develop quality learning opportunities for adults (in this case chronic disease patients) through the setting up of an e-learning platform, an ethics protocol, and the drafting of surveys, but the project had to stop without having produced the training material. The project raised a lot of interest among stakeholders. Still, it is not possible to ascertain the degree to which digital literacy and inclusion could have been achieved thanks to the project during the short project lifespan. The situation regarding the hospital staff and the caregivers in the respective partner countries should have been better taken into consideration when planning the activities. It would have also been valuable to specify the categories of learners (chronic disease patients) in terms of educational and learning digital needs.</p> <p>The fact that hospitals are the institutions driving the training and learning process is quite positive and innovative. However, not all expected results were produced, and those that were achieved don't show any degree of innovation. The evaluation committee recommends the partners continue promoting the project objectives and relevance through the website and update it regularly as it could be a key tool to gather interest from other stakeholders. The partners could also consider setting up alliances or cooperation with adult education learning providers that could support them in creating the training material and understanding the behaviours and needs of adult learners. PRAGMA TIC was conceived as an innovative project with objectives that are relevant and aligned with European policies and the needs of the health sector so the partners should be encouraged to continue their work in this area even if the experience might have been not very rewarding.</p>

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II. ASSESSMENT

Relevance of the project	Score
<p>The project PRAGMA TIC coordinated by the University of Liege Hospital in partnership with 3 other university hospitals in Denmark, Lithuania and Slovenia and a Belgian asbl could have been relevant if its initial objectives and priorities would have been met. Unfortunately, the project ended before its final date leaving many relevant aspects unsolved. PRAGMA TIC aimed to improve the digital health literacy of patients with chronic diseases and train caregivers to become educators (educators). The project goals were to improve health information and democratize medicine. This ambitious and relevant principles are in line with the EU priorities, notably with the European Pillar of Social Rights, with the strategy for a European Education Area by 2025, currently undergoing its mid-term evaluation and the Digital Education Action Plan (2021-2027). Moreover, the foremost consequences of the covid-19 pandemic made it particularly important for education and training stakeholders to focus on the challenges and needs arising from the health and care sectors in Europe. Within this context, PRAGMA TIC could have provided an example of good practice to inspire policy development.</p> <p>The project's relevance for the education sector where it operates, ADULT EDUCATION, is unfortunately not fully achieved. Some actions have been put in place to develop quality learning opportunities for adults (in this case chronic diseases patients) through the setting up of an elearning platform, an ethic protocol, drafting of surveys, but the project had to stop without having produced the training material.</p> <p>The project main pedagogical tools and methods if and when fully deployed could be adapted to other education fields and other learners. The results could also be transposed and exploited in other areas and not only in adults/patients and caregivers. Results' exploitation could have had an important potential. The project results aimed at enhancing trainers/caregivers' capacity building and improve the learner's confidence and personal development.</p> <p>The project raised a lot of interest among stakeholders. Still, it is not possible to ascertain the degree to which digital literacy and inclusion could have been achieved thanks to the project during the short project lifespan.</p> <p>The reasons for the EU intervention are justified as the project has a clear EU-added value. However, the situation regarding the hospital staff and the caregivers in the partner countries should have been taken into consideration when planning the activities. It would have also been valuable to specify the categories of learners (chronic disease patients) in terms of educational and learning digital needs.</p> <p>The project is innovative because of the relevance of its topic and focus. The fact that hospitals are the institutions driving the training and learning process is also quite positive and innovative. However, not all expected results were produced, and those achieved are not innovative.</p>	14.0
Quality of the project design and implementation	Score
<p>According to the final report and its annexes, PRAGMA TIC went through numerous challenges and difficulties and ended before it was planned. Due to the absence of the project manager at the coordinating institution, some activities started with some justified delay. However, the biggest challenges regarded the development of the training material; the partners couldn't agree on how to best deliver it to their target groups and two of the hospitals withdrew. Another important difficulty was to recruit caregivers in Belgium because of the consequences and workload arising from the covid-19 pandemic. This should have been an important element to take into account when thinking about the delivery of the training itself as staff should have been provided with some flexible pathways or incentives to pursue the training.</p> <p>The main results could have been relevant for the target public. However, from reading the final report it can be concluded that partners were carrying out actions in their own context instead of working together to deliver the training material for example. It would have been key to have the material created with educators through participatory approaches and adapted/tested in the different systems instead of simply transposing the material produced by the Belgian partner with subtitles. EU-funded projects should be about cooperation and ownership of results.</p> <p>An appropriate number of partners' meetings were organized to monitor the project and correct possible deviations. Some difficulties were encountered due to the lack of mastering EN during the online meetings and this caused some misunderstandings.</p> <p>A multiplier event took place in the shape of a workshop discussion with the topic 'The Medicine in the Digital Age' during the Imagesanté film festival in Liège on 30 March 2023. Certainly an</p>	9.0

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interesting topic and a good occasion to raise awareness about the project, but it took place before the finalization of the only IOs produced, the eLearning platform (15.10.2023). Multiplier events have as their objective to promote the IOs results and not just raise awareness about the project. The final report recognized that 85% of the project activities have been achieved and 50% of the training too. However, without the training material and without having trained the caregivers the results produced can't stand alone in a significant way. The LTTA foreseen didn't take place either even if some participants (nurses) were recruited. The project website is clear, user-friendly and easy to read. The EU fund is properly acknowledged and the partners have been feeding it with news until June 2023. The training page or eLearning platform is fine, but the request to register to be able to access the training material might hamper participation from some groups. The fact that the website is available in 5 languages is very positive. The project video could be improved by adding subtitles in the 4 consortium languages as it is only in FR

Quality of the partnership and cooperation arrangements	Score
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The consortium was composed of 4 university hospitals and 1 asbl in BE. The three hospitals in Liège, Lithuania and Slovenia have been cooperating together in the past while the hospital in Denmark has experience in dealing with mental health patients using digital tools and applications. The quality of the project team doesn't raise any questions. The partners are all renowned organisations from four EU countries. Apart from the BE ASBL that provides support services, they are all comparable in terms of interest in the subject and capacities to run the project properly. Their institution's missions and objectives are compatible to have run the project successfully. This hasn't however been the case as the project ended before its foreseen date due to the withdrawal of some partners and lack of understanding mainly regarding the production of the training material. The distribution of responsibilities ensured the commitment and active contribution of all participating organisations. However, most of the few results produced seem to have been produced by the partners on their own without any collaborative arrangement (video in FR by the Belgian partner, Multiplier during a film festival in Liège, website by the BE asbl, a workshop with nurses in Denmark...) There seem to be partners with smaller contributions/tasks than others. The project would have benefited from having more adult education providers directly involved as it would have achieved a wider impact and would have supported the hospitals in the creation of the training material. ALE providers have a lot of experience in teaching digital skills to many different categories of learners and this experience would have been key to understanding the learners needs and challenges and preparing the most suited material. The project runs with other difficulties and delays due to the absence of the project coordinator, the covid-19 pandemic, but also to the workload in some tasks and challenges to mobilise some target groups. Some monitoring mechanisms and increased communication tools were put in place to overcome these challenges, but a risk assessment should have been carried out at an earlier project stage. The number of transnational and online meetings seems correct.

9.0

Impact	Score
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The partners had planned to analyse the project impact and evaluate the quality and relevance of the PRAGMA TIC training path. However, as it is mentioned in the final report, no evaluation was carried out as the project finished before the participants could join the foreseen activities. Unfortunately, no quality plan nor risk assessment plan was designed at the beginning of the project and integrated as part of the project management and monitoring activities. The drafting of the study protocol was a positive feature and indicates that the partners had understood the need to meet scientific quality standards. The project would have been relevant and would have added value to the work of the partner organisations if it would have run in a proper manner. The final report explains that the partners from Belgium, Denmark and Slovenia will carry out similar actions as the ones planned under PRAGMA TIC but on their own institutions. This shows that the challenges identified are still present. The final report could have provided further details about these initiatives so that it would have been possible to assess the impact and sustainability of the project for the participating organisations in a precise way. The project's impacts at local, national and regional levels are not described. Some dissemination actions in Belgium and Denmark have raised awareness about the need to best digitalize the health sector and to think about the hospital of the future but there hasn't been any exchange nor reflection

12.0

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<p>about PRAGMA TIC outcomes. The impact of the project on the adult education sector is not mentioned in the report either.</p> <p>The report cites a communication plan developed at the start of the project and some contacts carried out. As explained above, the intended multiplier event was the running of a workshop on the occasion of the film festival in Liège where many students, health professionals and health decision-makers participated. This presentation might have raised awareness of the need to democratize health, the active role of hospitals in the teaching process and promote the acquisition of digital skills for patients too but it didn't exploit the results. The website is good, but the video is only in French and doesn't include testimonies from the other partners and the news is not more recent than June 2023.</p> <p>The evaluation committee recommends the partners continue promoting the project through the website and update it regularly. It could be a key tool to gather interest from other stakeholders. The partners could also consider cooperation with adult education learning providers that could support them in creating the training material and understanding the behaviours and needs of adult learners. PRAGMA TIC was conceived as an innovative project with objectives that are relevant and aligned with EU policies and the needs of the health sector so the partners should continue their work in this area despite this non-rewarding experience</p>	
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