

# Survey results

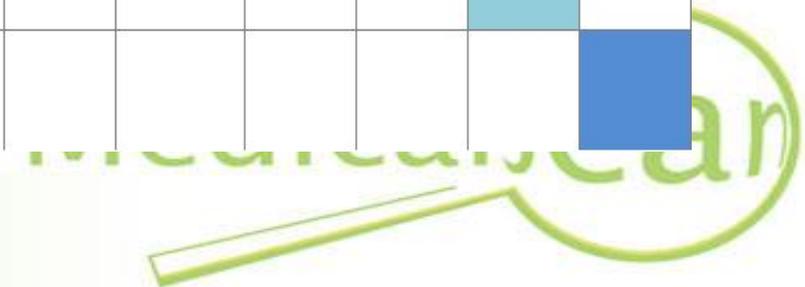
August, 2023



*Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.*

# Gantt chart – WP2

		Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
<b>WORK PACKAGES</b>	<b>WP LEADER</b>											
<b>WP2. Assessment of upskilling needs &amp; Dissemination I</b>	<b>Medicalscan</b>											
<b>Activity 2.1 – Kick-off meeting TPM1</b> ; first in-person gathering of the partners in <b>Czech Republic</b> ; upfront preparation of project management and implementation administrative tasks	<b>JMSOC</b>											
<b>Activity 2.2 - Desk research</b> on the status quo of use of tech-enhanced tools and practices for social/home care in the countries of the partners, plus general European trends	<b>All partners</b>											
<b>Activity 2.3 – Surveying of care professionals</b> in the countries of the partners	<b>All partners</b>											
<b>Activity 2.4 – Aggregation of data</b> ensuing from desk research and surveys and production of a <b>brief report/action plan</b> including needs discovered, as supported by data sets, and needs gaps to be addressed by the upcoming WPs	<b>Medicalscan &amp; All partners</b>											
<b>Activity 2.5 – Dissemination actions I</b> relative to the results produced to date (Dissemination Plan, project visual identity, website, social media channels, newsletter #1)	<b>JMSOC &amp; All partners</b>											
<b>WP3. Training development &amp; Dissemination II</b>	<b>Apenhet</b>											
<b>Activity 3.1 – Study visit</b> for modelling best practices; meeting in <b>Norway</b> ; coupled with <b>TPM2</b>	<b>Apenhet &amp; All partners</b>											
<b>Activity 3.2 – Co-creation of SociALL training package</b> ; all partners provide input on the training methodology and training materials (booklet, mini course including written content and infographics/PPTs, instructional videos, etc.)	<b>All partners</b>											



# The aim of the research

The aim of the questionnaire is to gather information from social care professionals about their digital skills, experiences, and preferences. It seeks to achieve the following objectives:

- Collect demographic data
- Assess education and profession
- Identify experience and target groups
- Evaluate computer and digital skills
- Assess IT training and support
- Examine software and technology usage
- Investigate COVID-19's impact on technology adoption
- Evaluate satisfaction with digital support tools
- Identify need for higher-level digital skills
- Gather software recommendations

## **178 respondents:**

55 - Czech Republic

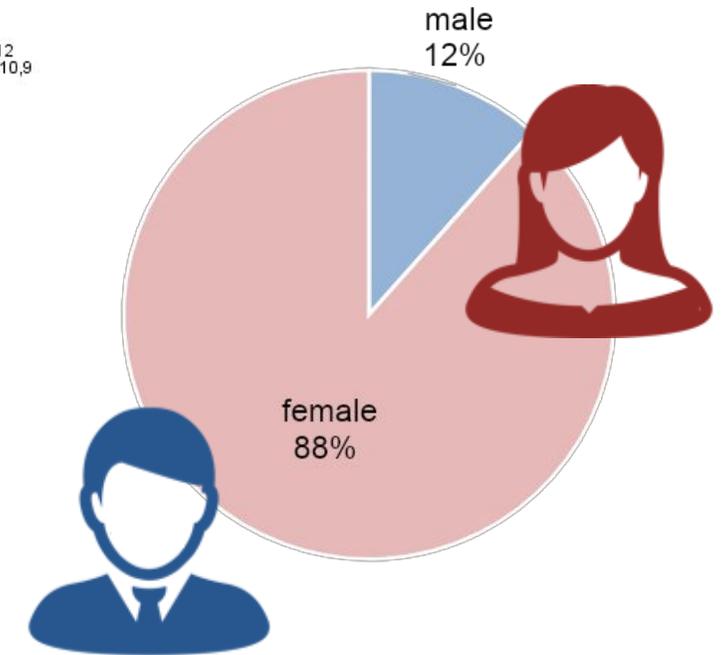
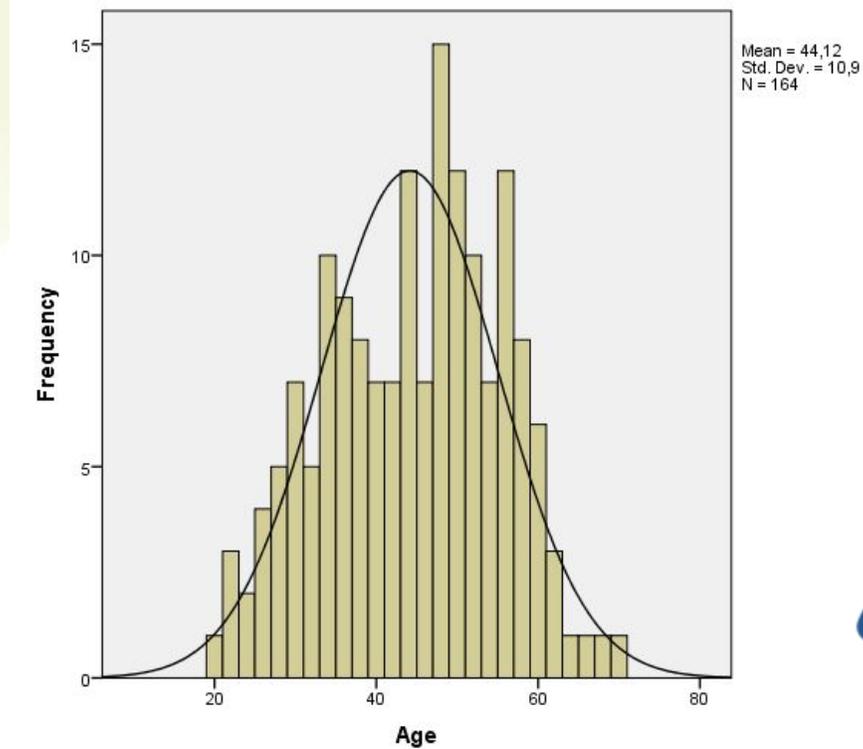
46 - Austria

44 - Norway

32 - Slovakia

# Demography – Age, Gender

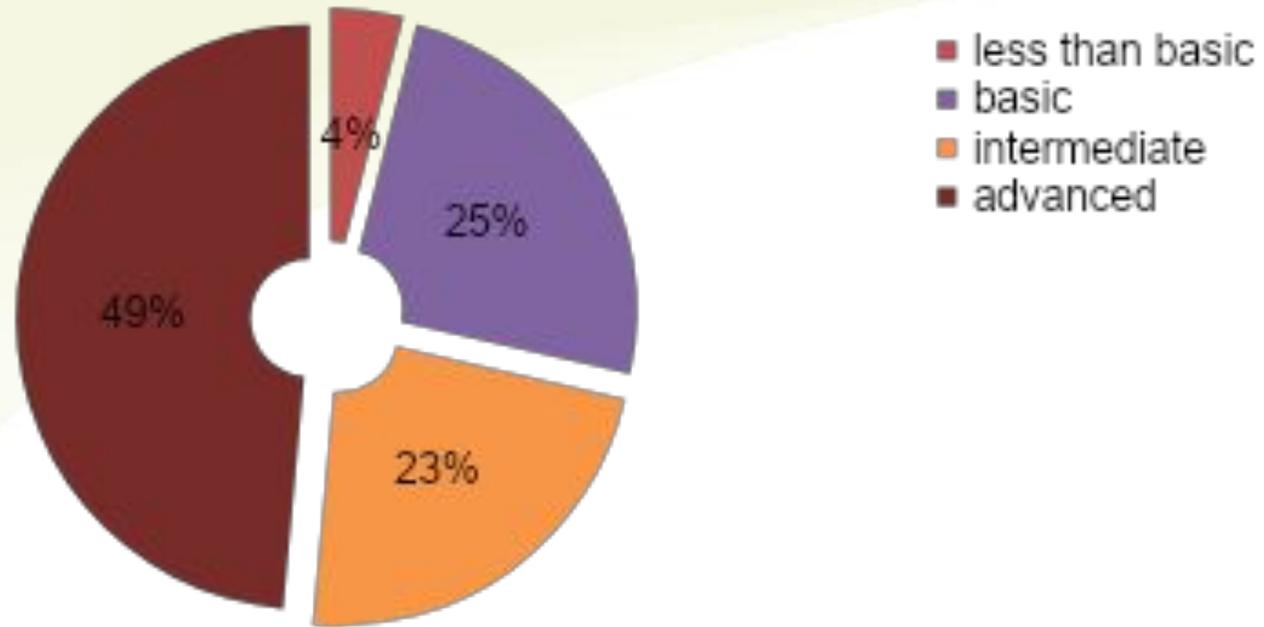
	Age
N	164
Minimum	20
Maximum	70
Mean	44,12
Std. Deviation	10,900



N=164, 173

1. Year of birth:
2. Gender:

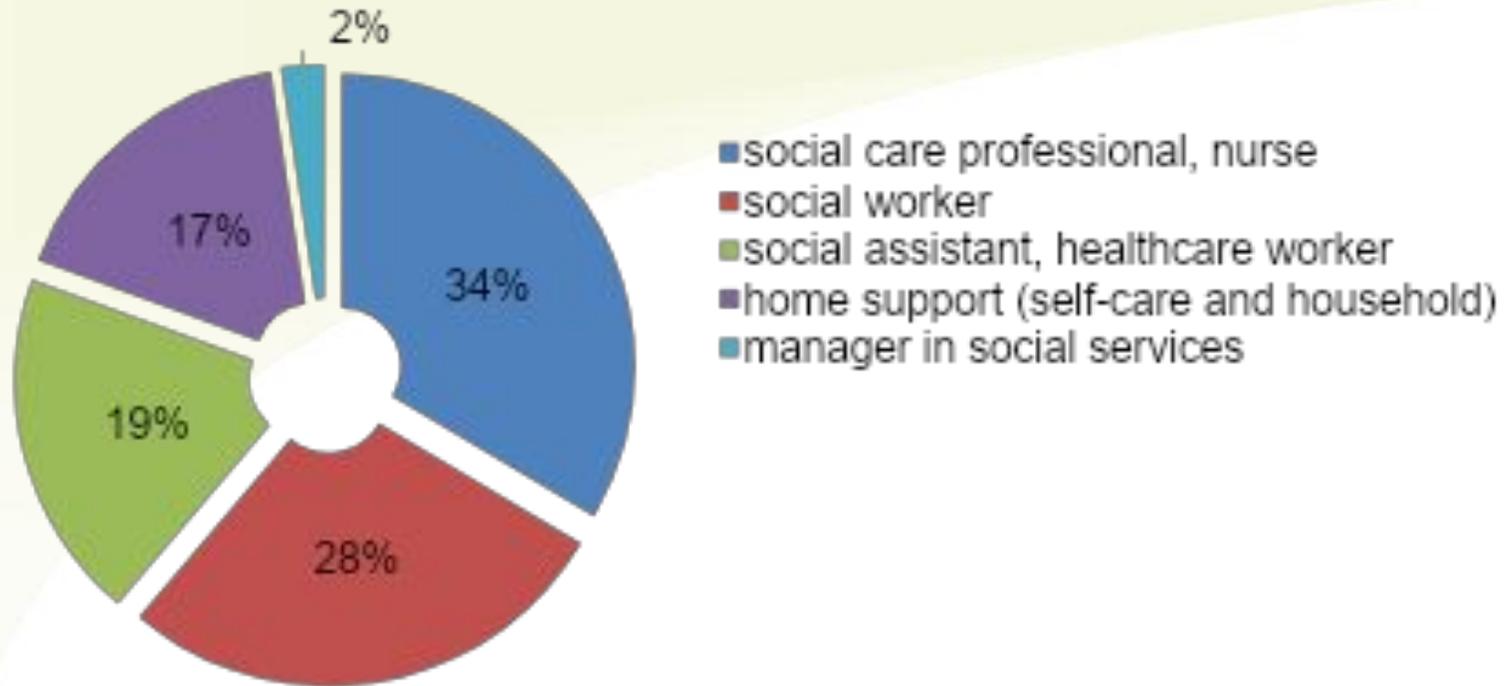
# Demography - Level of education:



N= 175

3. Level of education

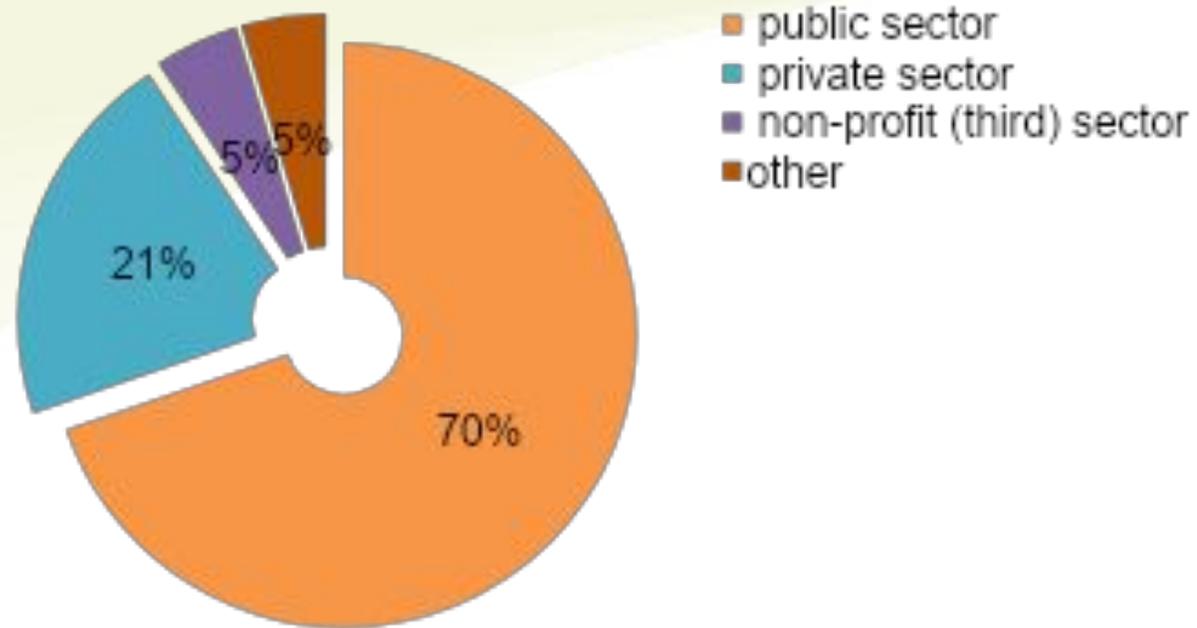
# Demography - Profession:



N= 170

4. Profession:

# Demography - Sector in which you provide care

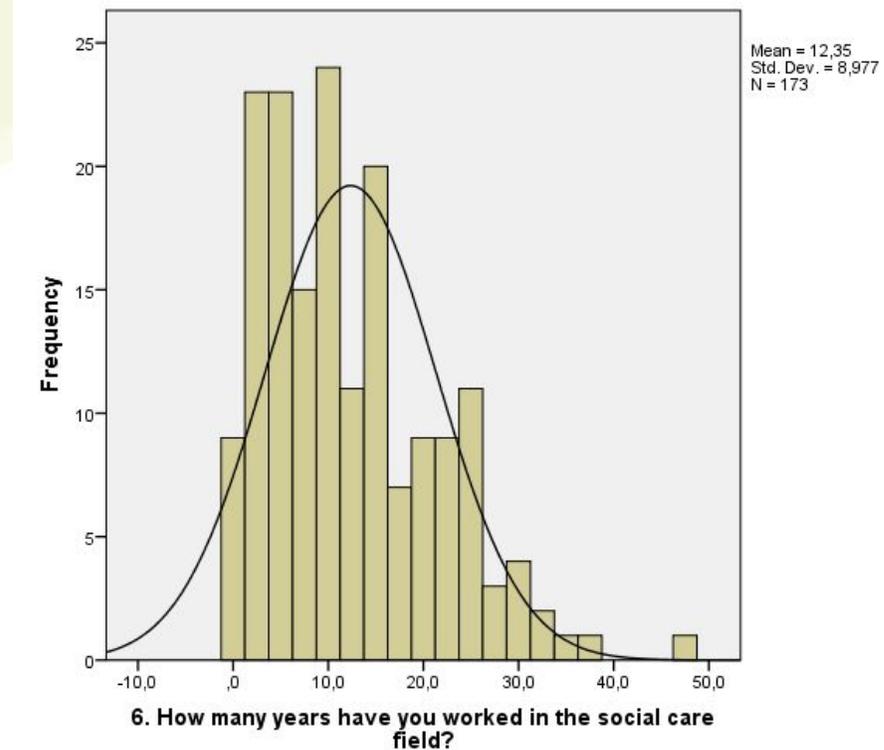


N= 172

5. Sector in which you provide care

# Demography - How many years have you worked in the social care field?

	How many years have you worked in the social care field?
N	173
Minimum	0,0
Maximum	48,0
Mean	12,350
Std. Deviation	8,9772

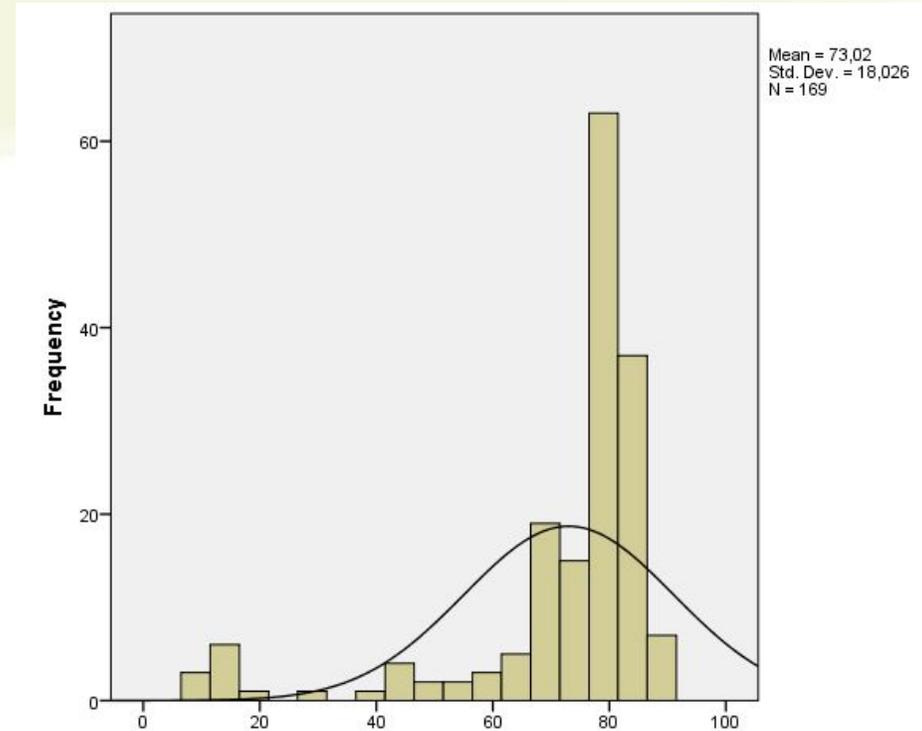


N= 173

6. How many years have you worked in the social care field?

# Care group - The average age of those in care (estimate):

	The average age of those in care (estimate):
N	169
Minimum	9
Maximum	90
Mean	73,02
Std. Deviation	18,026



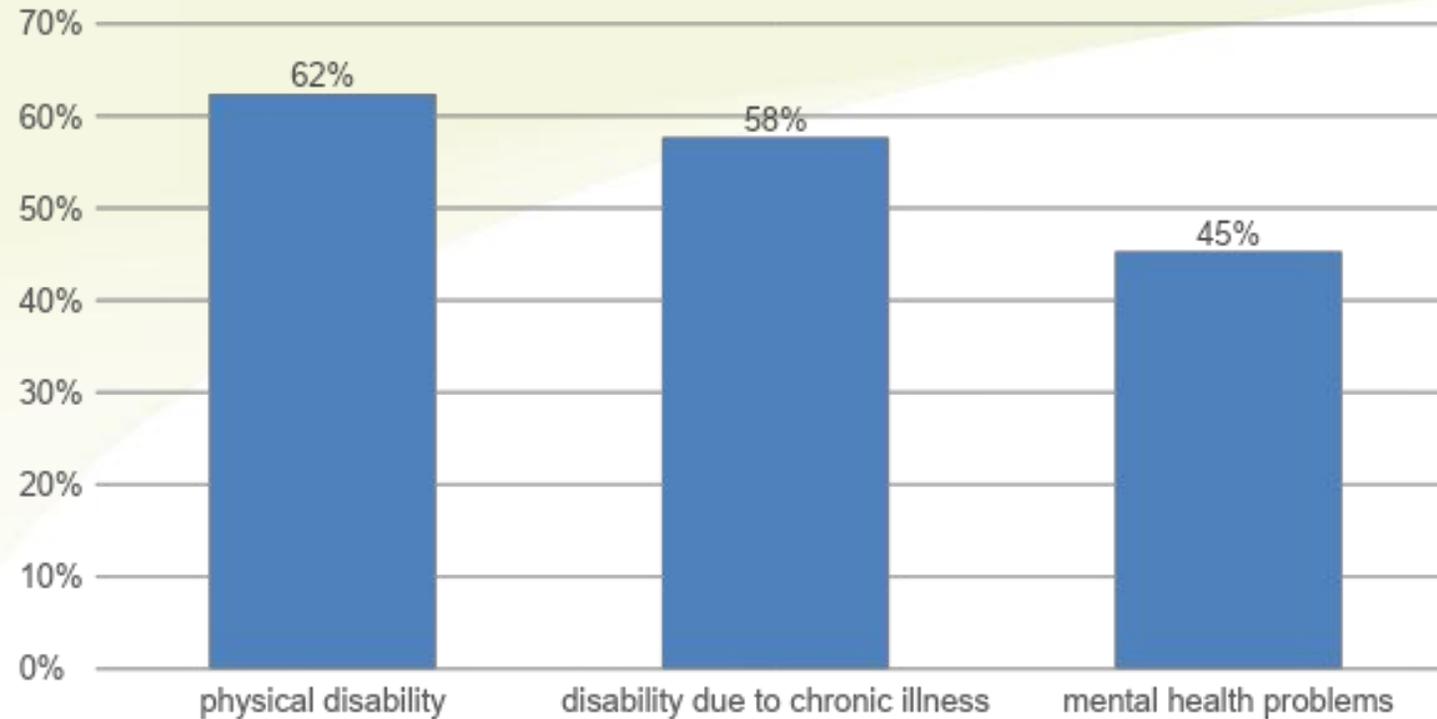
7. The average age of those in care (estimate):

N=168

7. The average age of those in care (estimate):



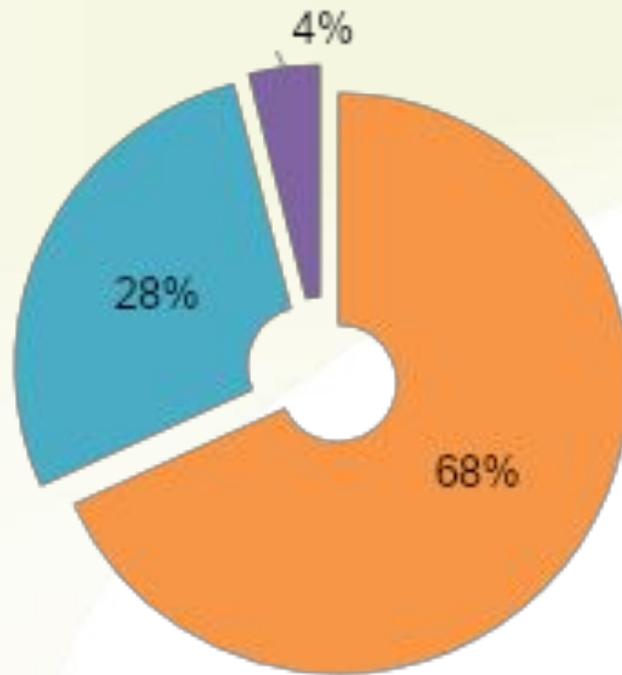
# Care group - Which respective target group do you care for?



N= 170

8. Which respective target group do you care for?

# Digital skills and education - How would you rate your computer and digital skills?

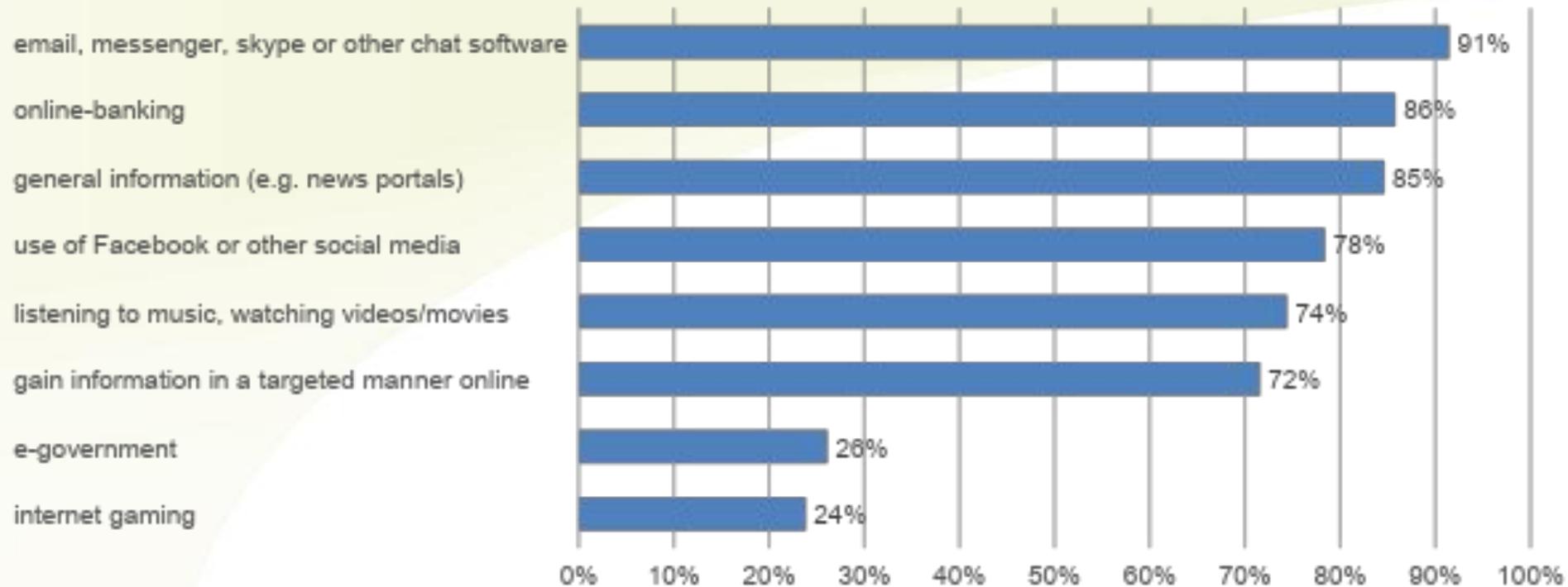


- I can easily find everyday content and use services without help.
- I can often manage to search for everyday content and use services with help.
- I find it difficult to search for everyday content and use services with help.

N= 176

9. How would you rate your computer and digital skills?

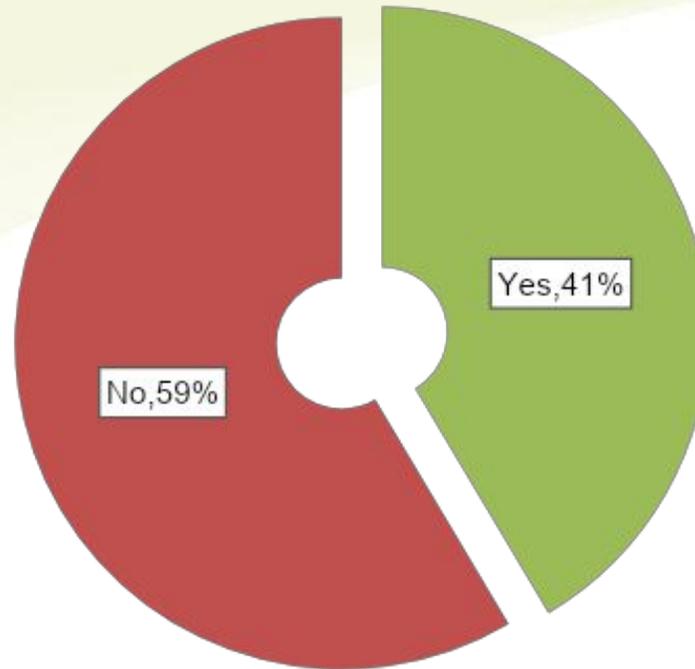
# Digital skills and education - What online activities do you do in your private life?



N= 176

10. What online activities do you do in your private life?

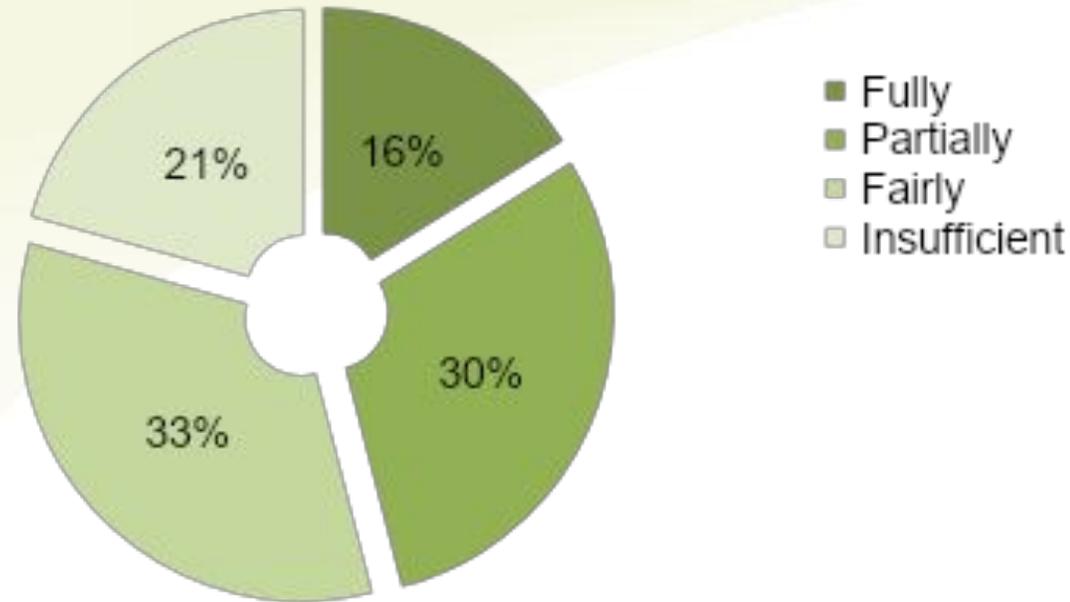
# Digital skills and education - Did you ever have IT training?



N= 176

11. Did you ever have IT training?

Digital skills and education - In the course of your work, to what extent do you feel that you receive training and support that helps you apply new technologies?

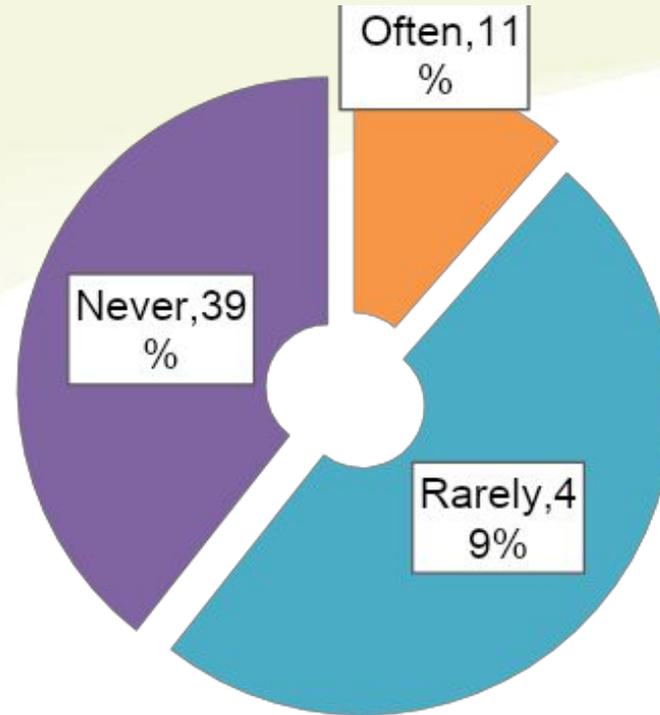


N= 174

12. In the course of your work, to what extent do you feel that you receive training and support that helps you apply new technologies?



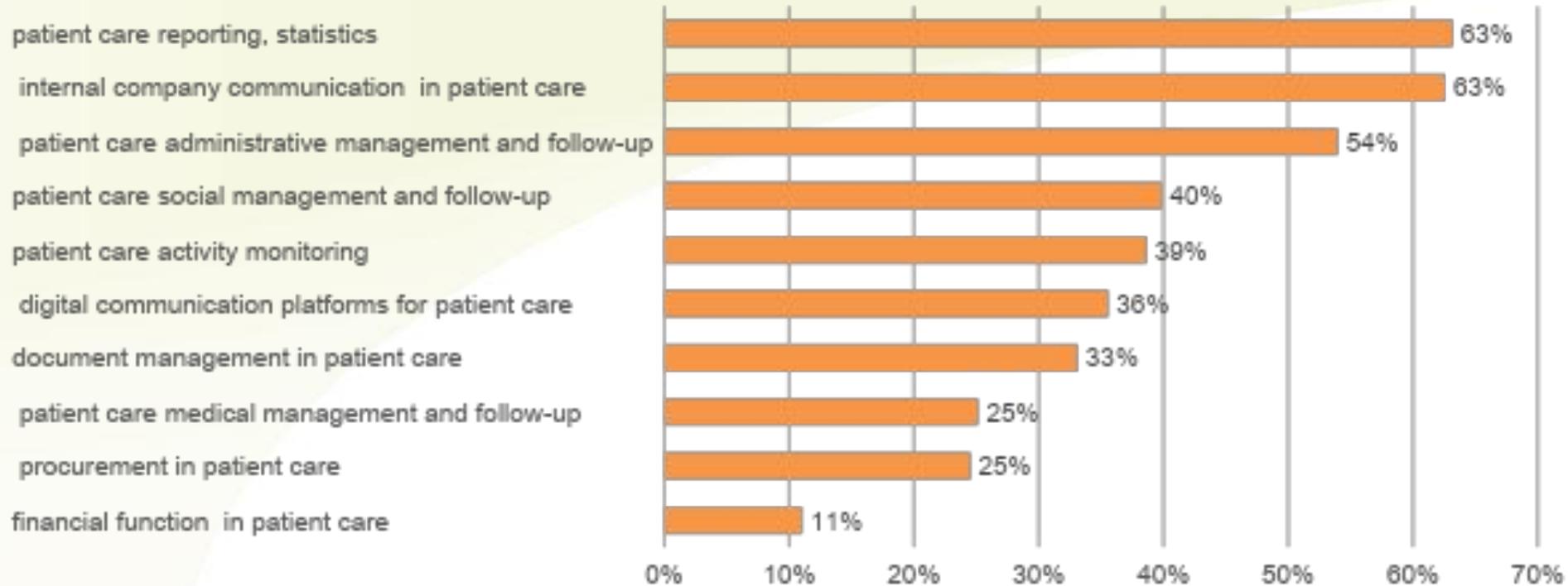
# Digital skills and education - How often do you participate in training that helps you use new technologies?



N= 175

13. How often do you participate in training that helps you use new technologies?

# Technical requirements and tech - enhanced tools at work - In which areas do you have to use a software/tech - enhanced tools at your work?

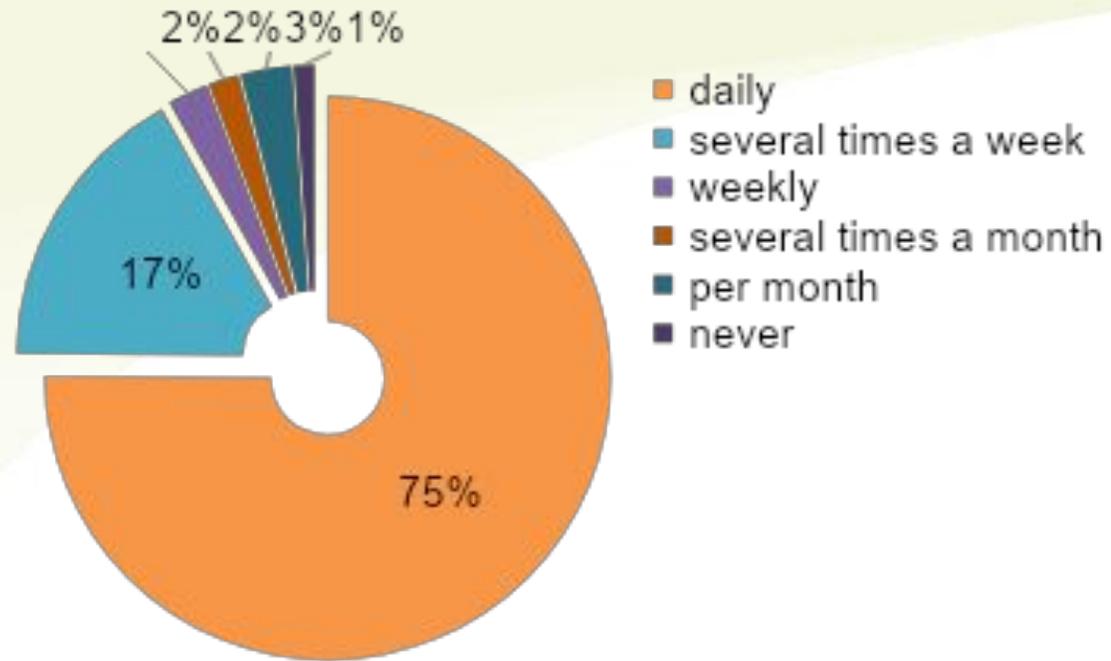


N= 163

14. In which areas do you have to use a software/tech - enhanced tools at your work?



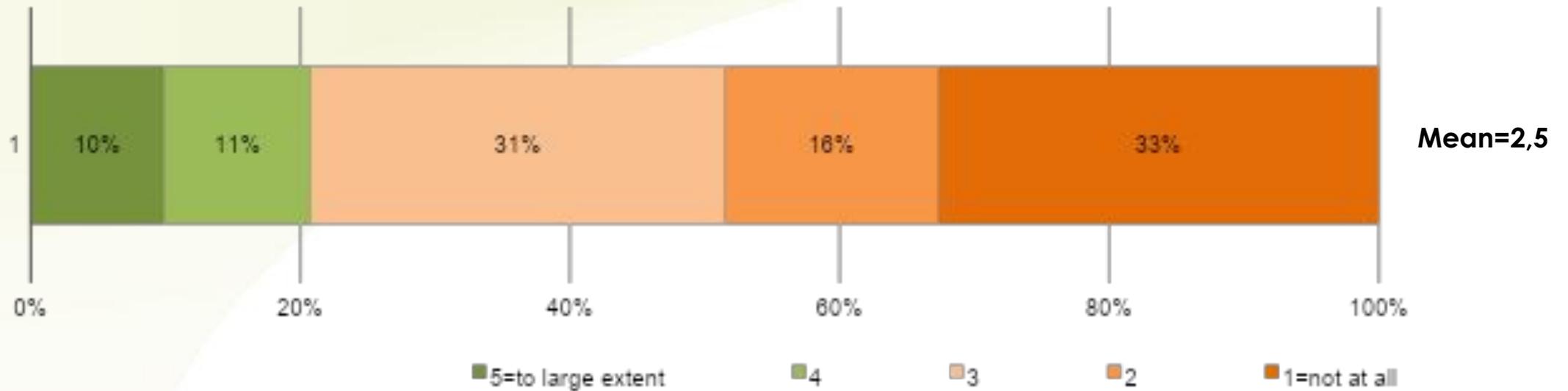
# Technical requirements and tech - enhanced tools at work - How often do you use these digital tools in your work?



N= 173

15. How often do you use these digital tools in your work?

# Technical requirements and tech - enhanced tools at work - To what extent has the COVID epidemic affected the introduction of new technologies in your daily work?

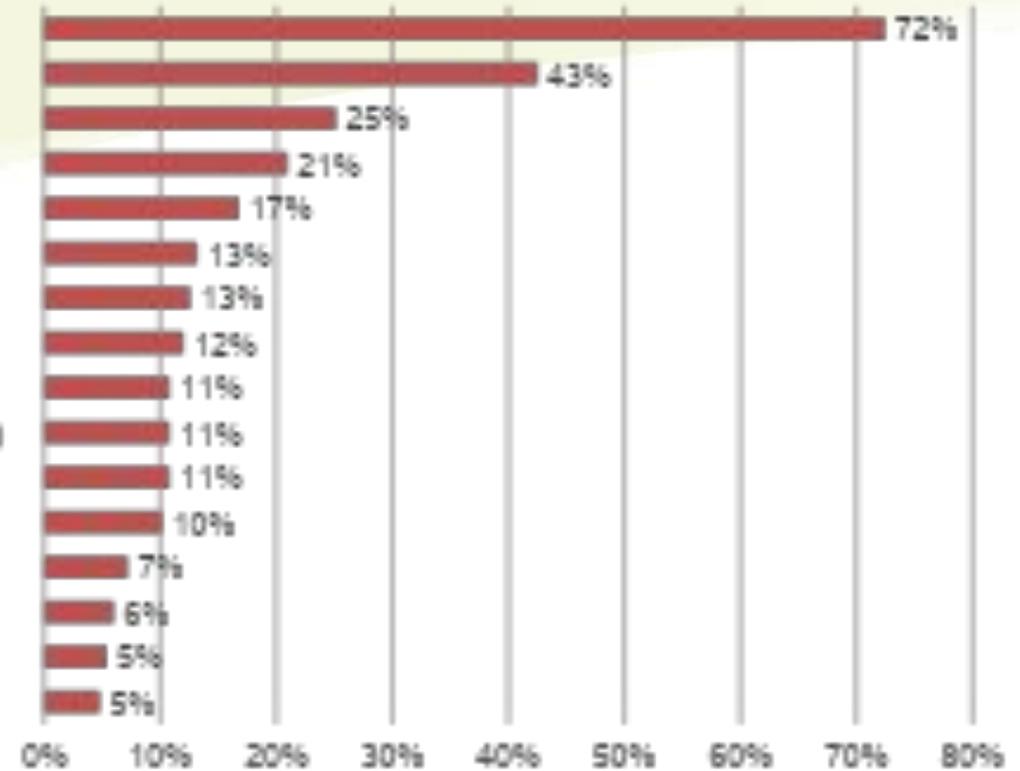


N= 170

16. To what extent has the COVID epidemic affected the introduction of new technologies in your daily work? Please mark with the help of the scale below with 1=not at all, 5=to a large extent

# Technical requirements and tech - enhanced tools at work - Which digital tools do you use in your work?

- smartphone applications
- with patients, with patients families, with colleagues, within organization, with external practitioners
- sensor based technical tools (eg. blood-sugar monitor, Holter monitor)
- care management solutions
- patient education / gamification
- tools to train / educate in the field of social care
- to improve patients mental state (ex: social network for patients, relaxing games)
- tools helping access to rights of patients and solve administrative issues
- medicine dispensation devices
- tools for patients with special needs (ex: visually impaired, dyslexic, deaf, foreign language patients)
- mobilization tools/ physiotherapeutic tools
- remote monitoring tools
- tools to enter data continuously to monitor and track evolution (of mental state, anxiety, menstruations, pain, etc.)
- tools to detect and trigger certain behaviors / reactions (for mental or physical health issues)
- mental/cognitive activation tools (e.g. VR glasses)
- tele-medicine devices

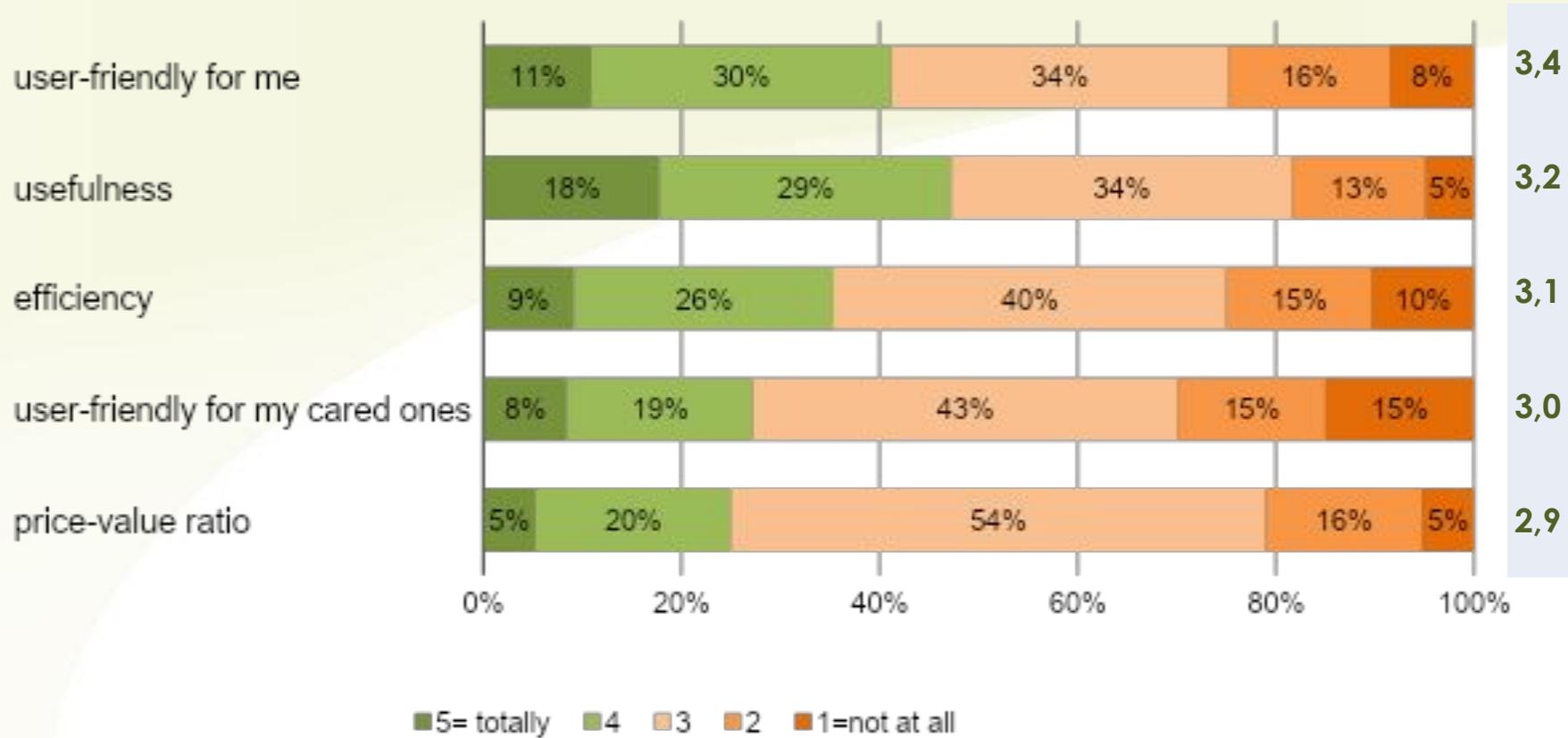


N= 167

17. Which digital tools do you use in your work?



# Technical requirements and tech - enhanced tools at work - How satisfied are you with the digital support tools and technologies:



N= 144

18. How satisfied are you with the digital support tools and technologies: Indicate the help end of the scale below, where 1= not at all, 5=totally



During your daily work, in which area(s) do you have the **greatest need** to acquire higher level digital skills?

Documentation

- office documentation, nursing documentation, patient documentation, and documentation of reports, scales, wound documentation

Communication and Collaboration

- using tools like Teams, OneDrive, and communication through mobile phones

Patient Management and Care

- exchange with doctors, patient service record, care planning, medical diagnosis, disease patterns/care documentation/medications, making requests for clients, and tracking/reporting patient information

Training and Learning

- training in new programs, memory training, and improving professional knowledge

Administration and Management

- tour planning, administration, coordination, accounting, managing subordinates, tracking, and managing shifts

General Computer Skills

- basic computer skills, working with PC programs, computer technology, and using tools like Word and Excel

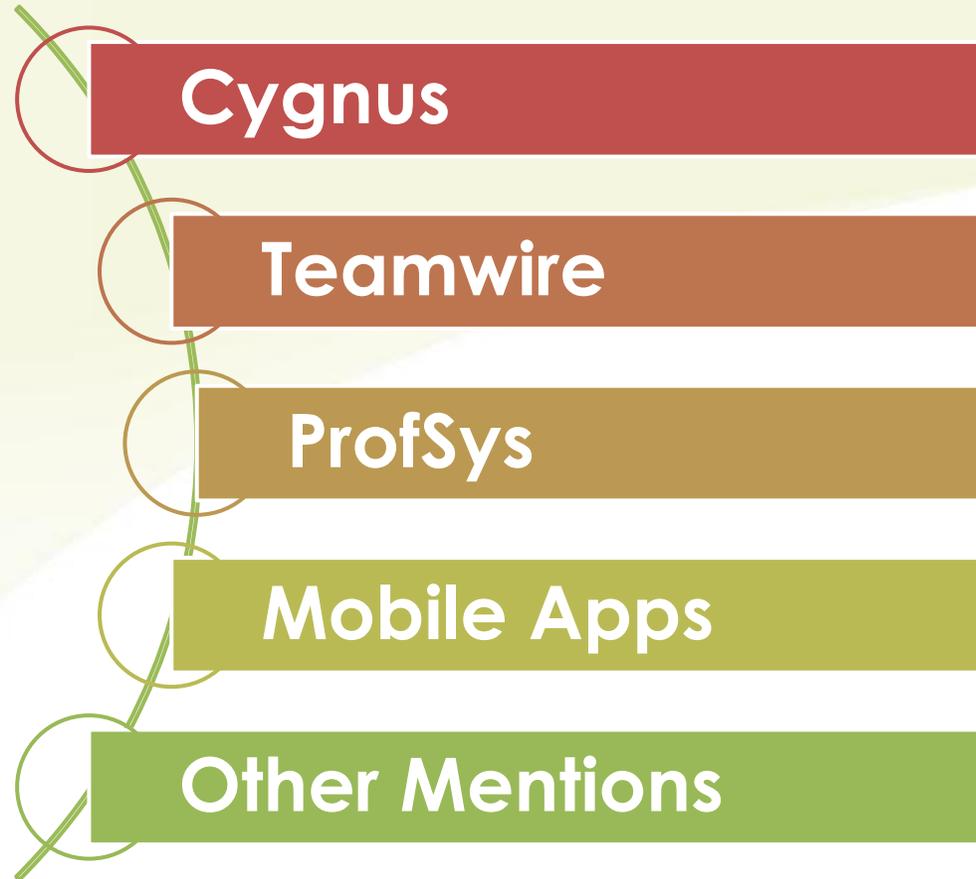
Specific Systems and Platforms

- health platforms, journal systems, multi - dose systems, patient record systems, and learning technology

N=86

19. During your daily work, in which area(s) do you have the greatest need to acquire higher level digital skills?

Is there any specific software that you **use** or **would like to use** in your work?



N=45

20. Is there any specific software that you use or would like to use in your work?

## Is there any specific software that you would **recommend** for others in your field?

The analysis reveals that there are limited specific software recommendations provided by the respondents.

The most frequently mentioned recommendation is Cygnus, an electronic medical record software, followed by mentions of Moka, voice - controlled documentation, Microsoft Teams, Miro, and Birk without detailed information about their purpose or function.

Additionally, some respondents express uncertainty or a lack of recommendations. This indicates that there may be a need for more exploration and awareness of software options within the field to identify suitable tools for various purposes.

N=18

21. Is there any specific software that you would recommend for others in your field?

## Summary of the analysis

The analysis reveals a mature and diverse workforce in the healthcare industry, with an average age of 44 and a wide age range from 22 to 70. The majority of respondents are women (88%), suggesting potential gender dynamics within the sector. Almost half of the respondents have advanced education, and social care professionals, nurses, and social workers are the dominant occupations.

Respondents demonstrate long-term commitment to their careers, with the longest employment duration being 48 years. Caregivers encounter a wide range of age groups, with an average age of 73 for people in their care.

While 60% of respondents can independently navigate digital services, there are significant gaps in acquiring necessary digital skills, as many rarely participate in relevant training. Software usage is prevalent, particularly for tasks like patient care reporting and communication. However, the lack of detailed information for specific software tools raises questions about their adoption and effectiveness.

In conclusion, the analysis highlights the diverse digital skill needs in healthcare, spanning documentation, communication, patient management, training, administration, and specialized tools. Digital proficiency is crucial for efficient service delivery in various aspects of healthcare work.

## Conclusion: Training needs - must

Based on the information provided in the questionnaire, the following kinds of IT training or programs could be beneficial for the respondents:

- **Electronic Medical Record (EMR) Software:** Since Cygnus is commonly mentioned among the respondents, the effective use of a general EMR software training would be highly beneficial. It can include modules for various departments and specialties, mobile usage, and optimizing workflows to improve patient documentation and data management.
- **Patient Care Reporting Software:** Since most respondents use software for patient care reporting, training tailored to specific platforms or tools for efficient and accurate reporting could be beneficial.
- **Software for Healthcare Management:** Respondents who mentioned using software for administration and management may benefit from training on software designed for healthcare management, including scheduling, billing, and record-keeping.
- **Online Collaboration Tools:** Given the emphasis on technology-enhanced care and communication, training on online collaboration tools (e.g., video conferencing platforms, project management tools) can improve the efficiency of virtual team communication and coordination.



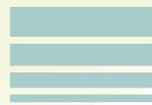
## Conclusion: Training needs – nice to have

- **Mobile Apps for Healthcare:** Given the prevalence of smartphone applications among respondents, training on relevant mobile apps for healthcare, such as health tracking, telemedicine, and patient communication tools, can enhance patient care and accessibility.
- **Continuous Learning and Updates:** Providing ongoing training opportunities and keeping the respondents updated on the latest advancements in digital healthcare tools and technologies will ensure their skills remain relevant and up-to-date.
- **Mentoring and Peer Support:** Establishing mentoring programs or peer support groups can facilitate knowledge sharing and mutual learning among caregivers, fostering a supportive environment for technology adoption.
- **Basic Digital Literacy Training:** For respondents who rated their computer and digital skills lower, a basic digital literacy program could be helpful. It should cover fundamental computer operations, internet usage, and familiarity with common software applications.





**SociALL**



Thank you for your attention!

