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1. BACKGROUND

1.1. As part of the Direct Grant (2023-2027), ERN eUROGEN is required to produce an Evaluation Plan for the network. This document details that plan accordingly, setting out the procedures that will be used to ensure that the network processes and activities are evaluated both regularly and consistently. The aim of the Evaluation Plan and Evaluation Report is to maintain a process for continuous improvement in all ERN activities.

2. EVALUATION PROCESS

- 2.1. The evaluation procedures to be used are set out in detail below and also shown in the Evaluation Table in Annex A.
- 2.2. Monitoring of the progress against this plan will be the responsibility of the ERN eUROGEN Quality Improvement Group (QIG), which meets twice a year (March & September), and includes representatives of the Coordination team and ePAGs.

3. EVALUATION PROCEDURES

3.1. The evaluation procedures:

3.1.1 ERN Member (HCP) Performance Indicator System

The current Direct Grant required the introduction and regular, documented use of a system to measure the contribution of each clinical unit to the ERN. ERN eUROGEN has had such a system in place since 2018. This is updated each month and sent to all members of the network to determine where engagement from individual HCPs is below expected levels and action taken to address this with the member HCP in question. These procedures are set out the [ERN eUROGEN Healthcare Provider Activity Monitoring & Assessment Protocol](#).

3.1.2 Continuous Monitoring Exercise

This exercise is run annually by DG SANTE and is now collecting an extended set of indicators that include an additional number introduced in the current Direct Grant. ERN eUROGEN collects and reports all of these indicators. Furthermore, performance against these indicators is being integrated into the Performance Indicator System described above to ensure that member HCPs are consistently and continually evaluated against the full range of activities undertaken by the Network.

3.1.3 Network Survey

A survey is issued to the ERN eUROGEN Network on an annual basis. This currently comprises 4 sections, including a SWOT analysis. The 2024 survey questionnaire is shown in Annex B, and the results are available in Grant Deliverable 1.4.

3.1.4 Evaluation of ERN eUROGEN Website

An evaluation of the ERN eUROGEN website will take place approximately every 12 months to assess the effectiveness of the information provided to our audience. This will utilise the suite of indicators listed under the set of indicators for the Continuous Monitoring Exercise.

3.1.5 Evaluation of ERN eUROGEN Webinar Programme

An evaluation of the ERN eUROGEN webinar programme will take place approximately every 12 months to ensure that it is delivering an effective training and information dissemination role for the network. The majority of ERN eUROGEN webinars are CME accredited. This utilises registration information from registrants, as well as information gathered from surveys completed both by attendees following an individual webinar and an annual survey that is sent to all previous registrants to the programme.

3.1.6 5-Year Evaluation

The cross border health Directive requires that the 24 ERNs have an evaluation by an Independent Assessment Body (IAB) every 5 years. The most recent evaluation took place in 2022. ERN eUROGEN was rated as Satisfactory, and the vast majority of our HCP full members who were assessed were also rated likewise, with just two HCPs required to produce a Performance Improvement Plan (PIP). The feedback from the IAB will be considered by the QIG.

Looking toward the next 5-year evaluation, we are a member of the cross-ERN Evaluation Working Group that will produce a report and recommendations for improvements ahead of that evaluation in 2027.

ANNEX A: ERN EUROGEN EVALUATION TABLE

Procedure	Timing	Output	Progress/Notes
ERN Member (HCP) Performance Indicator System: Introduction and regular, documented use of a system to measure the contribution of each clinical unit to the ERN (including to the timely monitoring and building of registries, among others)	Ongoing	Forms part of the monthly ERN eUROGEN Performance Report	
Continuous Monitoring Exercise	Annual	Forms part of the monthly ERN eUROGEN Performance Report	
Network Survey	Annual	Deliverable 1.4	
Evaluation of ERN eUROGEN Website	Annual	Task 3.10	
Evaluation of ERN eUROGEN Webinar Programme	Annual	Task 3.11	
5-Year Evaluation	Every 5 Years – next in 2027		



ERN eUROGEN Quality Improvement Group (QIG) HCP Survey 2024

v1.0 2024-08-28

ERN EUROGEN EVALUATION SURVEY

As previously, we are issuing this survey to gather feedback from ERN eUROGEN members as to the state of the network. We would be very grateful if you could complete the questions below as fully as you can, based on your experience during the last 12 months of working with the network. The survey is anonymous, so please be as honest as you can.

Part 1

1. You are:

- ☐ A healthcare professional working in a Full Member centre of the ERN eUROGEN
- ☐ A healthcare professional working in an Affiliated Partner centre of the ERN eUROGEN
- ☐ An ePAG Advocate of ERN eUROGEN
- ☐ An Individual Supporting Expert for ERN eUROGEN
- ☐ Other

2. The mission of ERN eUROGEN is to develop a framework to provide faster specialist evaluation and more equitable access to high-quality diagnoses, treatment, and care for patients with rare urogenital diseases and complex conditions who need highly specialised assessment and surgery.

Please rate your agreement with the current mission of ERN eUROGEN, as stated above, taking into account the mandate of the ERNs provided by the European Commission (where 0 represents no agreement and 10 represents full agreement):

Select a value

Part 2

For questions 3 to 12, please rate the achievement of the activities and results delivered by ERN eUROGEN in the last 12 months for the following topics (where 0 represents no achievement, and 10 represents full achievement):

3. a) Building a European-wide infrastructure for rare urogenital diseases and complex conditions.

Select a value

b) Any specific comments on this area (requirements, improvements etc.)?

4. a) Working in partnership with patient representatives.

Select a value

b) Any specific comments on this area (requirements, improvements etc.)?

5. a) Clinical Practice Guidelines and clinical decision-making tools.

Select a value

b) Any specific comments on this area (requirements, improvements etc.)?

6. a) Development of patient pathways

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

7. a) Educational and training activities (webinars, ERN Exchange Programme, etc.)

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

8. a) Provision of continuous support from the Coordination Team (e.g. ERN Monitoring, ERN Evaluation, etc.)

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

9. a) Publications (scientific papers, supplements, etc.)

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

10. a) Usage of the Clinical Patient Management System

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

11. a) Dissemination and communication from ERN eUROGEN (e.g. website, newsletter, etc.)

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

12. a) Organisation of regular meetings and similar (e.g. annual Strategic Board Meeting, monthly Workstream meetings, etc.)

Select a value

b) Any specific comments on this area (requirements, improvements, issues etc.)?

Part 3

13. In your opinion, what are the greatest strengths of the ERN eUROGEN network?

14. And its greatest weaknesses?

15. What opportunities do you see for the network to embrace in the future?

16. And what hindrances are on the horizon that may become an issue for the network?

Part 4

17. Please rate your overall satisfaction level with your membership of ERN eUROGEN in the last 12 months (where 0 represents complete dissatisfaction, and 10 represents complete satisfaction):

Select a value

18. Any other final comments regarding your engagement with the ERN eUROGEN network?