

Supplementary Materials for

A mixed-methods study of facilitators and barriers of an audit and feedback intervention using key performance indicators for the Emergency Medical System in Northeastern Italy

Laura Deroma, Annarita Tullio, Sabrina Licata and Francesca Valent

Corresponding author:

Laura Deroma, Dipartimento di Prevenzione, SOC Igiene e Sanità Pubblica, Azienda Sanitaria Universitaria Friuli Centrale, Via Chiusaforte 2, 33100 Udine, Italy. E-mail: laura.deroma@asufc.sanita.fvg.it.

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SURVEY used in the of the EASY-NET Project (NET-2016-02364191) to explore facilitators and barriers of an audit and feedback intervention using key performance indicators for the Emergency Medical System in Northeastern Italy.

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THE “2020 KPI REPORT”

D1. Did you read the KPI Report 2020? (The answer is mandatory and allows you to correctly proceed to the following section)

Yes; No

(compulsory question; if No: go to D31)

READABILITY AND INTEREST

D2. How easy do you find it to read a report like this?

Not at all; Not very; Enough; Very

D3. How interesting did you find the subjects it describes?

Not at all; Not very; Enough; Very

D4. What other emergency-urgency subjects about the time-dependent conditions major traumas, AMI, and stroke would you like to see addressed?

(open question)

D5. What other emergency-urgency subjects would you like to see addressed (other than the time-dependent conditions major traumas, AMI, and stroke)?

(open question)

CLARITY

D6. How clear did you find the datasheets describing the calculation of the indicators?

Not at all; Not very; Enough; Very

D7. Use this box for possible comments about the clarity of the datasheets describing the calculation of the indicators.

(open question)

D8. How clear did you find the text?

Not at all; Not very; Enough; Very

D9. Use this box for possible comments about the clarity of the text.

(open question)

D10. How clear did you find the tables?

Not at all; Not very; Enough; Very

D11. Use this box for possible comments about the clarity of the tables.

(open question)

D12. How clear did you find the graphs?

Not at all; Not very; Enough; Very

D13. Use this box for possible comments about the clarity of the graphs.

(open question)

UTILITY

D14. How useful did you find the datasheets describing the calculation of the indicators?

Not at all; Not very; Enough; Very

D15. Use this box for possible comments about the utility of the datasheets.

(open question)

D16. How useful did you find the text?

Not at all; Not very; Enough; Very

D17. Use this box for possible comments about the utility of the text.

(open question)

D18. How useful did you find the tables?

Not at all; Not very; Enough; Very

D19. Use this box for possible comments about the utility of the tables.

(open question)

D20. How useful did you find the graphs?

Not at all; Not very; Enough; Very

D21. Use this box for possible comments about the utility of the graphs.

(open question)

D22. The number of the Emergency Medical System indicators is:

Scarce; Fair; Excessive

D23. The number of the hospital emergency system indicators is:

Scarce; Fair; Excessive

D24. The number of the cardiological indicators is:

Scarce; Fair; Excessive

D25. The number of the neurological indicators is:

Scarce; Fair; Excessive

D26. The number of the major traumas indicators is:

Scarce; Fair; Excessive

D27. The number of the EMS regional operating centre indicators is:

Scarce; Fair; Excessive

D28. Use this box for possible comments about the number of the indicators.

(open question)

D29. The number of the tables is:

Scarce; Fair; Excessive

D30. The number of the graphs is:

Scarce; Fair; Excessive

THE “KPI 2019-2020 COMPARISON REPORT”

D31. Did you read the “KPI 2019-2020 Comparison Report”?

Yes; No
(compulsory question; if No: go to D37)

D32. How clear did you find the “KPI 2019-2020 Comparison Report”?

Not at all; Not very; Enough; Very

D33. How useful did you find the “KPI 2019-2020 Comparison Report”?

Not at all; Not very; Enough; Very

D34. Use this box for possible comments about the clarity or utility of the “KPI 2019-2020 Comparison Report”.

(open question)

D35. Should the comparison be further explored?

Yes; No; I don't know

D36. Would you have preferred the comparison to be directly included in the “2020 KPI Report”?

Yes; No; I don't know

RESULTS PRESENTATION

D37. Would you be more interested if the results presentation were different from a written document (e.g. a meeting of professionals, a conference, a training course)?

Yes; No; I don't know

D38. What KPI results sharing mode would you appreciate? Can you explain why?

(open question)

D39. Do you think indicators could be beneficial to improve performance?

Not at all; Not very; Enough; Very

D40. Do you think receiving feedback such as the indicators results in your working environment is beneficial to improve the quality of your job?

Yes; No; I don't know

D41. How would you think performance indicators could be beneficial? (multiple choice is allowed)

They reveal the aspects that need improvement in everyday work; They are useful for top and middle management to improve pathways; They allow comparison with other organizations; They are objective, thus non-interpretable; In no way; Other (specify in the following box)

D42. Use this box for possible comments about the reasons why you believe the indicators are more or less useful in daily work and in the general improvement of health care performance.

(open question)

D43. Do you think it is useful to discuss the results of the indicators?

Yes; No; I don't know

D44. What doctors should be engaged in KPI discussion? (multiple choice is allowed)
Department leads; Unit leads; Physicians; None

D45. Use this box for possible comments about the doctors you think should be engaged in KPI discussion.
(open question)

D46. What healthcare professionals other than doctors should be engaged in KPI discussion? (multiple choice is allowed)
Department nurse leads; Unit nurse leads; Nurses; Professionals other than nurses; None

D47. Use this box for possible comments about the healthcare professionals other than doctors you think should be engaged in KPI discussion.
(open question)

D48. What administrative/organizational professionals should be engaged in KPI discussion? (multiple choice is allowed)
Professionals from the Medical Directorate - hospital level; Professionals from Medical Directorate - healthcare service level; Professionals from the Regional Health Directorate; Professionals who identified indicators and defined how to calculate them; Professionals who calculated the indicators; None

D49. Use this box for possible comments about the administrative/organizational professionals you think should be engaged in KPI discussion.
(open question)

D50. At what level would KPI discussion be beneficial? (multiple choice is allowed)
Unit; Department; Local Health Authority

D51. Use this box for possible comments about the level KPI discussion would be beneficial.
(open question)

D52. What do you think are the negative aspects of the indicators? (multiple choice is allowed)
None; They are a form of judgement of my job; They are calculated by external people who don't know reality; They are not used to improve pathways; They are often calculated using too old data; Other (specify in the following box)

D53. If you answered "Other", can you specify?
(open question)

D54. How often would you find it useful to have KPI updated results?
Monthly; Every 3 months; Every 6 months; Yearly

D55. How often would you find it useful to discuss KPI results?
Monthly; Every 3 months; Every 6 months; Yearly

D56. Do you think the usefulness of the indicators also depends on how old the data used to calculate them is?
Yes; No; Sometimes

D57. How old should KPI be to be useful?
3 months; 6 months; 1 year; 2 years

D58. Use this box for possible explanations and comments.

(open question)

THE EASY-NET PROJECT

D59. Have you ever heard of the EASY-NET project? (before participating in this survey)

Yes; No; I don't remember

D60. Have you ever received a Report of KPIs calculated by the EASY-NET project?

(before participating in this survey)

Yes, KPI Report 2018; YEs, KPI Report 2019; No; I don't remember

D61. Have you ever received the invitation to participate in the data presentation seminar that occurred on December 11th 2020?

Yes, and I joined; Yes, but I did not join; No, but I would have liked to receive it; No, but I am not interested; I don't remember

D62. If you didn't join, can you explain why? (multiple choice is allowed)

Lack of time; Overlapping shift/sickness/time off; Other

D63. If you answered "Other", can you specify?

(open question)

D64. Have you ever received the invitation to participate in the project presentation webinar that occurred on April 12th 2022?

Yes, and I joined; Yes, but I did not join; No, but I would have liked to receive it; No, but I am not interested; I don't remember

D65. If you didn't join, can you explain why? (multiple choice is allowed)

Lack of time; Overlapping shift/sickness/time off; Other

D66. If you answered "Other", can you specify?

(open question)

D67. Before receiving the e-mail, containing the links, did you know the KPI Report 2020?

Yes, but I am not interested; Yes, and I am interested; No, but I am not interested; No, but I would have liked to receive it

D68. Sex

Male; Female; Not binary

D69. Age

<25; 25-34; 35-44; 45-54; 55-64; >=65

D70. Profession

Physician; Nurse; Other

D71. If you answered "Other", can you specify?

(open question)

D72. Do you work in the emergency-urgency setting?

Yes; No; No, but I used to

D73. What local Health Care Authority do you belong to?

ASUGI; ASUFC; ASFO; ARCS; IRCCS CRO; IRCCS Burlo Garofolo

ASUGI: Azienda Sanitaria Universitaria Giuliano Isontina; ASUFC: Azienda Sanitaria Universitaria Friuli Centrale; ASFO: Azienda Sanitaria Friuli Occidentale; ARCS: Azienda Regionale di Coordinamento per la Salute; IRCCS CRO: Centro di Riferimento Oncologico, Oncology Reference Centre; IRCCS Burlo Garofolo: Istituto di Ricovero e Cura a Carattere Scientifico Burlo Garofolo.