

Participant Information Leaflet

National Engagement Survey on Digital Health and Social Care

Online Survey for Professionals in Health and Social Care

| | |
|--|---|
| Principal investigator's name: | Rachel Flynn |
| Principal investigator's title: | Director of Health Information and Standards, HIQA |
| Telephone number of principal investigator: | +353 1 828 67 70 |
| Consultant co-investigator's name (1): | Sarah Gibney |
| Consultant co-investigator's title (1): | Principal Officer and Head of Unit Health Information Policy (HIP) Unit, Department of Health |
| Consultant co-investigator's name (1): | Fran Thompson |
| Consultant co-investigator's title (1): | Chief Information Officer, HSE |
| Data Controller's/joint Controller's Identity: | Health Information and Quality Authority |
| Data Controller's/joint Controller's Contact Details: | +353 21 2409300 |
| Data Protection Officer's Identity: | Lydia Buckley |
| Data Protection Officer's Contact Details: | dpo@hiqa.ie |

This leaflet is intended for professionals working in health and social care¹ who are taking part in the online survey for the National Engagement on Digital Health and Social Care. The aim of this survey is to understand your opinions on the digitisation of health and social care including the public accessing and sharing health and social care information digitally and professionals providing care digitally.

Taking part in this online survey is voluntary. Before you decide whether or not you wish to take part, you may wish to read the information provided below.

1. Why is this online survey being done?

The survey is being run by the Health Information and Quality Authority (HIQA) in partnership with the Department of Health and Health Service Executive (HSE).

The scope of digital health and social care is wide. One example includes telehealth, where GP consultations take place by video using a smart or mobile phone. Remote monitoring of blood pressure using a device that a person wears is another example. People having access to their health and social care information online via a website or portal is also an example.

¹The professional survey is specifically looking to registrants with CORU (Ireland's multi-profession health regulator); the Dental Council of Ireland; the Medical Council; the Nursing and Midwifery Board of Ireland; the Pharmaceutical Society of Ireland; the Pre-Hospital Emergency Care Council; and members of the Psychological Society of Ireland.

The national engagement will look at what digital health and social care means to the Irish public and professionals in health and social care. It will gather evidence on professionals wants, needs, and readiness for digital health and social care, including their attitudes to the public having digital access to their health and social care information, and potential impacts for professionals. It will also gather evidence on the public's wants, needs, and readiness for digital health and social care, including potential impacts for the public.

The engagement is being carried out in light of potential changes brought about by the COVID-19 pandemic and also changes in attitudes to health information technologies as a result of the cyber-attack in the HSE. In addition, it is being carried out in the context of recent European Commission targets where 100% of European Union citizens are expected to have electronic access to their medical records by 2030.² Furthermore, under the initiatives of the Sláintecare reform programme, the Government has a goal to implement a citizen health portal among other digital health objectives.³ Digital improvements in this area will lead to greater availability of health information, improvements in decision-making, and ultimately safer care and better outcomes for patients.

The information from this survey will be used by HIQA to make recommendations on technical implementation in line with European Commission and Irish government goals. The Department of Health and the HSE will also use the research findings to inform legislation, national policy, and future developments in health and social care technology.

2. Who is organising and funding this survey?

HIQA is conducting this survey in partnership with the Department of Health and the HSE.

The survey is being conducted by a market research company, IPSOS MRBI, on behalf of HIQA, the Department of Health, and the HSE.

3. Why am I being asked to take part?

The survey will be completed by 672 professionals who are in paid employment in health and social care in Ireland. Specifically, the survey is looking to the following seven groups of professionals who are registered with or are members of:

- CORU (Ireland's multi-profession health regulator)
- the Dental Council of Ireland
- the Medical Council
- the Nursing and Midwifery Board of Ireland
- the Pharmaceutical Society of Ireland

² See Europe's Digital Decade at <https://digital-strategy.ec.europa.eu/en/policies/europes-digital-decade>

³ See Sláintecare Implementation Strategy and Action Plan 2021-2023 at <https://assets.gov.ie/134746/9b3b6ae9-2d64-4f87-8748-cda27d3193f3.pdf>

- the Pre-Hospital Emergency Care Council
- the Psychological Society of Ireland.

You can change your mind about taking part in the online survey any time you like, even if you have started the survey, and you do not need to tell us why.

4. When will the survey be carried out?

The online survey will be live in September 2023 and will continue until 672 survey responses are received. You will receive a link to the survey via email, or you can go directly to the HIQA website, once you are happy to complete the survey.

5. Is there another survey taking place?

We are also holding a national telephone survey with members of the public. Both surveys will help us to understand the opinions of professionals and the public on the digitisation of health and social care including access to information and health and social care services digitally.

6. Can I complete both surveys?

You could possibly complete one survey in a professional capacity and also complete the other survey in a private capacity as a member of the public.

7. What will happen to me if I agree to take part?

If you agree to take part in this survey, you will be asked to participate in a 15-minute online survey. The survey will have a number of questions in relation to your current role, your age category, and the sector you are employed in. These questions help us to make sure that we collect responses from a variety of people with different backgrounds. It is important to collect responses from different backgrounds to ensure that the survey results are a true reflection of the opinions of professionals in Ireland. Other questions are designed to help us to understand your views on the use of digital technologies in health and social care in Ireland. You will be asked questions on health-related topics based on the Irish healthcare system, around your wants, needs, and readiness for digital health and social care, including your attitudes to the public having digital access to their own health and social care information, and potential impacts for professionals.

This is a once-off survey. All information collected will be kept in the strictest confidence and combined, anonymous results will be reported only. It will not be possible to identify any particular individual in the results and no information that could identify you will be provided to anyone.

8. What are the benefits?

Completing this survey gives you the opportunity to have your opinion heard on the future of digital health and social care in Ireland. The survey results will have a meaningful impact on plans for digital information and services in Ireland, specifically the use of digital technologies in health and social care.

9. What are the risks?

We do not see any risks to taking part in this survey. The survey requires your commitment to a 15-minute online survey at a time that suits you.

We have taken the necessary steps to ensure your personal information is protected. Further information can be found in the section 10. 'Is this survey confidential?'

10. Is the survey confidential?

Yes. All information collected will be kept in the strictest confidence. The survey will be answered on HIQA's survey tool procured from Qualtrics. This is an online survey tool which has been approved for use by HIQA. You will not be asked to include any information in your responses that could identify you. It will not be possible to identify any particular individual in the survey results, and combined responses of participants will be reported on only. In the event that a survey participant includes identifying information in their answers, this will be permanently deleted as soon as it is identified. Survey answers will be stored in HIQA's survey tool while the survey is open to respondents. All data in the survey tool will be stored and processed in the EU. It will be subject to the GDPR. HIQA will be the data controller and own and control the data. Qualtrics and IPSOS MRBI, as noted earlier, will be data processors and only process data to the extent necessary to provide software and services. No data will be disclosed to third parties. Once the survey is closed, HIQA will download the responses from the survey tool to HIQA's own server and permanently delete the information from the survey tool. Access to survey answers will be restricted to selected individuals in HIQA. HIQA will retain the anonymous responses permanently.

Anonymous survey data will also be published on the HIQA website when the report on the national engagement is finalised.

If you would like additional information on the survey, please go to www.hiqa.ie or contact us with your query at the email or phone number noted below.

11. Data Protection and Consent

You will be asked to give consent before taking part in the survey. Participation is voluntary and you have the right to withdraw from the survey at any time. The information you provide will be used to ensure that the survey includes responses from a variety of professionals working in health and social care in Ireland. This will allow us to ensure that the results accurately represent Irish professionals' opinions on digital health and social care.

We will be processing your personal information under Section (8)(1)(j) of the Health Act 2007. Under Section (8)(1)(j), HIQA has responsibility to provide advice and make recommendations to the Minister for Health and the Health Service Executive about deficiencies identified by the Health Information and Quality Authority (HIQA).

After you submit your survey, you will be unable to review, edit, or delete the survey responses as your answers are anonymised and we cannot link your responses back to you.

As you are a data subject in this survey, under the law, you have the right to:

- lodge a complaint with the Data Protection Commission (DPC) if you are unhappy with how your personal data is being used if any such data has been provided.

Should you have any further queries or should you want to make a complaint, you can do so by emailing digitalsurvey@hiqa.ie.

You may also contact HIQA's Data Protection Officer: dpo@hiqa.ie

12. Where can I get further information?

If you need any further information, please contact:

Email: digitalsurvey@hiqa.ie

Postal address:

HIQA at National Engagement Survey
HIS Technical Standards
George's Court
George's Lane
Smithfield
Dublin 7
D07 E98Y

Phone number: 01 8286770

Website: www.hiqa.ie