eDESDE-LTC

DESCRIPTION AND EVALUATION OF SERVICES AND

DIRECTORIES IN EUROPE FOR LONG TERM CARE

WEBPAGE TECHNICAL REPORT

Murielle Bendeck, Eugeni Rojas, Mònica Duaigües, Jordi Balot, Josep Solans for the eDESDE-LTC Group

Executive Agency for Health and Consumers (EAHC)

Project Ref. 2007/116

Executive Agency for Health and Consumers

eDESDE-LTC: WEBPAGE TECHNICAL REPORT

Murielle Bendeck

Eugeni Rojas

Mònica Duaigües

Jordi Balot

Josep Solans

for the eDESDE-LTC Group

This document should be quoted as follows:

Bendeck, M., Rojas E., Duaigües, M., Balot, J., Solans J., for the eDESDE-LTC Group. eDESDE-LTC Webpage [Internet]. Jerez (Spain): PSICOST and Telnet; 2011. Available from: http://www.edesdeproject.eu/training.php.

Edition: January 2011

Edits: PSICOST
Pza. San Marcos nº 6, 11403, Jerez de la Frontera (Spain)

Electronic edition and design: Telnet Consulting S.L.

ISBN: (requested)

eDESDE-LTC Partners

Asociación Científica PSICOST (Spain), London School of Economics (LSE) (UK), SINTEF Technology and Society (Norway), Catalunya Caixa (Spain), Družbenomedicinski inštitut ZRC SAZU (Slovenia), Public Health Association (PHA) (Bulgaria), University of Vienna (UNIVIE) (Austria), Izobraževalno raziskovalni inštitut Ljubljana (IRIO) (Slovenia)

Collaborating Partners

Dept. of Mental Health Sciences, UCL (UK); ASL-4 Centro Studi e Ricerche (Italy), Dept Research & Development, Division of Mental Health Serv. Akershus University Hospital (Norway), ETEA University of Cordoba (Spain), University of Alacant (Spain), University Politecnica of Barcelona (Spain), OECD – Health Division (France), Ministry of Health. National Center for Public Health Protection (Bulgaria), Catalan Department of Health, DG de Planificació i Avaluació (Spain), Psychiatry Research Unit of Cantabria (WHO collaborating Centre) Univ. Hosp."Marqués de Valdecilla" (Spain), Fundació Villablanca (Spain), Delegación Municipal de Igualdad y Salud. Ayto Jerez (Equity & Health Department. Municipality) (Spain).

Acknowledgements

The eDESDE-LTC project has been funded by the Executive Agency of Health and Consumer (EAHC) Project Ref. 2007/116

eDESDE-LTC Group *(members[1], collaborating members[2] and main subcontractors[3])*

José Almenara (Spain)[1]

Federico Alonso (Spain)[1]

Jordi Balot (Spain) [1]

Murielle Bendeck (Spain)[3]

Anne Mette Bjerkan (Norway) [1]

Barbara Brehmer (Austria) [1]

Angel Broshtilov (Bulgaria) [1]

Maria Dolores Crespo (Spain) [2]

Mojca Z. Dernovsek (Slovenia) [1]

Hristo Dimitrov (Bulgaria) [1]

Nikolina Djurova (Bulgaria) [1]

Mónica Duaigües (Spain) [1]

Josep Fuste (Spain) [2]

Ana Fernandez (Spain)[3]

Luis Gaite (Spain)[2]

Carlos García-Alonso (Spain) [2]

Juan Carlos García Gutierrez (Spain)[1]

José García-Ibañez (Spain)[2]

Juan Luis Gonzalez-Caballero (Spain)[1]

Karina Gibert (Spain) [2]

Sonia Johnson (UK) [2]

Birgitte Kalseth (Norway) [1]

Martin Knapp (UK) [1]

Carolina Lagares (Spain)[1]

Paula Llull (Spain) [1]

Teresa Marfull (Spain) [3]

Rafael Martinez-Leal (Spain) [1]

Tihana Matosevic (UK) [1]

David McDaid (UK) [1]

Cristina Molina (Spain) [2]

Valerie Moran (France) [2]

Carlos Mur (Spain) [2]

Carmen Omist (Spain) [2]

Miriam Poole (Spain)[3]

Manuel Palomar (Spain)[2]

Rayna Popova (Bulgaria) [1]

Eugeni Rojas (Spain) [1]

Maria Teresa Romá-Ferri (Spain) [2]

Cristina Romero (Spain) [1]

Mencía Ruiz (Spain) [1]

Torleiff Ruud (Norway) [2]

Jose Alberto Salinas (Spain) [1]

Luis Salvador-Carulla (Spain) [1]

Antoni Serrano (Spain) [3]

Daniela Seyrlehner (Austria) [1]

Josep Solans (Spain) [1]

Lilijana Sprah (Slovenia) [1]

Giuseppe Tibaldi (Italy) [2]

Jose Luis Vazquez-Barquero (Spain) [2]

Britt Venner (Norway) [1]

Germain Weber (Austria) [1]

Elisabeth Zeilinger (Austria) [1]

CONTENTS

FOREWORD VI
LIST OF MAIN ABBREVIATIONS VII
LIST OF GRAPHS VII
LIST OF IMAGES VII
1. INTRODUCTION 1
1.1. TECHNICAL SPECIFICATIONS 1
1.2. ACCESSIBILITY 1
1.3. SITE MAP 2
2. WEBSITE SECTIONS 2
2.1. ABOUT eDESDE/LTC 2
2.2. PARTICIPANTS 3
2.3. eDESDE-LTC TOOLKIT 3
2.4. INSTRUMENT 4
2.5. TRAINING PACKAGE 4
2.6. NEWS AND EVENTS 5
2.7. FAQ 5
2.8. REFERENCE DOCUMENTS 5
2.9. LINKS 6
2.10. PHOTO GALLERY 7
2.11. DOWNLOAD AREA 8
2.12. CONTACT 8
3. SEARCH TOOLS 9
3.1. DOCUMENTS AND DOWNLOAD AREA 9
3.2. WEBSITE 9
4. BACKOFFICE: CONTENT MANAGER 10
5. WEB ANALYTICS 14
6. SUMMARY OF MAIN CHANGES MADE TO WEBSITE 23
6.1. CREATIVE COMMONS LICENSE 23
7. TIMETABLE 24
8. CONCLUSION 25

FOREWORD

The 'Description and Evaluation of Services and Directories in Europe for Long Term Care' (DESDE-LTC) is an instrument for the standardised description and classification of services for Long-Term Care (LTC) in Europe. DESDE-LTC has been designed to allow national and international comparisons of care availability and use.

The eDESDE-LTC Final Technical Report provides a description of the development, results and outcomes of the project. This document includes the introduction and the development of the eDESDE-LTC System (instrument and coding system). It is available at http://www.edesdeproject.eu[1].

Luis Salvador-Carulla
Coordinator of eDESDE-LTC Project

[1] If you want to provide a feedback on the usability of the eDESDE-LTC system, please click on the link below to complete the online questionnaire (it takes less than 10 minutes):

http://www.unet.univie.ac.at/~a0305075/umfragen/index.php?sid=21575&newtest=Y&lang=en

LIST OF MAIN ABBREVIATIONS

BSIC	Basic Stable Inputs of Care
DESDE	Description and Evaluation of Services and DIrectories
EAHC	Executive Agency of Health and Consumers
IRIO	Izobraževalno Raziskovalni Inštitut
LSE	London School of Economics
LTC	Long-Term Care
MTC	Main Types of Care
OECD	Organisation for Economic Co-operation and Development
SHA	Public Health Association
WHO	World Health Association

LIST OF GRAPHS

Graph 1. Number of visits to the website 15
Graph 2. Total number of unique visitors 15
Graph 3. Average number of visits per visitor 16
Graph 4. Total number of pages visited for all visits 16
Graph 5. Average number of pages visited per visitor 17
Graph 6. Average number of pages visited per visit 17
Graph 7. Distribution of the average time spent on site (all visits) 18
Graph 8. Average time on website (in minutes) 18
Graph 9. Distribution of traffic received by source 19
Graph 10. Top seven countries generating traffic to website by tracking solution 20
Graph 11. Top content visited 20
Graph 12. Keywords by which people find the eDesde website 22

LIST OF IMAGES

Image 1.Home Page –distribution of clicks 21
Image 2. Search results for “edesde” in www.google.com 22

1. INTRODUCTION

DESDE-LTC is an instrument for the standardised classification of services for long-term care in Europe. DESDE-LTC stands for Description and Evaluation of Services and Directories in Europe for Long-Term Care. eDESDE-LTC is the project funded by the Executive Agency for Health and Consumers (Ref. no. 2007116) which aims to develop an operational system for coding, mapping and comparing services for Long-Term Care (LTC) across the European Union (EU).
The eDESDE-LTC website discussed in this document was specifically designed and developed for project dissemination and promotion. The website is Work Package 5.

1.1. TECHNICAL SPECIFICATIONS

All sections can be accessed from the home page, via menu options.
The website:
- was developed in English,
- is compatible with the standard specifications, to be viewed in equipment with a minimum resolution of 1024 x 728 pixels (standard resoultion used nowadays by more than 80% of users.
- was developed in Linux environment with Html/PhP/MySql technology.

All downloadable documents are in PDF format which can be viewed with Adobe Acrobat Reader.
The website has been tested to work properly in the following browsers: Internet Explorer, Mozilla Firefox and Safari.

1.2. ACCESSIBILITY

Accessibility norms were taken into account in the development of the website. In particular, font-size and color were considered for those people who may have visual problems or who may have difficulties in reading. Three font size options are available:

There are also three font and background color options: Black on white, white on black, and color on white.
Accessibility is not only of interest to people with disabilities it also improves the general access to the website. This website has been conceived from the point of view of the user, minimising upload time and promoting text information over the use of images.

1.3. SITE MAP

The site map below provides in a glance a general view of the hierarchical organisation of the website's contents.

Home
ABOUT eDESDE-LTC
- Purpose
- Work packages
- Acknowledgements

PARTICIPANTS
eDESDE-LTC TOOLKIT
- Coding and Classification system
  - Acronyms
  - Coding list
  - Glossary
- Instrument

eDESDE-LTC TRAINING PACKAGE
NEWS AND EVENTS
FAQ
REFERENCE DOCUMENTS
PHOTO GALLERY
DOWNLOAD AREA
CONTACT

2. WEBSITE SECTIONS

The website has a three-column layout. The left-hand column contains the menu to access a total of eleven sections as well as the link to the project's e-Room – set up by SINTEF, one of the partners (https://project.sintef.no/eRoom/Helse/eDESDE).

The middle section is the area where the content of the menu option selected is displayed. The right-hand side contains the accessibility options, site map, e-mail access, search toolbar as well as a quick glimpse of posts of the latest news and events.

2.1. ABOUT eDESDE/LTC

The *About eDESDE-LTC* sections provides general information about the project. It contains 3 subsections:

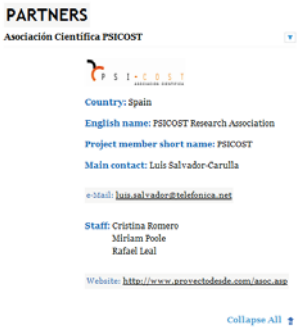
Purpose - explains the aims, strategic relevance and outcome of the project.

Work packages – describes the seven work packages of the project.

Acknowledgements – recognises the participation and collaboration of researchers and institutions. It also acknowledges the funding provided by the EAHC.

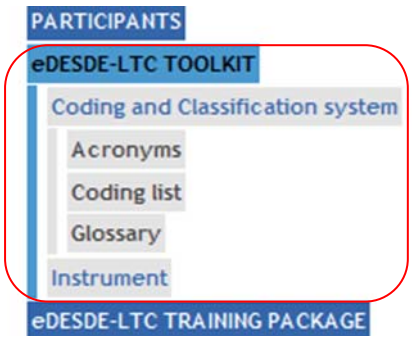
2.2. PARTICIPANTS

To date, there are a total of 8 partners and 11 collaborating institutions. Each partner's profile includes: Country, name of the institution in English, project member short name, main contact name and e-mail, staff and website. This section also provides the list of partners by participating country (Austria, Bulgaria, Norway, Slovenia, Spain and United Kingdom).



2.3. eDESDE-LTC TOOLKIT

The toolkit includes the Coding and classification system and the Instrument. The Coding and Classification is presented in three subsections:



Acronyms

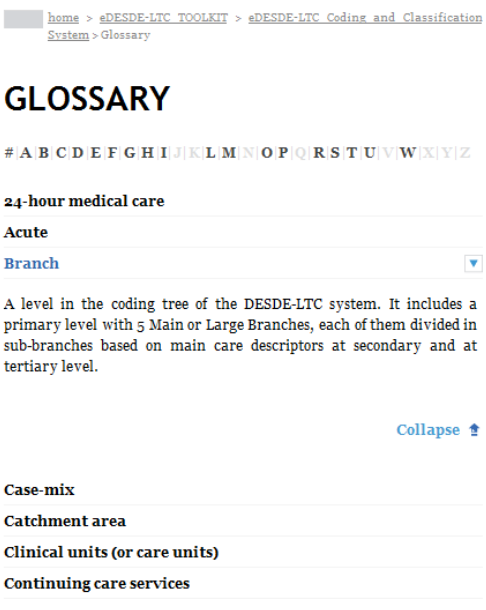
Alphabetical list of the acronyms employed in the different sections of the project.

Coding list

The *Coding list* provides a list of all the codes used in DESDE with their definition. It provides a quick glance of branch definition.

Glossary

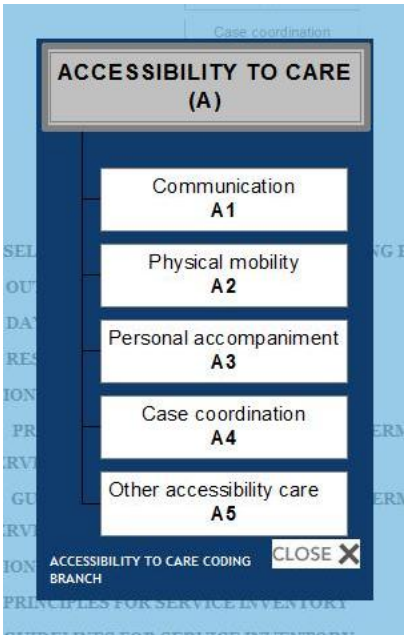
The glossary is an alphabetical list of key concepts used in the instrument. The definition of each term is provided.



2.4. INSTRUMENT

The instrument is available online in six languages: English, Spanish, German, Norwegian, Slovenian, and Bulgarian.

The image at the left shows the *Accessibility to care coding branch* from Section B of the instrument. Each coding branch has an associated image that can be enlarged when clicked upon (image on right).



2.5. TRAINING PACKAGE

The *Training Package* section explains the origins of the instrument, provides guidelines and case studies to facilitate learning on how to use the instrument. Each section of the training package contains a video tutorial in English. The presentation slides can also be downloaded in PDF format.

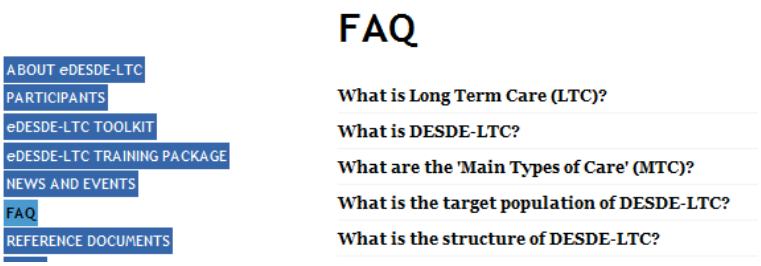
2.6. NEWS AND EVENTS

The news and events can be directly related to the project or to the project theme (i.e. semantic interoperability, long term care services).

Newsletters are updates with project progress. These updates are uploaded to website via the site's BackOffice (see below).

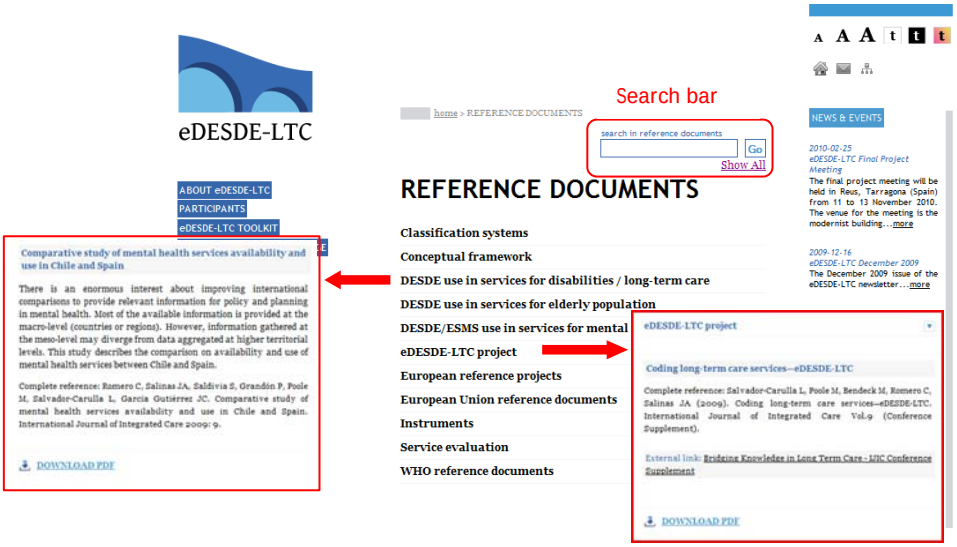
2.7. FAQ

The *Frequently Asked Questions* (FAQ) section compiles a list of questions which are commonly asked about the project and website use. Each question has its corresponding answer.



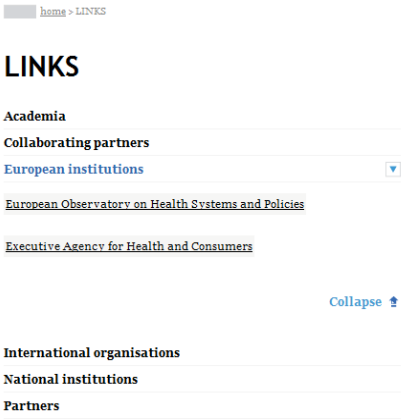
2.8. REFERENCE DOCUMENTS

All project reference documents are classified into categories. For each reference document, the following information is provided: title, complete reference, brief description as well as links to a related section in the website and/or an external link for additional information. If the document is available for download, a link to the corresponding PDF file is given. When entering information about each reference document in the website's BackOffice, keywords can be included. Keywords are employed by the search tool.



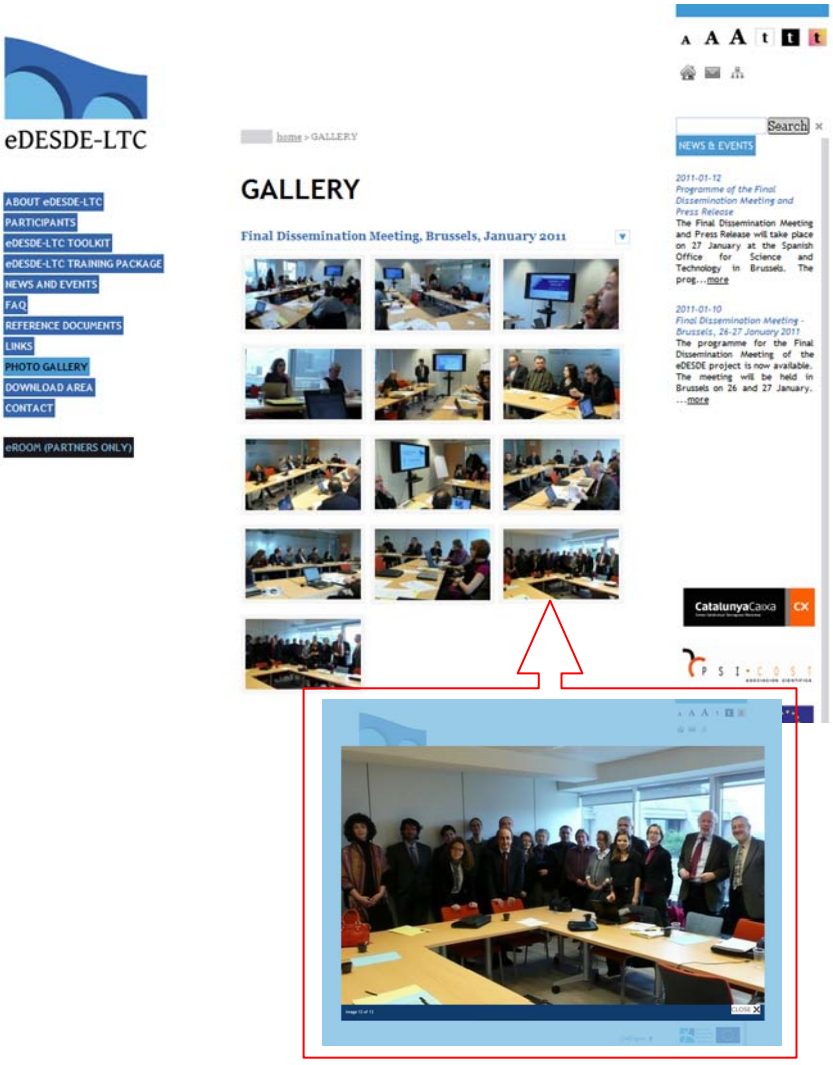
2.9. LINKS

Links to other websites are classified into six categories: Academia, Collaborating partners, European institutions, International organizations, National institutions and Partners. The categories as well as the links within each category are organised in alphabetical order. Both categories and links can be added, modified or deleted via the website's BackOffice.



2.10. PHOTO GALLERY

The *Photo Gallery* section shows the photographs of the different events and project-related meetings. To date, three galleries have been uploaded via the BackOffice of the website: the final dissemination meeting held in Brussels (January 2011), the dissemination meeting also held in Brussels (22 June 2009) and the project meeting that took place in March 2009 in Barcelona. The image below shows the latest photo gallery and a snapshot of photograph selected from the gallery. Captions can be added to each picture.

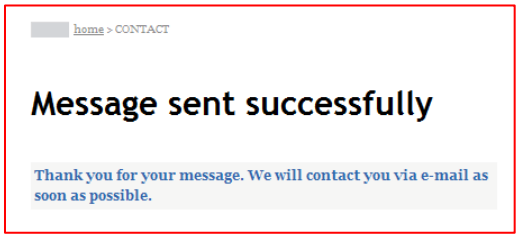


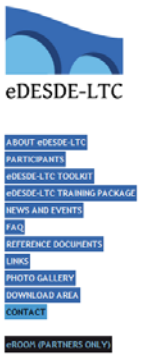
2.11. DOWNLOAD AREA

This section brings together in one place all the documents which are available throughout the website sections (coding and classification system, instrument and training package). Files can be searched using keywords and phrases. A title and a brief description of each document are shown. The user may download the document's file in PDF format.

2.12. CONTACT

A contact form is available for user inquiries. Only 3 of the 5 fields in the form are required. These are name, email and comment. Once the contact data is submitted, the user receives a message confirming receipt of their message (see below).



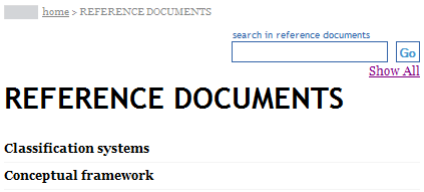


3. SEARCH TOOLS

Two search tools were implemented: one for the whole website and one specific to the reference documents and download area sections. The beta version of the website included only the search tool for these sections.

3.1. DOCUMENTS AND DOWNLOAD AREA

A search tool is available in the *Reference documents* and *Download area* sections. Users may use keywords or a phrase to search for a document. The tool checks the *title*, *description* and *keywords* fields of the document.



3.2. WEBSITE

The Google Site Search tool was implemented. The tool searches the eDESDE website for the keyword or keywords typed into the search box. Search results are presented in the same way as results are shown by Google. For example, in the image below, the results for “instrument” are shown.

4. BACKOFFICE: CONTENT MANAGER

Of the eleven sections contained in the website, six are dynamic which means they may be updated via the BackOffice – the website's content manager. These sections are: News and Events, FAQ, Reference documents, Links, Photo gallery and Download area. All additions, modifications and deletions within these sections must be made in the BackOffice.

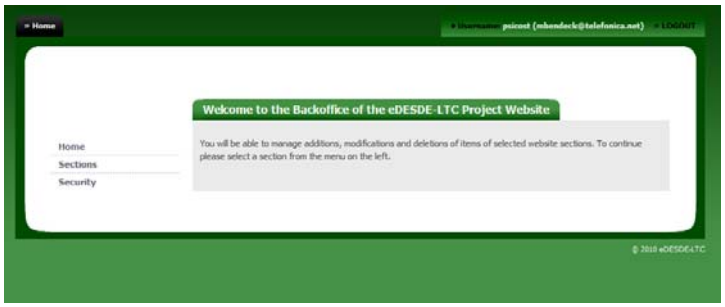
Login window

Only authorised users can access the BackOffice. The website administrator provides username and password for these users.

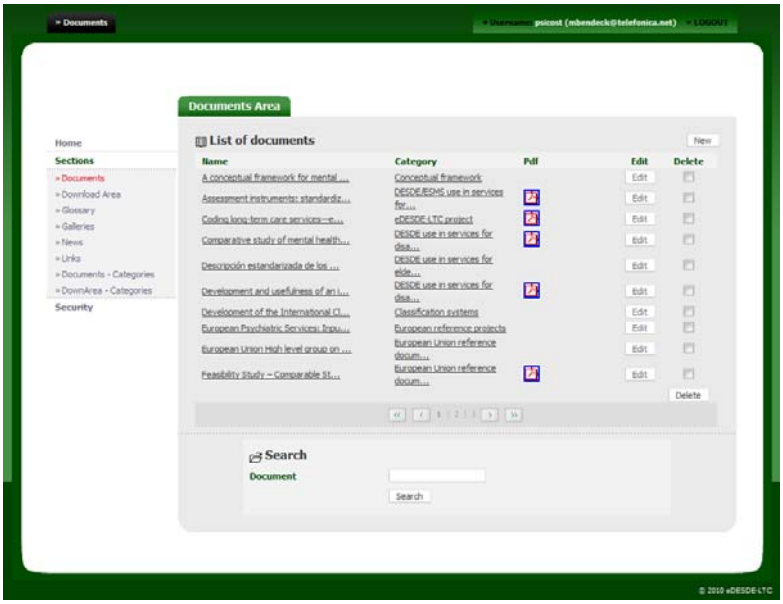
Main window

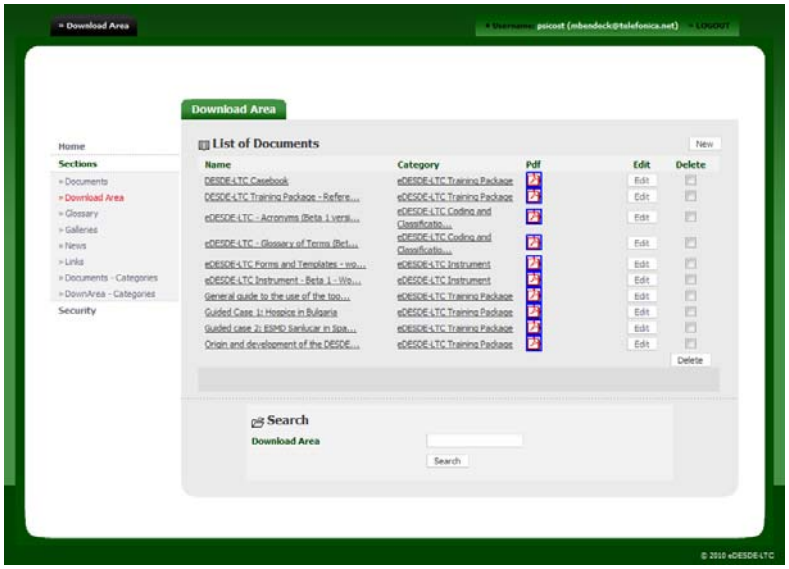
The BackOffice has two main divisions: *Sections* and *Security*. In *Sections*, the content of the dynamic sections can be updated. In *Security*, authorised users are managed.

Unless otherwise specified, items in sections are listed in alphabetical order.



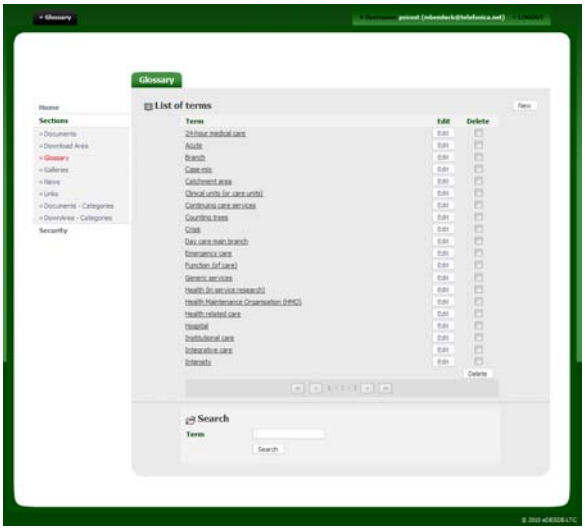
All reference documents which are available at the website are managed in the *Documents Area*. To add a new document, the user must first select the category (see below *Documents - Categories*) in which the document will be classified and introduce the title, keywords and brief description of content. These three fields will be used for search purposes. For each document, a pdf file and related Internet link can be added.





In the *Download Area (DownArea)*, documents which are available in the different website sections can also be uploaded via the BackOffice to provide site users with a "one-stop" access to these documents. This section works in a similar way as the *Documents Area*.

The list of terms which appears in the *Glossary section* (of the Coding and Classification System) is managed here. Each term included has a corresponding definition.



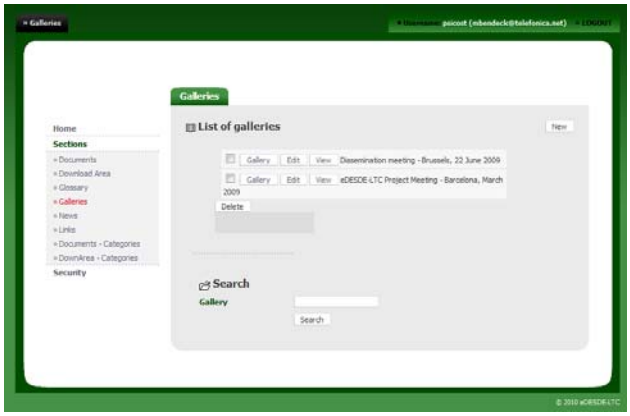
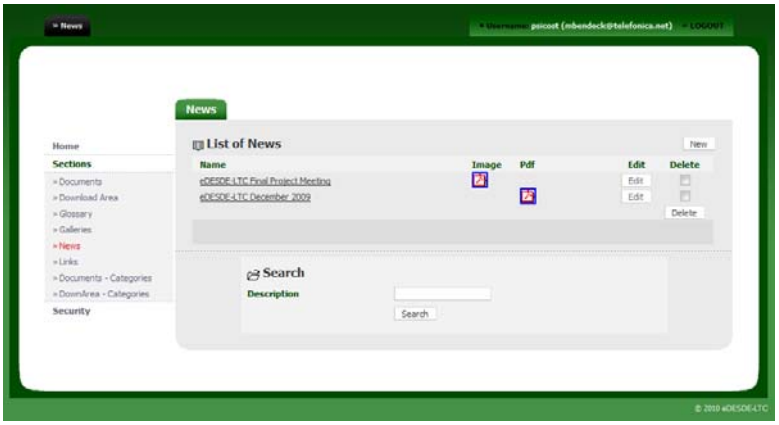
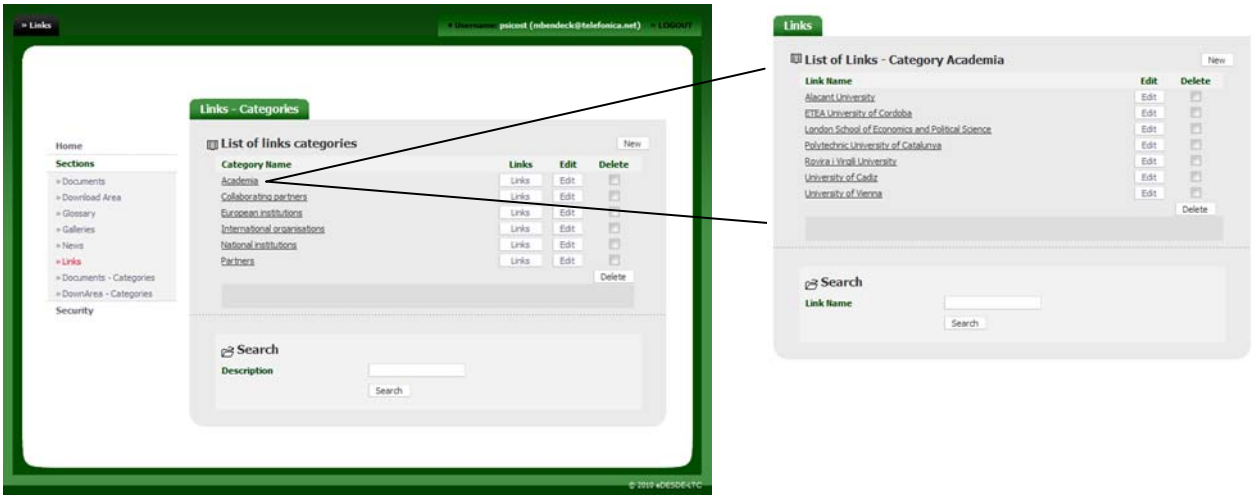


Photo galleries are managed in this section. Preferred image file types are *jpg*, *png* and *gif*. Captions may be added to the photographs. The order in which images appear in the gallery can be modified once they have been uploaded.



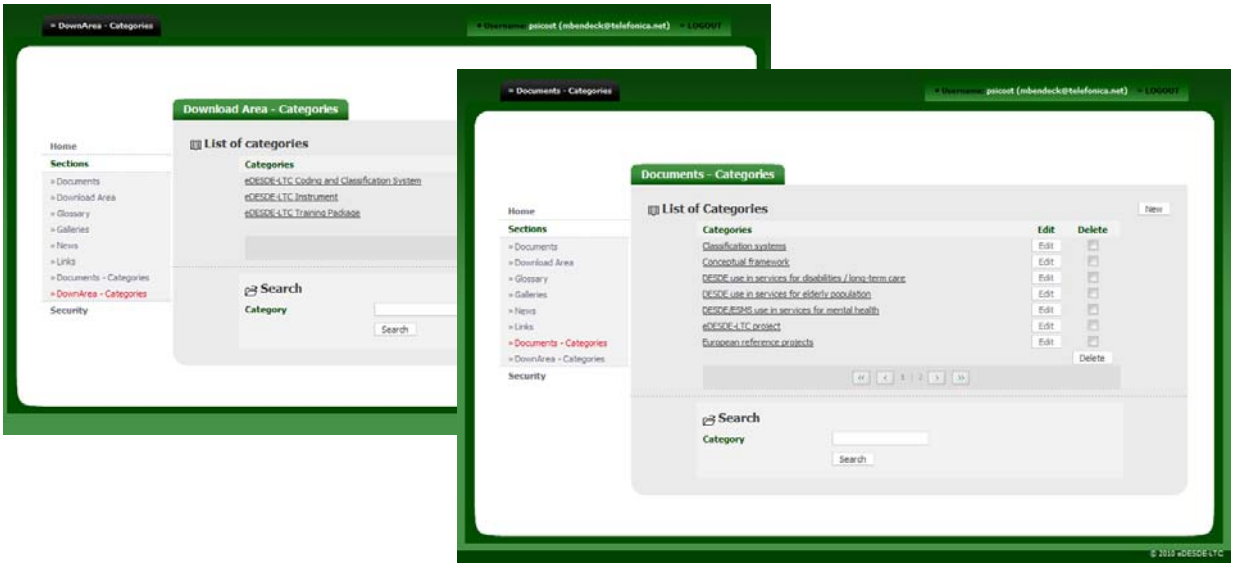
In the *News* section, there are three types of information that can be uploaded: news, events and newsletters. News and events can be divided into project or topic-related. A pdf file and an image can be uploaded for each news item.

In the *Links* section, internet links can be added to the categories that have been defined. For each link a text description (link name) and URL must be added.

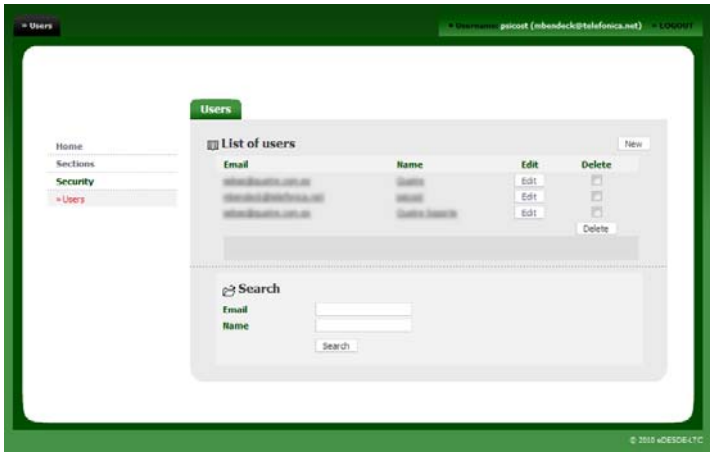


Documents and Download Area – Categories

Before adding documents in the sections *Download Area* and *Documents* – users must have defined the category in which the document to be included will be classified.



Users authorised to access the BackOffice are managed in the *Security* section. The required information for each user is: Name, e-mail address, username and password. Users may be given permission to add, modify and/or delete content of dynamic sections.



5. WEB ANALYTICS

In this section we present a brief web analytics report. The website went online 9 March 2010. For the first three months the only tracking data we had was that provided by the statistics solution, DinaStats, available in the hosting service. Google Analytics tracking was implemented in June 2010.

The numbers reported by these two sources tend to be quite different. One of the main explanations for the differences[2] is the method used for tracking the website's activity: cookie-based and IP+User agent.[3]

Google Analytics uses cookie-based tracking which depends on a browser storing the cookie. A visit to the website is not counted if the cookies are disabled in the user's browser. DinaStats uses the IP+User agent method of tracking. It analyses log files to get its data. The numbers reported from this tracking method will tend to be higher than those resulting from the cookie-based method because of dynamic IP addresses which means that visits from the same computer can be interpreted as new visits because the IP address changes. IP+User agent tracking also count visits generated by spiders, crawlers and search engine robots, by programmes that track websites for spamming purposes, by programmes that track content, etc. Moreover, not all metrics are necessarily defined in the same way in all web analytics solutions; thereby, one term may be referring to a different activity or time frame.

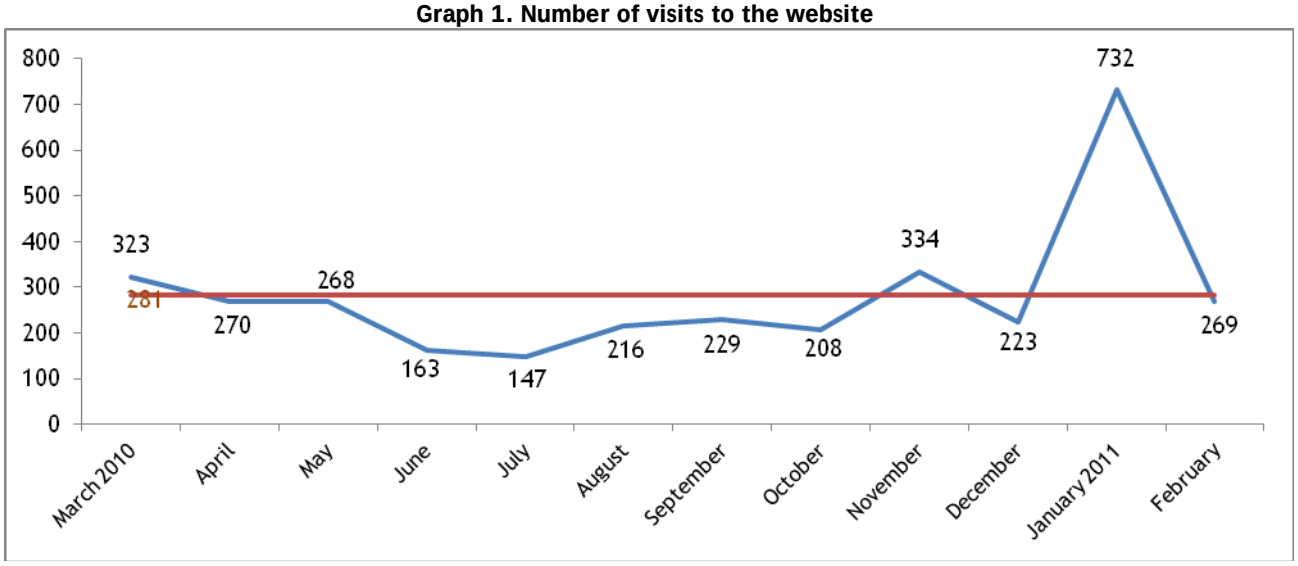
The best way to understand the differences in metrics provided by different web analytics products is in terms of trends rather than absolute values. So there may be differences in numbers but they will generally show the same trends. This way in this section we will be looking at the trends which can be observed regarding the behaviour of visitors to the website during the period of analysis: 9 March 2010 to 28 February 2011 (almost 12 months).

[2] For additional reasons for the differences reported by different tracking methods, see http://www.google.com/support/analytics/bin/answer.py?hl=en&answer=55614

[3] Some basic terms are described briefly. A cookie is a fragment of text sent by a web server to a user's web browser (e.g. Internet Explorer, Firefox, Chrome…) and stored by the web browser, if storage of cookies is enabled in the browser. The cookie contains information that is returned by the browser every time it accesses the web server in order to view the desired website. IP stands for Internet Protocol. An IP address is the exclusive number that identifies a device (e.g. computer, printer) in a network and which allows them to communicate. User agent is a string that indicates to the web server the agent that the user is using to access a website. The agent is generally the web browser. In the case of search engines, they use web crawlers to explore web pages that might be listed in their search engines. Web crawlers have different user agent strings. It is with user agent strings that human visitors can be distinguished from robot ('bot') visitors.

As can be observed in Graph 1, an average 281 visits were made to the website between March 2010 and February 2011. July 2010 was the lowest month with an average of 147 visits to the website. The highest peak occurred this past January with 732 visits. The peaks of visits can be observed in November and January which coincide with the project meeting held in Reus and the final dissemination meeting and press conference held in Brussels, respectively.

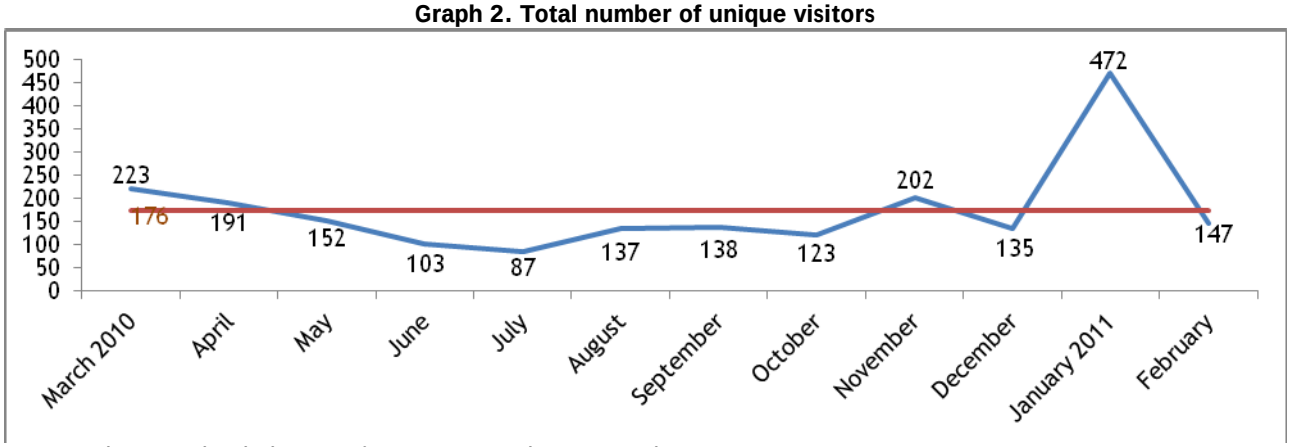
Graph 1. Number of visits to the website



Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

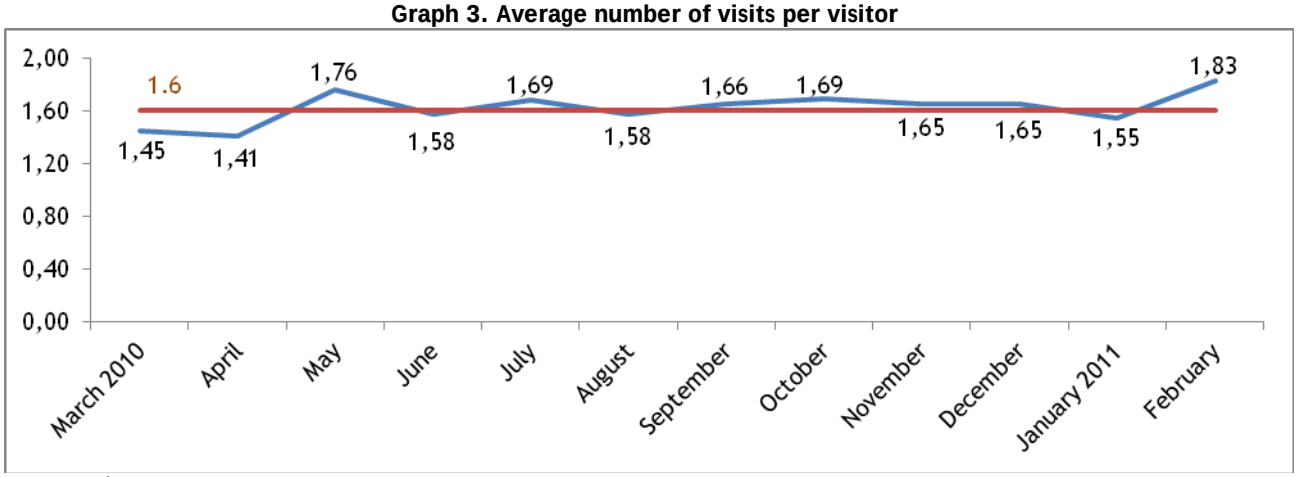
Similarly, the unique visitors also peak during these months as shown in Graph 2. On average the number of visits per visitor (Graph 3) was 1.6 with the highest peak in February of 1.83.

Graph 2. Total number of unique visitors



Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

Graph 3. Average number of visits per visitor

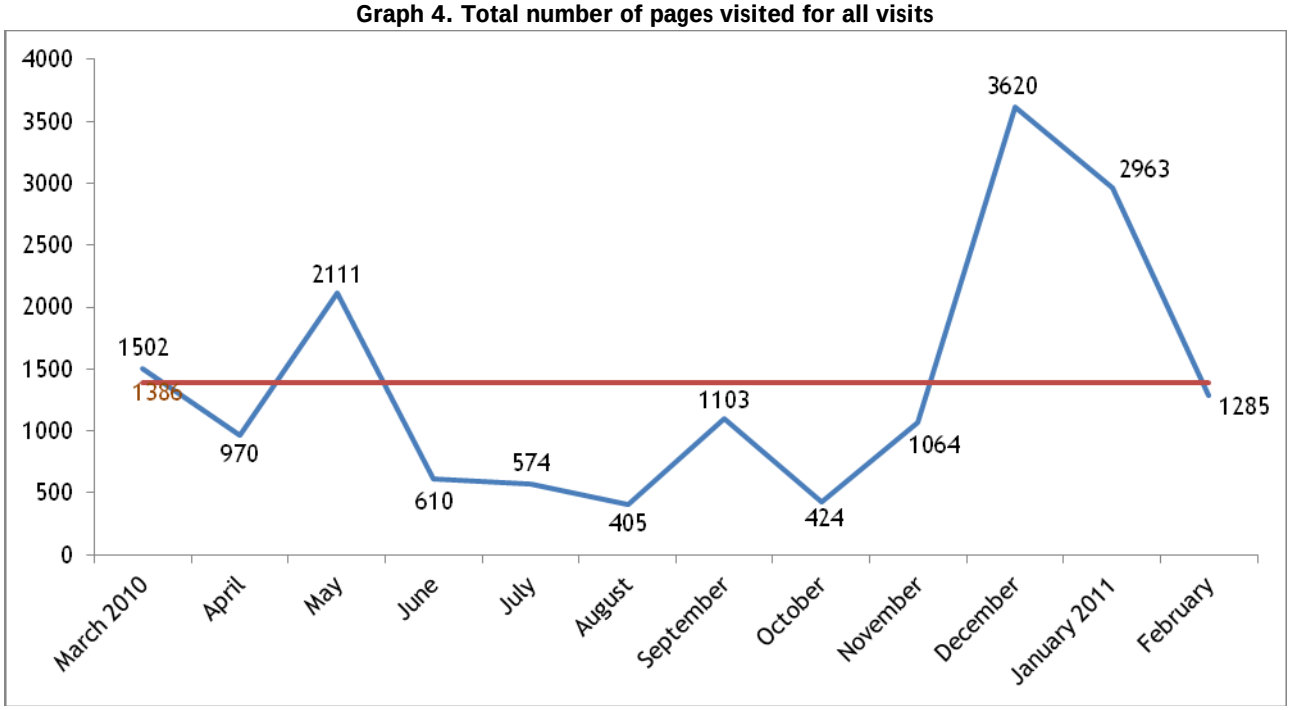


Source: DinaStats

The number of pages visited for all visits (Graph 4), per visit (Graph 5) and per visitor (Graph 6) reached its highest peak in December 2010. Most of the months tracked these metrics were below the average as shown in Graph 4 to 6. DinaStats reported an average of 4.9 pages per visit compared to the 3.2 reported in Google Analytics.

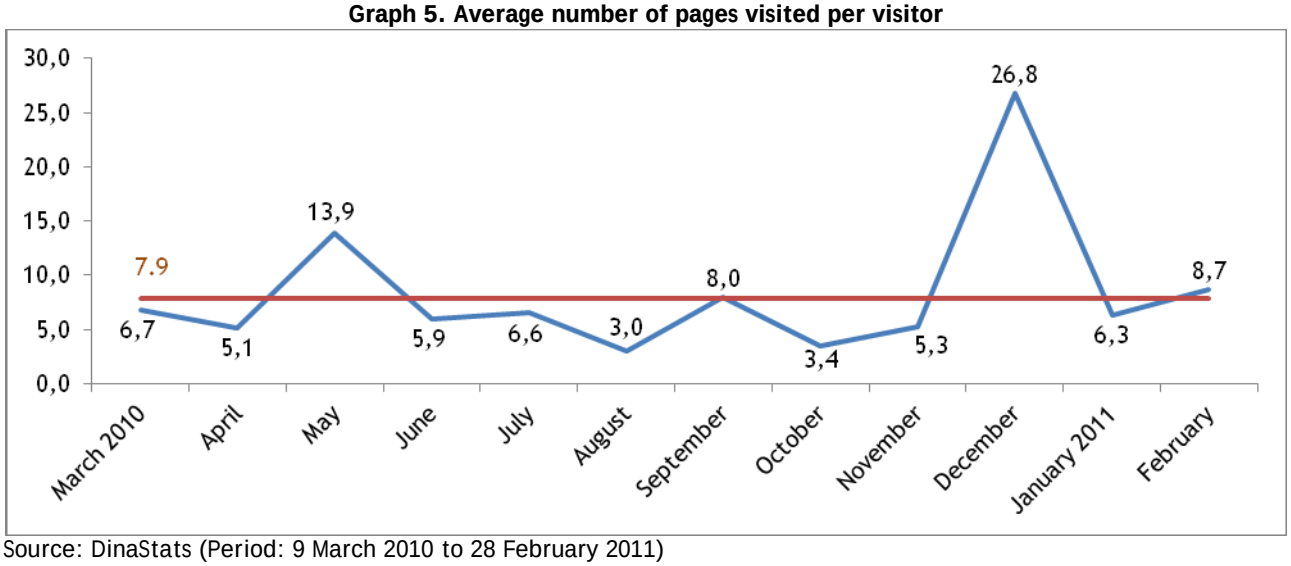
Overall, the data reviewed tends to suggest that the website is receiving quality visitor. We can observe that variation in the number of visits tends to coincide with variations in the duration of visits and the pages viewed.

Graph 4. Total number of pages visited for all visits



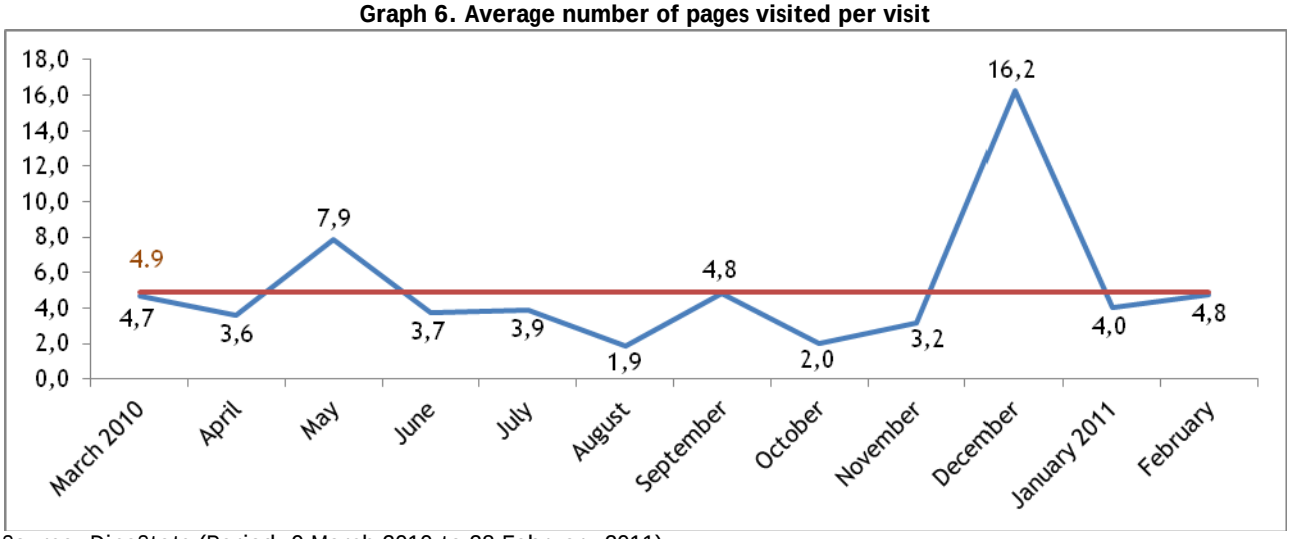
Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

Graph 5. Average number of pages visited per visitor



Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

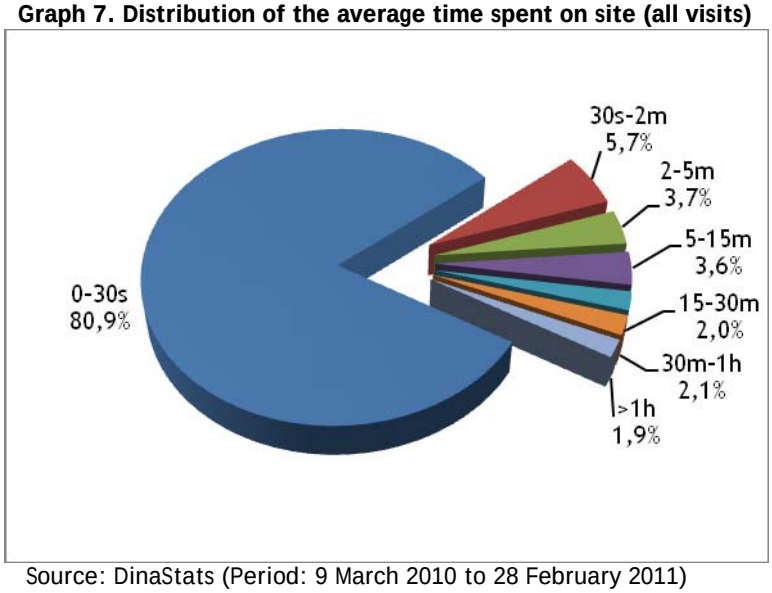
Graph 6. Average number of pages visited per visit



Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

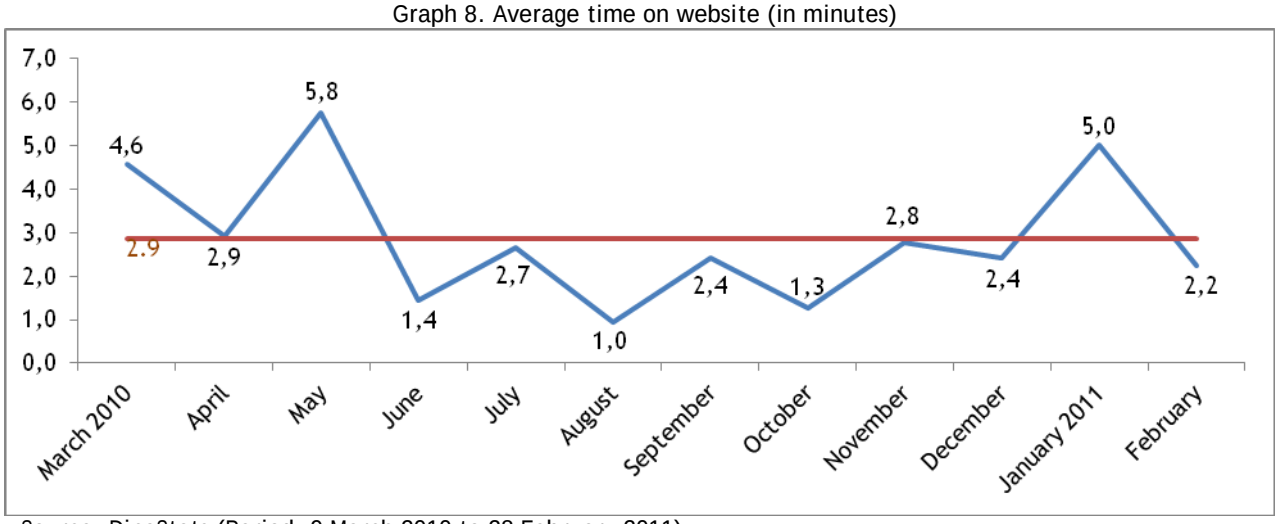
Almost 87% of the visits to the website lasted less than two minutes (Graph 7). The average time on the site was 2 minutes and 52 seconds (or 2.9) according to data from DinaStats (Graph 8) compared to 2 minutes 32 seconds reported by Google Analytics.

Graph 7. Distribution of the average time spent on site (all visits)



Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

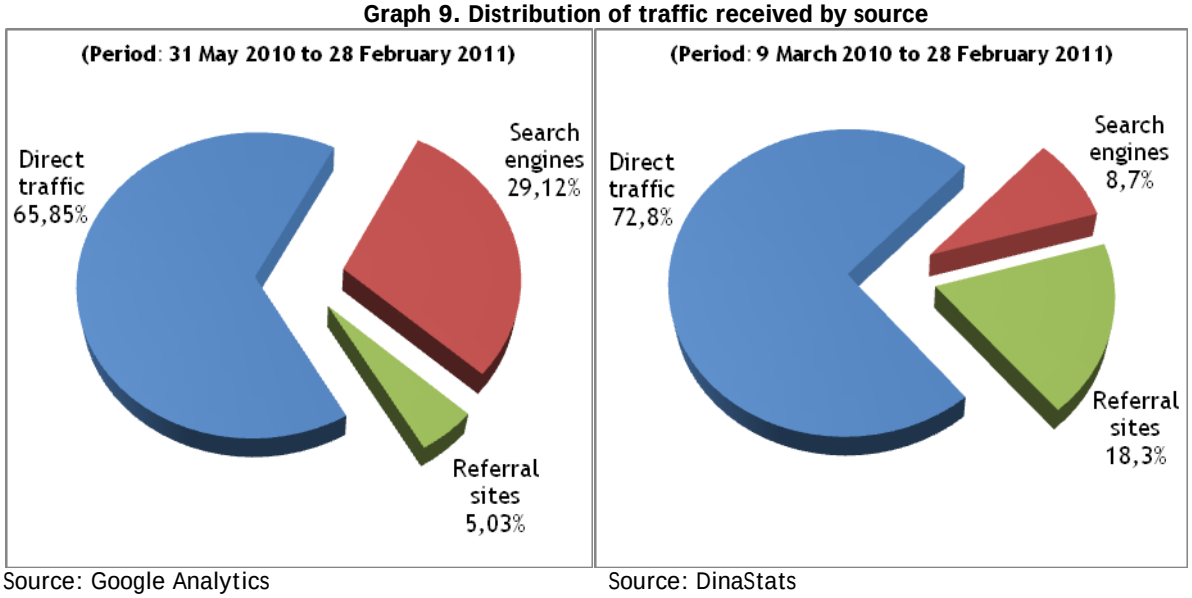
Graph 8. Average time on website (in minutes)



Source: DinaStats (Period: 9 March 2010 to 28 February 2011)

Graph 9 shows the distribution of traffic sources reported in Google Analytics and in DinaStats. At first glance, the distribution seems quite different, except that in both tracking methods most of the visits received at the website came from direct traffic (e.g., user types website URL (Uniform Resource Locator) or address on browser or chooses a bookmark from the browser). The differences in search engine and referral sites traffic reported might be explained in that Google Analytics is counting as search engine-generated visits more visits than DinaStats. Although the same term may be used for a metric, there are intrinsic differences in the way they are defined and measured.

Graph 9. Distribution of traffic received by source



Source: Google Analytics

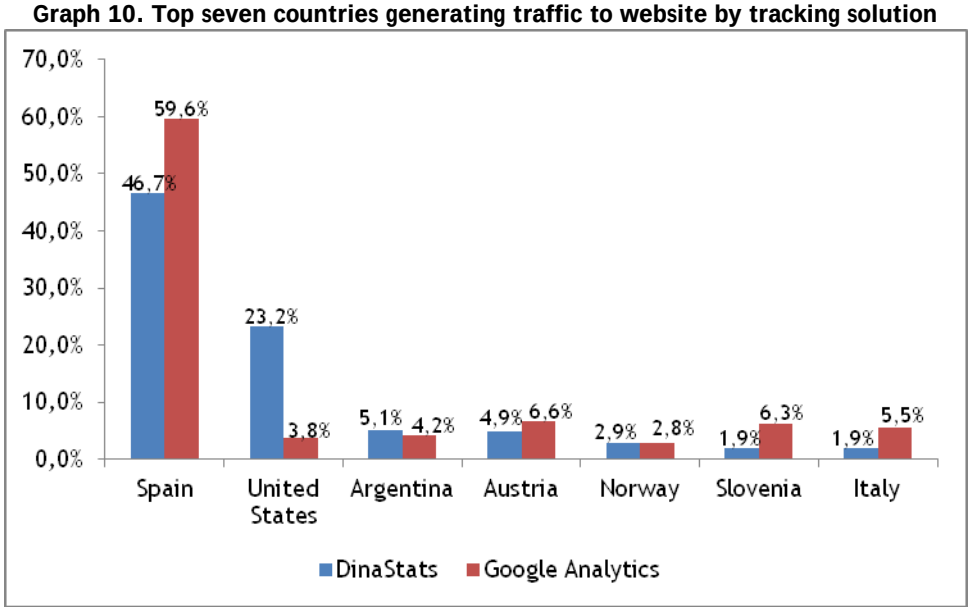
Source: DinaStats

The top referring sites were:

- **www.bridgingknowledge.net**
- **www.fundaciovillablanca.cat www.fundaciovillablanca.es**
- **www.iri-lj.si (IRI Ljubljana)**
- **www.ijmhs.com**
- **www.caixacatalunya.com**
- **www.ingeniscomunicacion.es**

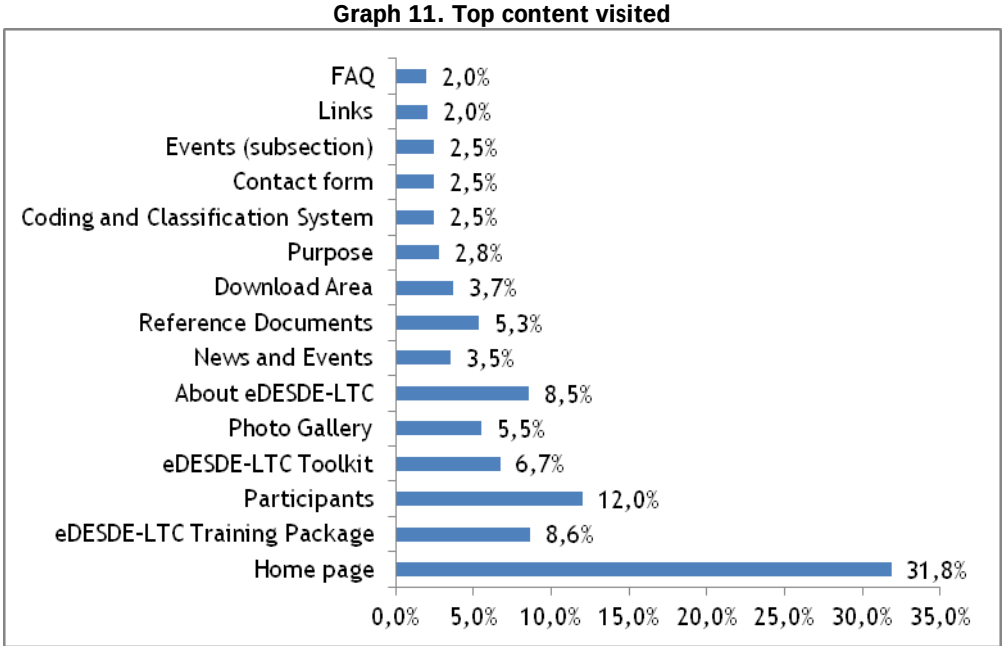
We analysed the top ten countries that generated traffic to the website as accounted by Google Analytics and DinaStats. Both sources reported that Spain generated most of the visits to the website, as shown in **¡Error! No se encuentra el origen de la referencia.**. The countries from the DinaStats top ten that did not appear in the Google Analytics top 10 were: Germany, Switzerland and Great Britain (Google Analytics presents data for United Kingdom.) The differences in traffic generated from the United States might be due to variations in the way the metrics used are defined and measured. They might also be explained in that the website is tracked by 'bots' and crawlers which originate from IPs from the United States and are counted as visits from this country.

Graph 10. Top seven countries generating traffic to website by tracking solution



The website content that was most visited is shown in Graph 11. After the home page, the sections most visited were participants (12.0%), the training package (8.6%) and about eDESDE-LTC (8.5%).

Graph 11. Top content visited



Source: Google Analytics (Period: 31 May 2010 to 28 February 2011)

Most of the clicks registered the home page were in the top half of the page. The top three sections which were most clicked on were: Participants (17%), eDESDE Training Package (13%) and About eDESDE-LTC (12%), as shown in Image 1.

Image 1.Home Page -distribution of clicks

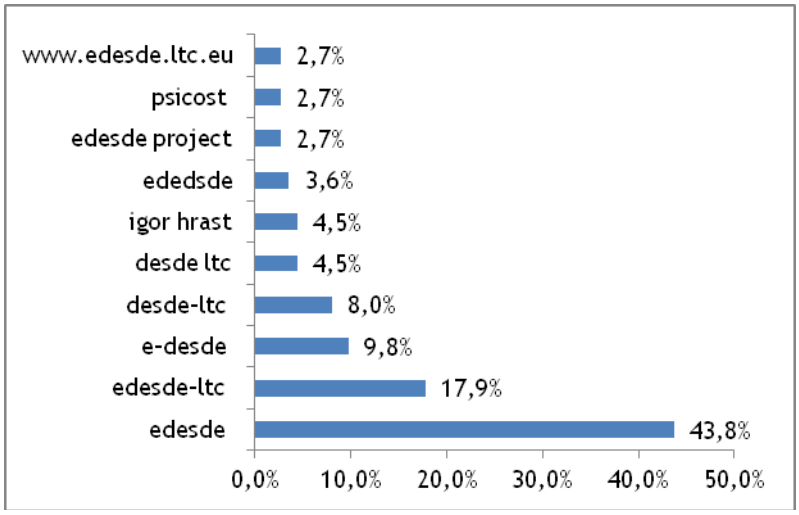
Source: Google Analytics (31 May 2010 – 28 February 2011)

The top four positions of the search results for the keyword “edesde” in google.com are for our project (see Image 2). The most common keywords used to find us are summarised in Graph 12.

Image 2. Search results for "edesde" in www.google.com

Search date: 28 February 2011

Graph 12. Keywords by which people find the eDesde website



Source: Google Analytics (31 May 2010 – 28 February 2011)

6. SUMMARY OF MAIN CHANGES MADE TO WEBSITE

Below is a summary of the changes made to the website since the last website report (May 2010). These modifications were based on the comments and suggestions received during website evaluation (led by University of Vienna team) and from eDESDE team members during the Reus meeting held in November 2010.

- Search function was implemented for the whole website
- Metatags (keywords and descriptions) were included. Partners provided list of keywords that they believe users would use to find the website. The description that appears in search engine results was also included. It should be noted that no positioning work was done as it was not part of the services requested.
- Analysis of links to site was included
- Modified legal notice and included Creative Commons license agreed by partners.
- Partner logos on home page were made linkable – links were added to the appropriate partner websites
- The number of the project on the home page was made more visible
- Analysis of the metric on visits by country of origin was included
- The original Obra Social Caixa Catalunya logo was replaced with the new corporate logo

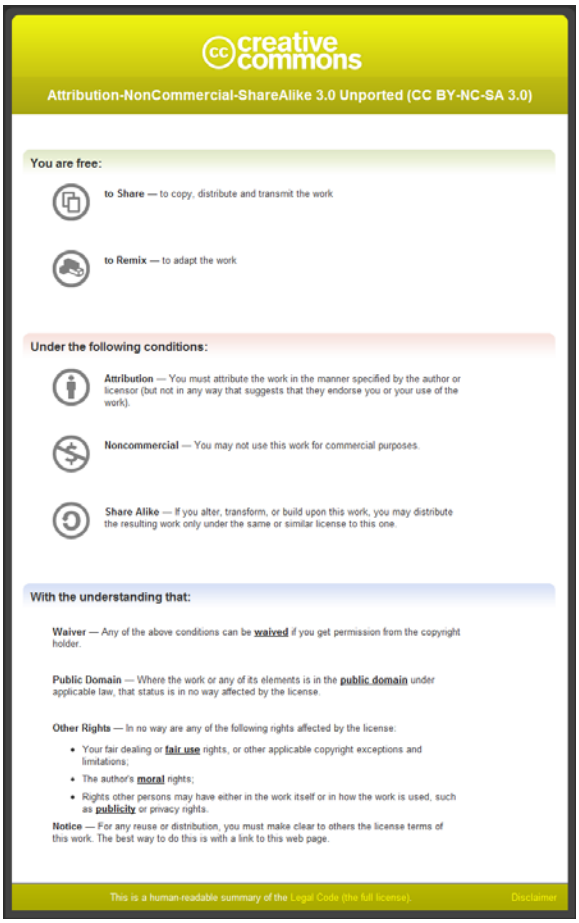
6.1. CREATIVE COMMONS LICENSE

The eDESDE-LTC Coding and Classification System, eDESDE-LTC Instrument, eDESDE-LTC Training Package and eDESDE-LTC website are licensed under the Creative Commons license: Attribution-NonCommercial-ShareAlike 3.0 Unported.

Copyright eDESDE-LTC Consortium 2010-2011 Legal Code

The eDESDE-LTC Coding and Classification System, eDESDE-LTC Instrument, eDESDE-LTC Training Package and eDESDE-LTC website by eDESDE-LTC Consortium are licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 3.0 Unported License

This means the user of the eDESDE-LTC material is licensed as follows:



Source: www.creativecommons.org

7. TIMETABLE

May 2009: Participation in project meetings and activities by InGenis begins. Work on website content. Start of bi-monthly and monthly meetings with OSCC and PSICOST, respectively.

November 2009 – January 2010: Website design proposals.

January 2010: Approval of the website design.

January-March 2010: Website development and programming of BackOffice. Website testing.

March 2010: The website's beta version went online.

March 2010 – February 2011: Website content updated. The beta versions of the eDESDE-LTC coding list and instrument were replaced by their final versions which included, among others, modifications resulting from the pilot study experiences. The instruments in six languages were made available online.

8. CONCLUSION

The website described in this document corresponds to Work Package 5 of the European eHealth project: eDESDE-LTC (Description and Evaluation of Services and Directories in Europe for Long-Term Care). The coordinating partner of this work package is Obra Social Caixa Catalunya (Spain).

InGenis Communication and Technology is the Barcelona-based consulting firm which worked in close collaboration with Obra Social CatalunyaCaixa (OSCC) and PSICOST in the design and development phases of the eDESDE-LTC project website. Throughout this period of collaboration a consultant from InGenis actively participated in the activities related to the project. In addition, bi-monthly and monthly meetings were held with OSCC and PSICOST researchers, respectively. The purpose of these meetings was to develop website content and structure and to review project progress.

This report presents the structure of the website, content management system, web analytics trends as well as the summary of changes made since the previous report.

The website was developed in English, compatible with standard specifications.