

# How to engage patients in research?

MULTI-ACT answers via  
the Master Scorecard



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# The MULTI-ACT Master Scorecard

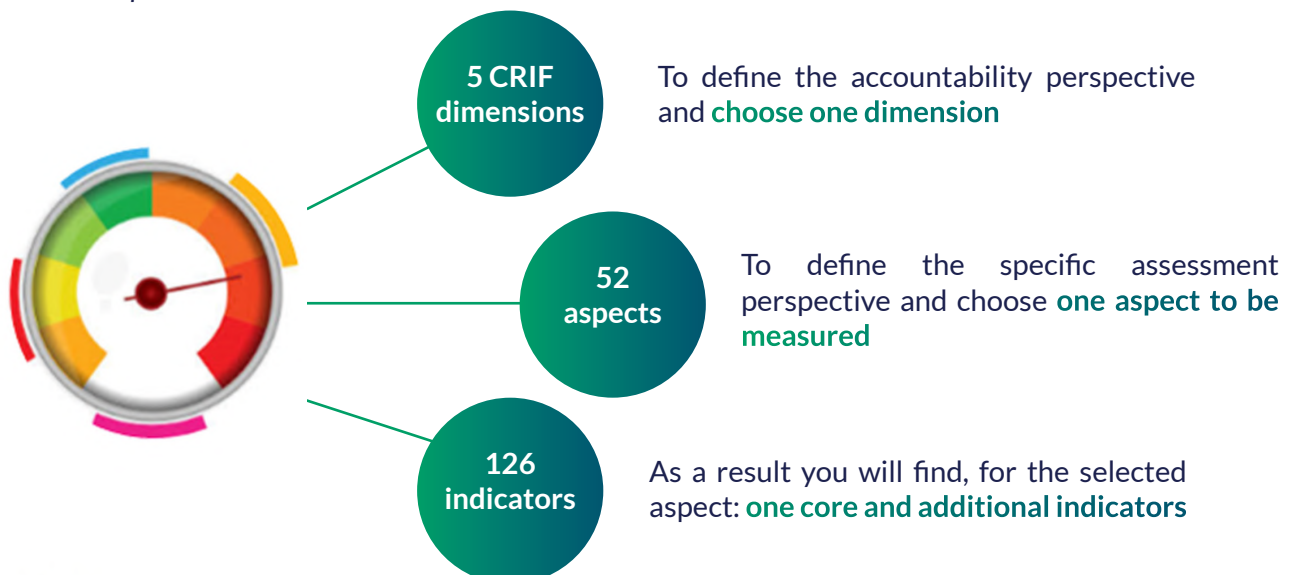
## ? WHAT is the MULTI-ACT Master Scorecard?

It is one of the core components of the MULTI-ACT Collective Research Impact Framework (CRIF). The scorecard has been developed to measure the co-accountability – multiple interests - of a multi-stakeholder research organisation for a given mission and agenda.

The Master Scorecard:

-  **Translates the MULTI-ACT philosophy and agenda into action**, providing potential indicators to evaluate the impact of health research and innovation, with special focus on the benefits for patients, healthcare, and society.
-  **Provides a catalogue of 126 indicators** grouped into 5 dimensions of accountability (CRIF dimensions: excellence, efficacy, economic, social and patient-reported) with indicator descriptions, examples, data sources and qualitative and quantitative measurement information and methods. The Indicators are assembled into 52 aspects that can be covered within each dimension.
-  **Is an adaptive tool for assessing health research and innovation initiatives** which apply a multi-stakeholder perspective and are willing to collectively define the indicators for the assessment of their impact.
-  Through the analysis of diverse stakeholders' needs (i.e. materiality analysis), the Master Scorecard **allows the selection of indicators**, considering each of the CRIF dimensions, that are relevant for the vision and agenda of the research initiative.

*Master Scorecard: aspects and indicators*



# WHAT are the 5 CRIF dimensions?

## Mission dimension:

The mission dimension focuses primarily on the efficacy of Research and Innovation (R&I) initiatives by ensuring the alignment of the initiatives and their outcomes with the values, needs and expectations of stakeholders engaged in the research initiative.

*The aspects measured in this dimension are: Drug supply to patient, governance, health service assessment, health services and products accessibility, healthcare practitioners' human capital, improvement of health services, influence on patient behaviour, patient quality of life, patient satisfaction, stakeholder engagement.*



## Excellence dimension:

The excellence dimension focuses on the quality of the initiative.

*The aspects that are considered include: Academic production, anticipatory design, bibliometric, communication, compliance, ethics and integrity, financial resources, impact evaluation, influence on public behaviour, influence on subsequent research, informing healthcare practice decision making, intellectual property, patient engagement & involvement, products generated, research partnership, research recognition, researchers' human capital, resources allocated, scientific input, stakeholder engagement.*



 **Social dimension:**

The social dimension relates to the long-term impacts (indirect and direct effects) of research for the whole society by engaging different types of stakeholders.

*The aspects considered within this dimension are: corporate reputation, ethical marketing, labour, political externalities, socio-environmental impacts, stakeholder engagement.*



 **Economic dimension:**

The economic and financial dimension considers the efficiency of the initiatives by focusing on the long-term economic sustainability and the financial resources needed for pursuing the given mission.

*This dimension takes into consideration aspects such as: anti-competitive behaviour, control, economic externalities, financial performance, improvement of health services, intellectual property, market, organizational efficiency, resources allocated.*



 **Patient-reported dimension:**

The patient-reported dimension is a core element that guides the assessment of the impact of R&I on domains that matter most to patients. This dimension is the overarching dimension in which the other four dimensions should be rooted.

*It emphasises: the inclusion of patients' needs, interests and involvement in the accountability process and considers aspects such as patient satisfaction, quality of life, upper limb dexterity, anxiety and depression, bladder function, cognitive function, fatigue, locomotion, return on engagement.*





## WHY use the Master Scorecard and for what purposes?

The Master Scorecard can be used as a strategic management tool to monitor the progress of research and innovation initiatives and to demonstrate whether and how the initiative is producing an actual impact.

The value of using the Master Scorecard is that it can be adapted to many individual needs. In fact, it allows flexibility and can be tailored to diverse multi-stakeholder projects, so the scorecard should not be used as a fixed set of indicators. It offers a starting point to be applied and tested in different contexts and settings, especially to MS disease or other research on brain diseases.

The selected indicators from the Master Scorecard will not provide any overall “score” or “ranking”, rather it can be exploited in managing initiatives’ operations, identifying outcomes of the research, or for controlling and improving the initiative’s performance.

The value of using the Master Scorecard is that it can be adapted to many individual needs:



First, it allows **flexibility** and can be tailored to diverse multi-stakeholder projects, so the scorecard should not be used as a fixed set of indicators.



Second, it is **dynamic** as the user can select indicators for different purposes and specific needs of many stakeholders.



Third, the Master Scorecard is constructed so that it can be used, **customised**, and applied by a broad range of users. Therefore, indicators among different topics can be selected according to needs.





## HOW to use the Master Scorecard?

It can be adopted by organisations to build co-accountability by linking the research outputs to the mission and priorities of the initiative.

It can be applied at the beginning or during the development of a research initiative to select the indicators through the approach described in the analysis of stakeholders' needs. Depending on the stage of the project life cycle, the Master Scorecard can serve different purposes:



### Initiation stage - Planning

The indicators developed in the Master Scorecard allow the research initiative to strategically design and evaluate the expected impact of a research project, according to its vision, mission and agenda.



### Execution stage - Monitoring

The Master Scorecard can serve to implement the mission selected by the initiative, in line with its vision and agenda. It can be used as a monitoring tool to assess the research and innovation activities. It could also be used during the execution of the initiatives with the appropriate frequency.



### Evaluation and feedback stage - Assessment

The Master Scorecard can also be applied at the end of the initiative in order to assess how the desired results were reached. If the Master Scorecard is applied from the beginning of the project, the final impacts can be compared with the initial evaluation. This can also help to strategically orient future initiatives.

READ THE FULL MASTER SCORECARD [HERE](#).