

COMPASS - Care Managers Leading in Person Centered Care

Final Report of Community of Practice (CoP) Sessions

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1.INTRODUCTION

The **European Community of Practice (CoP)** of care managers and care workers on Person-Centred Care (PCC) for older persons aims to share experiences and skills, build a common language, and support the consolidation of a new professional vision.

This report evaluates the satisfaction and impact of all **8 CoP** sessions conducted as part of the Compass Project from **April 2024 to December 2024**. Feedback was collected from **129 participants** through online surveys after each of the eight sessions.

The evaluation is part of the project's **Quality Assurance Plan** and focuses on key aspects such as organization, content, and overall impact.

This report summarizes the feedback from all sessions, highlighting areas of success and identifying suggestions for improvement, such as enhancing practical content, accessibility, and engagement. These insights are intended to guide improvements for future CoP sessions, ensuring they continue to deliver value and support to participants across Europe.

The final report of all CoP sessions represents the feedback from participants across various partner countries. A total of **129 participants** evaluated the sessions, providing valuable insights. These participants came from a diverse range of partner countries, with representation from Portugal (23), Cyprus (38), Italy (19), Romania (29), Spain (12), Ireland (3), Georgia (3), Brazil (1), and the UK (1) (Figure 1). This analysis highlights the wide-reaching impact and inclusivity of the CoP sessions.

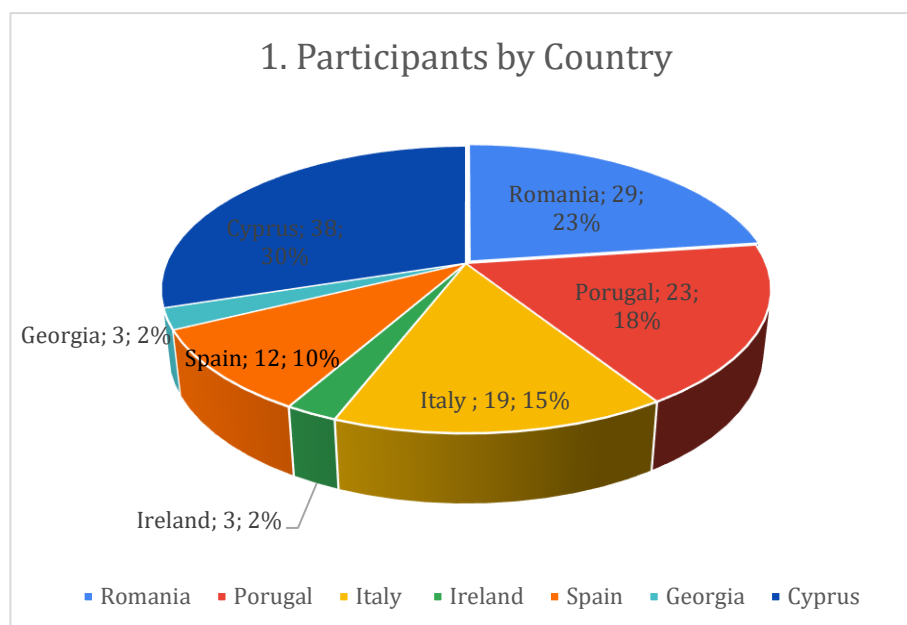


Figure 1: Participants per country

2. PARTICIPANTS PROFILES

Most participants were in the **41–50 years old range (21)**, followed by **31–40 years old (12)** and **51–60 years old (10)**. Smaller groups included **25–30 years old (9)**, **18–24 years old (1)**, and **72 years old (1)** (Figure 2).

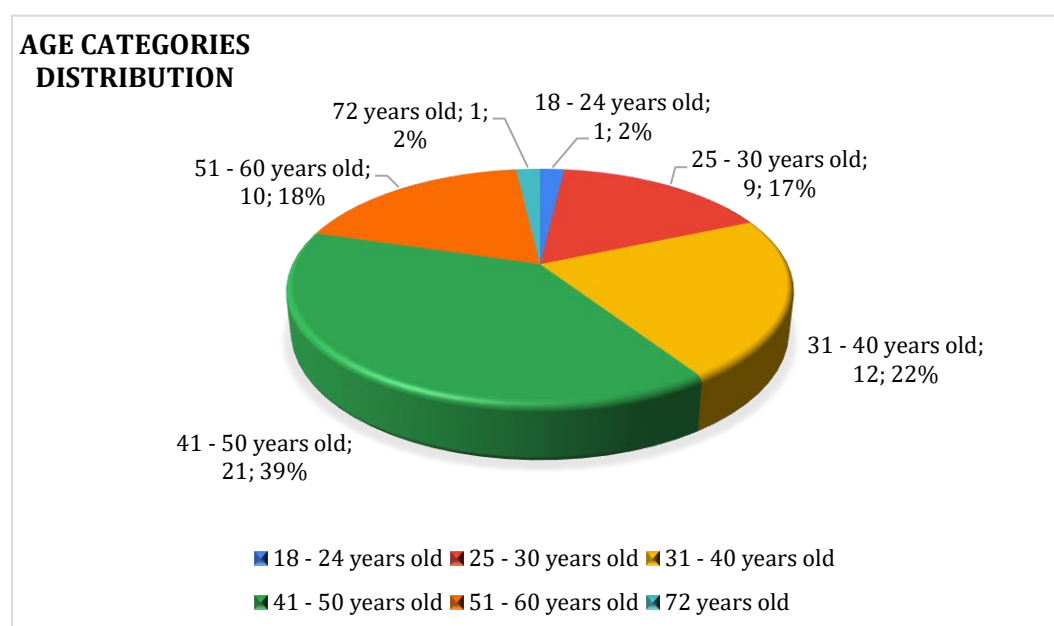


Figure 2: Age Categories Distribution

The majority of the participants were **Health Professionals (39)**, followed by **Care Managers (22)** and **Educators & Lecturers (12)**. Other roles include **Community Services (8)**, **Psychologists & Therapists (7)**, **NGO Roles (6)**, **Consultants & Directors (5)**, and **Researchers (3)**. This data highlights the diversity of participants by age and profession (**Figure 3**).

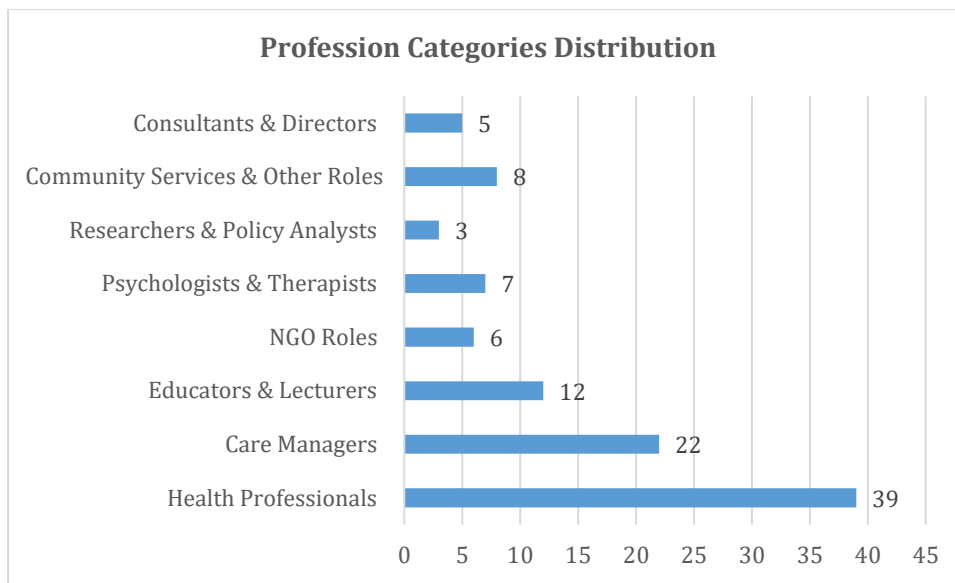


Figure 3: Profession Categories Distribution

3.EVALUATION OF PARTICIPANT SATISFACTION

The Satisfaction Evaluation of CoP Sessions reflects high levels of participant approval across multiple dimensions. A majority of participants reported being extremely or completely satisfied with various aspects of the sessions. Notably, **59.69%** expressed complete satisfaction with the organization of the sessions, while **27.13%** reported being satisfied. Also, **58.91%** indicated a high likelihood of recommending CoP sessions to colleagues, with an additional **26.36%** expressing likelihood.

Similarly, **51.94%** were extremely satisfied and **30.23%** satisfied with the usefulness of speaker inputs and their participation in the sessions. For clarity and engagement levels of presentations, **48.06%** reported being extremely satisfied, while **37.98%** reported satisfaction. Additionally, **51.16%** valued the session content's usefulness for their daily work, with **26.36%** agreeing.

Regarding alignment with expectations, **54.26%** and **25.58%** found that the sessions met or exceeded their expectations. Furthermore, **47.29%** and **30.23%** felt the content was stimulating

for subscribing to the CoP and addressing relevant issues. According to these results, the project successfully achieved more than the expected satisfaction target, **with more than 80% of participants rating the majority of items as “6” or “7” (Table 1).**

Table 1: Satisfaction Evaluation (%)

Satisfaction Evaluation of CoP Sessions									
	1. Please rate your satisfaction with the organization of the session.	2. Please indicate whether the aims of the session aligned with your expectations or differed from them.	3. Please indicate whether you believe you have learned something from this session.	4. Please rate the usefulness of the session content for your daily work.	5. Please rate how stimulating the session's content has been for you to subscribe to the Community of Practice and share relevant issues.	6. Please rate the usefulness of the inputs from speakers.	7. Please indicate the clarity and engagement level of the presentations.	8. Please rate your satisfaction with your participation in this session	9. Please rate how likely you are to recommend CoP sessions to your colleagues.
Extremely/completely satisfied	59,69%	54,26%	47,29%	51,16%	47,29%	51,94%	48,06%	51,94%	58,91%
Satisfied	27,13%	25,58%	31,01%	26,36%	30,23%	30,23%	37,98%	26,36%	26,36%
Total (Scores 7 & 6)	86,82%	79,84%	78,30%	77,52%	77,52%	82,17%	86,04%	78,30%	85,27%

4.EVALUATION OF THE IMPACT ON PARTICIPANTS

The Impact Evaluation data highlights the participants' perceptions regarding their sense of belonging, openness to collaboration, and potential for learning and cooperation across Europe, using questionnaire inspired from the conceptual framework for assessing CoP by Meeseen and Bertone (2012). The findings are summarized as follows (Table 2):

4.1 Sense of Belonging:

51.81% of participants felt "much more than before" that they belonged to a European group of professionals.

An additional **36.14%** felt "more than before," leading to a total of **87.95%**.

4.2 Openness to Share Practices and Solutions:

55.42% felt "much more than before" open to sharing practices and solutions with colleagues across Europe.

33.73% felt "more than before," resulting in a total of **89.15%**.

4.3 Learning from EU Experiences:

59.04% of participants felt they could learn "much more than before" from experiences in other EU countries.

34.94% felt "more than before," for a total of **93.98%**, the highest among the categories.

4.4 Emerging Collaborations:

48.19% believed there could be "much more than before" emerging collaborations with other colleagues or organizations across Europe.

43.37% felt "more than before," giving a combined total of **91.56%**.

In conclusion, the impact evaluation shows that the CoP sessions had a significant positive effect on participants. A total of **87.95%** felt a stronger sense of belonging to a European professional group, **with 51.81% reporting they felt "much more than before."** Additionally, **89.15%** were more open to sharing practices and solutions with colleagues across Europe, and **93.98%** believed they could learn more from experiences in other EU countries, the highest percentage among the categories. Lastly, **91.56%** saw more opportunities for collaborations across Europe. These results highlight the CoPs' success in fostering connection, learning, and cooperation among participants.

Table 2: Evaluation of the impact (%)

Impact Evaluation				
	1. I feel I belong to a European group of professionals	2. I feel I am open to share practices and solutions with other colleagues across Europe	3. I feel I can learn from experiences which take place in other EU-countries	4. I think there can be emerging collaborations with other colleagues / organizations across Europe
Much more than before	51,81%	55,42%	59,04%	48,19%
More than before	36,14%	33,73%	34,94%	43,37%
Total	87,95%	89,15%	93,98%	91,56%

5.POINTS OF ATTENTION-OPEN QUESTIONS

Participants suggested improvements such as adding **language support** to help with communication, using more **visual aids** like slides and infographics to make the content clearer, and improving **time management** with a stronger focus on practical, useful content.

6. Conclusion

The results demonstrate strong positive satisfaction and perceived impact across all dimensions, with a particularly high agreement **(93.98%)** regarding the ability to learn from experiences in other EU countries. This reflects the success of the initiative in fostering a sense of European belonging, openness to collaboration, and potential for future cooperation.

Project partners:

