Digital Imaging Adoption Model (DIAM) – Data collection process

3 Steps to your DIAM Score:

1. **DIAM Survey**: Fill in our online assessment form, called the DIAM survey. This process is likely to take between 1 to 3 hours and should ideally be completed by a team including:
   - an *imaging specialist*, e.g. a Radiologist
   - a *technician*, e.g. a PACS administrator
   - someone *responsible for IT*, e.g. the CIO

2. **Quality Assurance**: Once completed each online DIAM survey undergoes a thorough quality assurance assessment by HIMSS staff.

3. **Deliverables**: After data quality is approved, the **DIAM Score** is calculated and a **Gap Report** is produced.

### DIAM Stage 6 or 7:

For organisations who initially achieve DIAM Stage 6 or 7 an additional validation process is required. This is because those organisations (with their consent) will be publically recognised. At DIAM Stage 6, subject matter experts from HIMSS and the ESR seek assurance that participating organisations are actually able to demonstrate the collective capabilities described in the survey. This would normally be achieved during a phone-/web conference. For DIAM Stage 7 an on-site visit is required.

### The DIAM Survey:

The DIAM survey is broken in two parts and will be entered online:

1. **“Demography and Contact Details”**: First, a short, generic form with demographic and contact information needs to be filled in order to enable organisation-specific (“individualised”) access to the main survey.
   - *Average time to complete this part: 5 min*

2. **“Main Survey”**: After verifying the data from part 1, HIMSS will provide an individual survey link via email. This is the main part of the assessment, containing mostly imaging technology, capability and workflow related questions.
   - *Average time to complete this part: 1 – 2 hours*

You can start your DIAM assessment by:

- Go to [http://tinyurl.com/DIAMSurvey](http://tinyurl.com/DIAMSurvey) and start immediately
- Send an email to research@himssanalytics.eu and request a “DIAM assessment”. We will provide you with the survey shortly afterwards.

### The Quality assurance process:

- All data will be checked for logical consistency, plausible values and missing information by a trained HIMSS staff member.
- If critical information is missing or not plausible, HIMSS contacts your organisations’ representative again and tries to receive clarification.
- A DIAM Score and Gap Report can only be produced, when sufficient and valid data have been provided. A maximum of 2 Quality Assurance iterations will be performed.
Data security and confidentiality:

- All data is collected in accordance with data protection laws (privacy statement can be downloaded at first page of DIAM survey).
- Data will be stored on servers that abide HIMSS’ / ESR’s security rules and standards. Those servers can be located outside the territory of the European Union.
- Participants’ personal data (such as name, email, position) is needed for the efficient management of the assessment process, including feedback on provided data, provision of DIAM Score and Gap Reports, follow-up feedback etc. This type of data will be treated confidential and is only processed internally by designated HIMSS and ESR staff members or agents.
- Individual DIAM scores and Gap Reports are confidential to participating organisations. They will only be shared with the organisation who provided the data, i.e. it will not be made public unless that organisation agrees.
- HIMSS and the ESR claim the right to share data, excluding personal data and individual DIAM Scores, with Third Parties. If your organisation does not agree that this type of data might be shared, please notify your contact person from HIMSS / ESR accordingly. Please be aware that in such cases your organisation might be charged an additional fee in order to participate in the DIAM assessment.
- If you have questions or requests concerning data security and confidentiality related to the DIAM assessment, please contact the Regional Director, Healthcare Advisory Services Group, HIMSS Analytics in Europe (John Rayner, email: john.rayner@himss-uk.org).

7 Tips for handling the DIAM Survey

1. For the main part of the DIAM assessment you should always use the individual, organisation-specific survey link provided by HIMSS. Do not use anonymous links or any other access information if not specified by HIMSS.
2. If possible, try to avoid using the MS Internet Explorer (browser) for taking the survey (layout issues).
3. Use the individual survey link (for the “main survey” part) only on one workstation and one browser at a time (otherwise you risk to create duplicates).
4. You can interrupt the survey at any time after saving your answers. Your answers are automatically saved every time you hit the “next” button.
5. Get back to the survey and automatically resume where you left last time.
6. Make sure to answer all sections of the DIAM survey.
7. Submit your responses at the end of the survey by hitting the “submit” button.