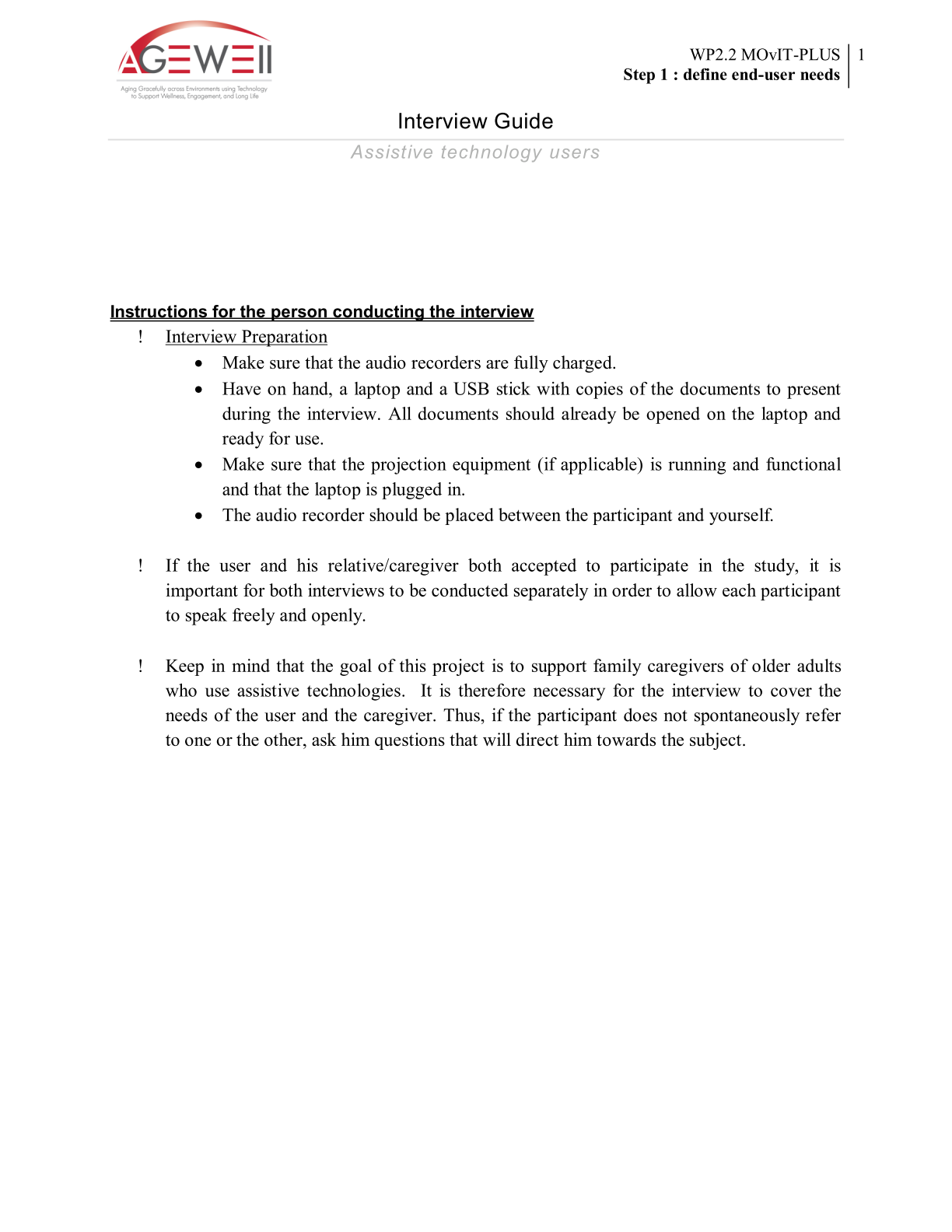
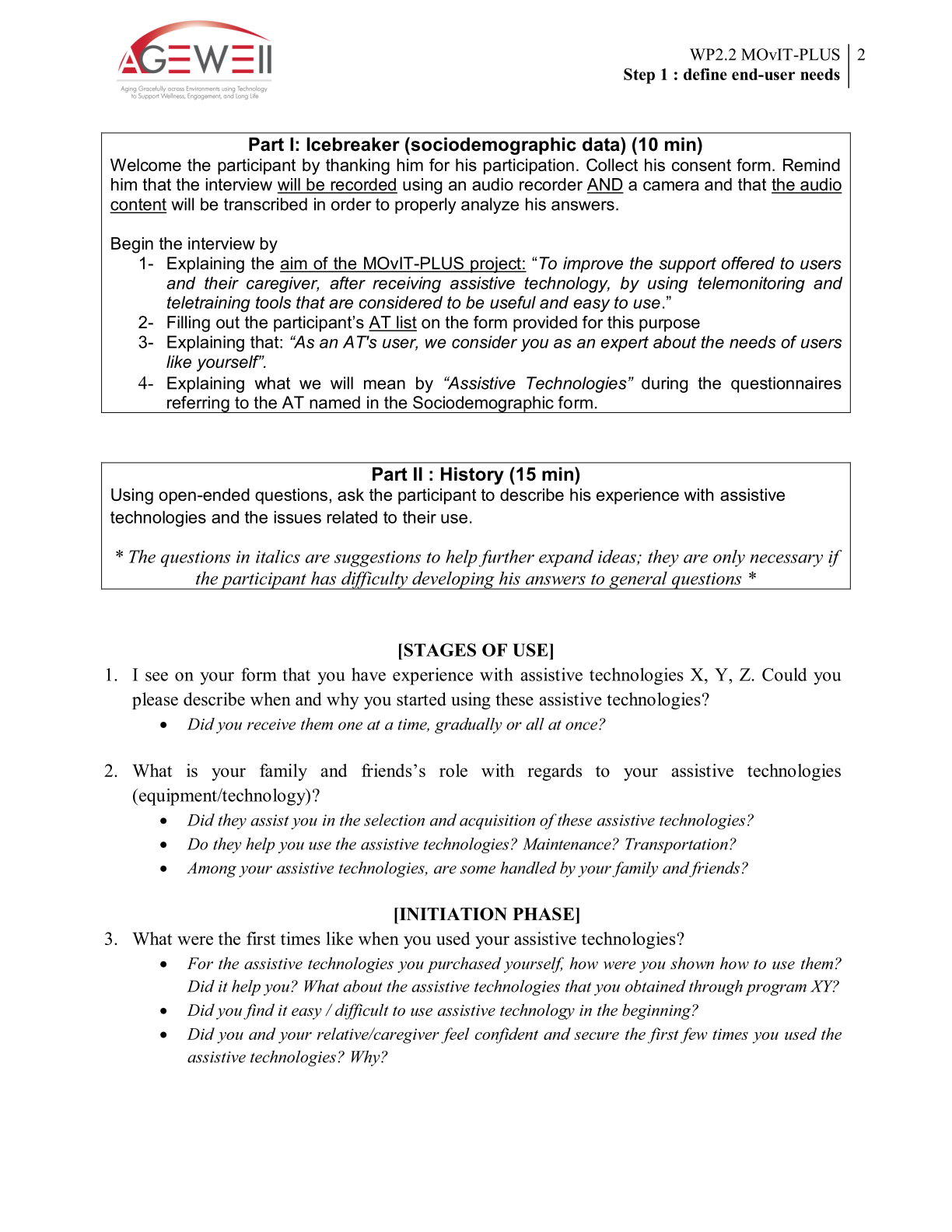
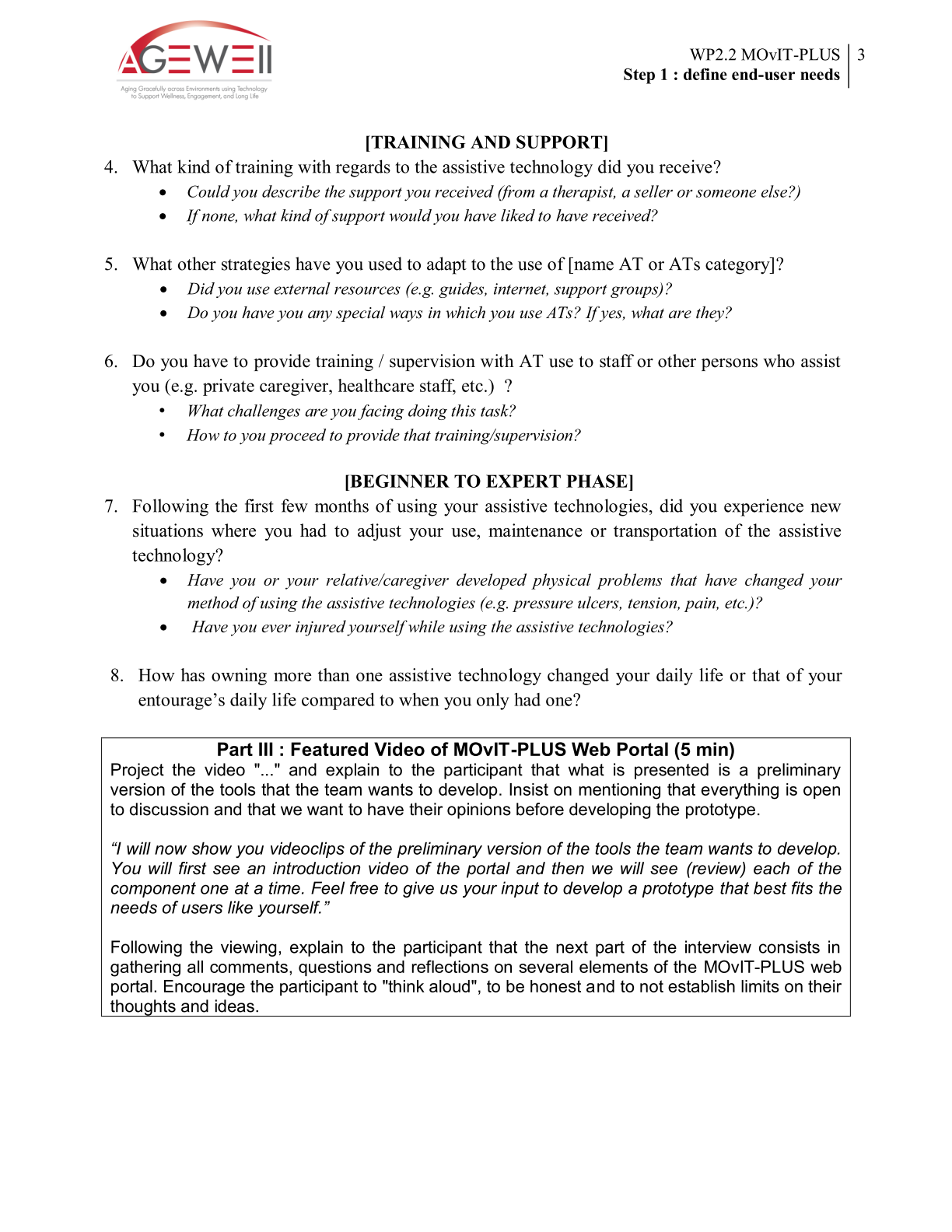
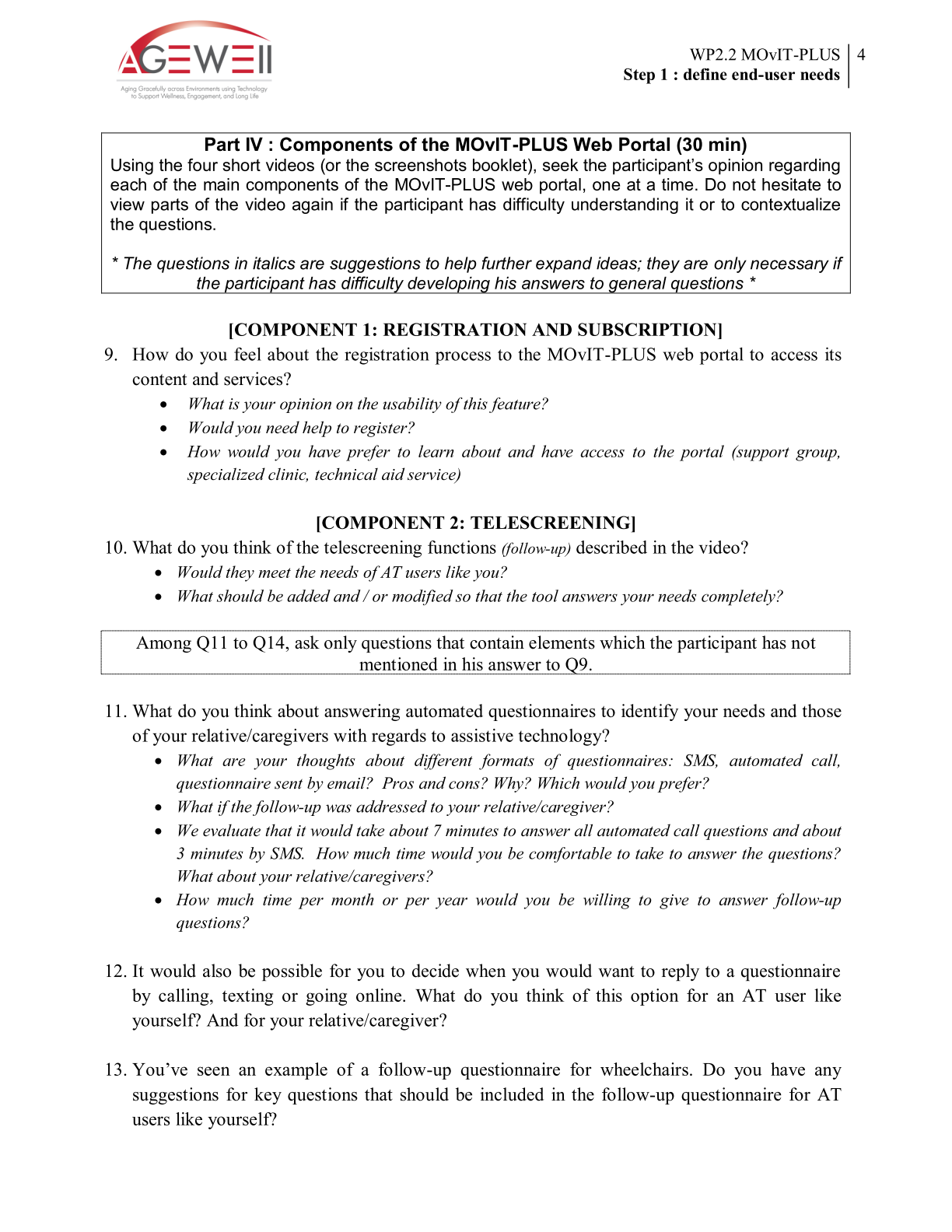
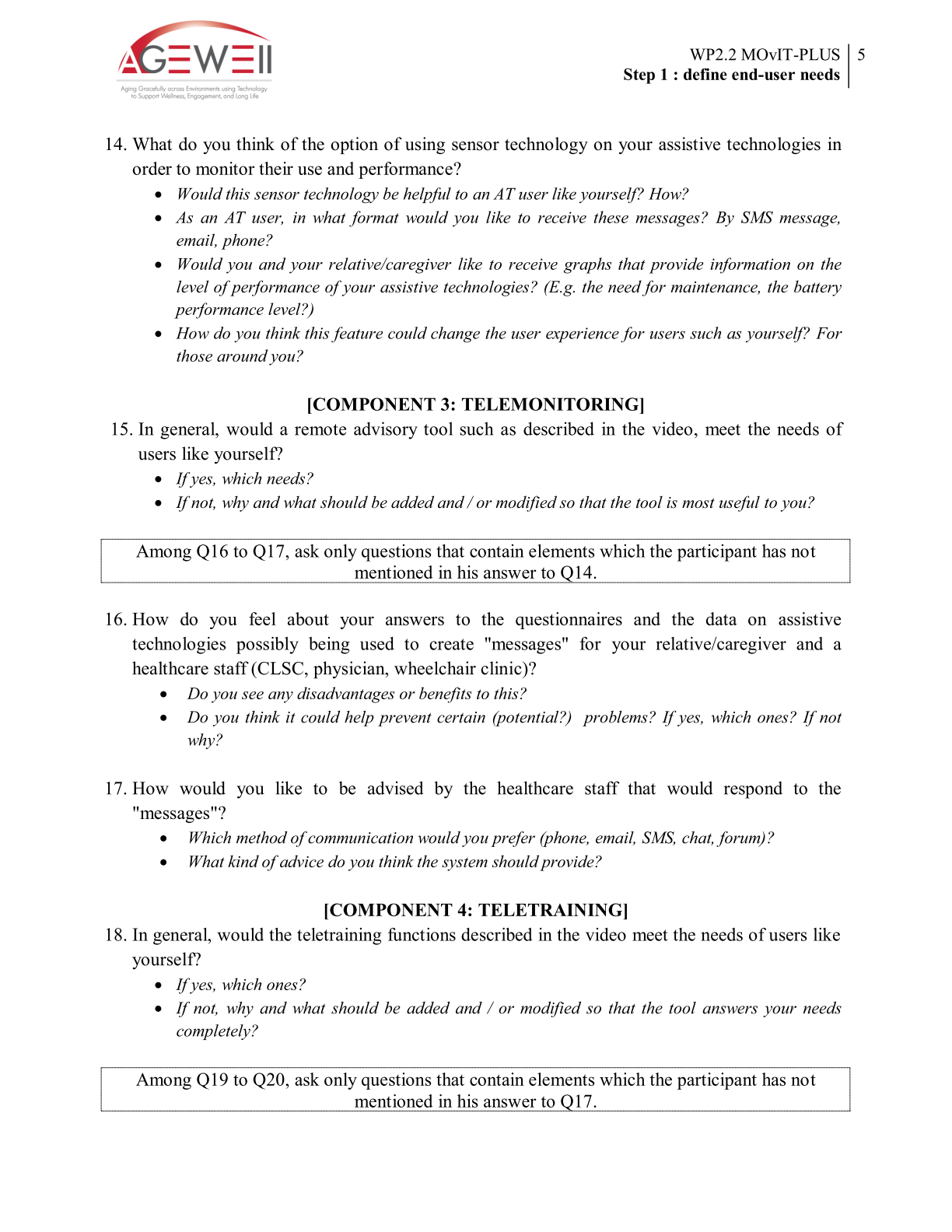
# Appendix 1 – AT User Interview Guide

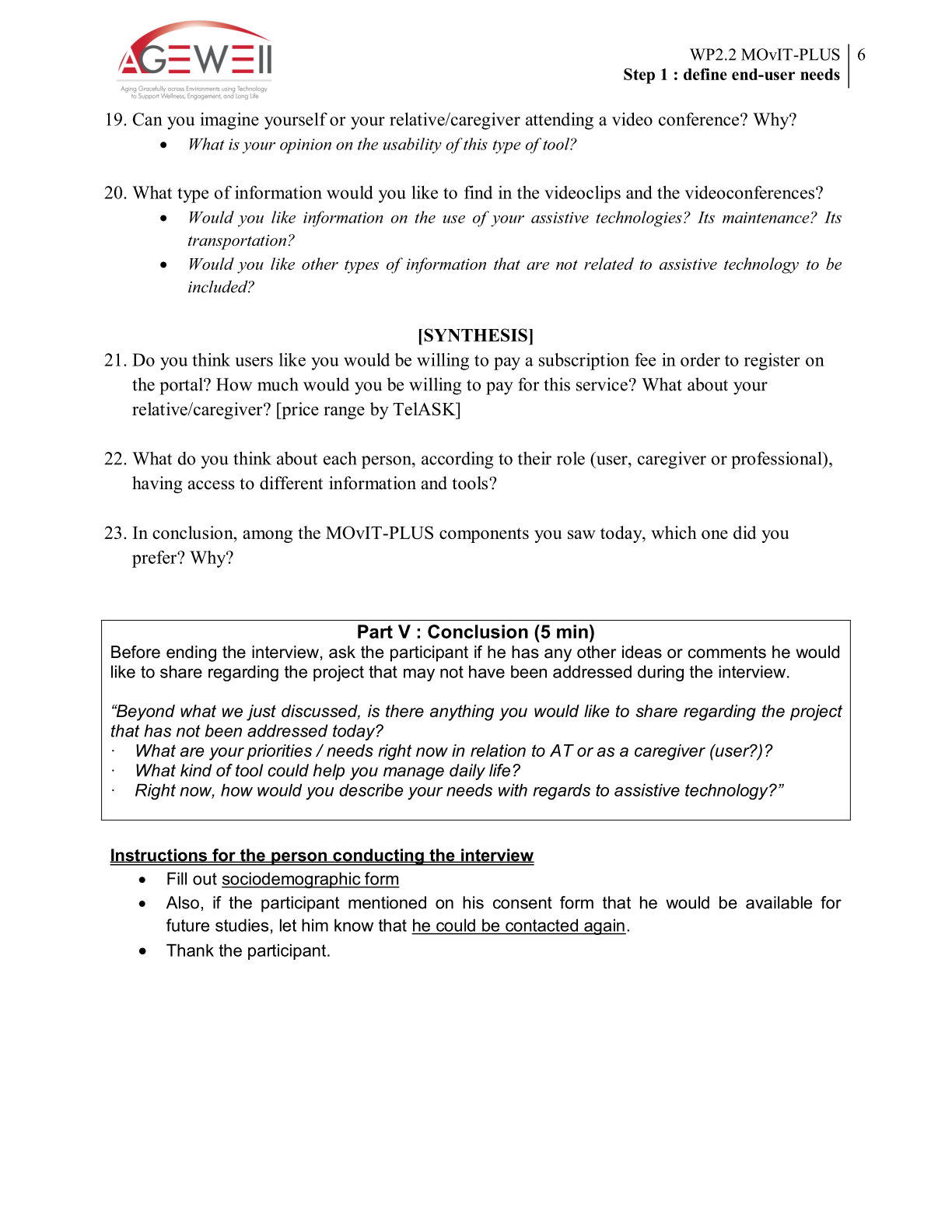




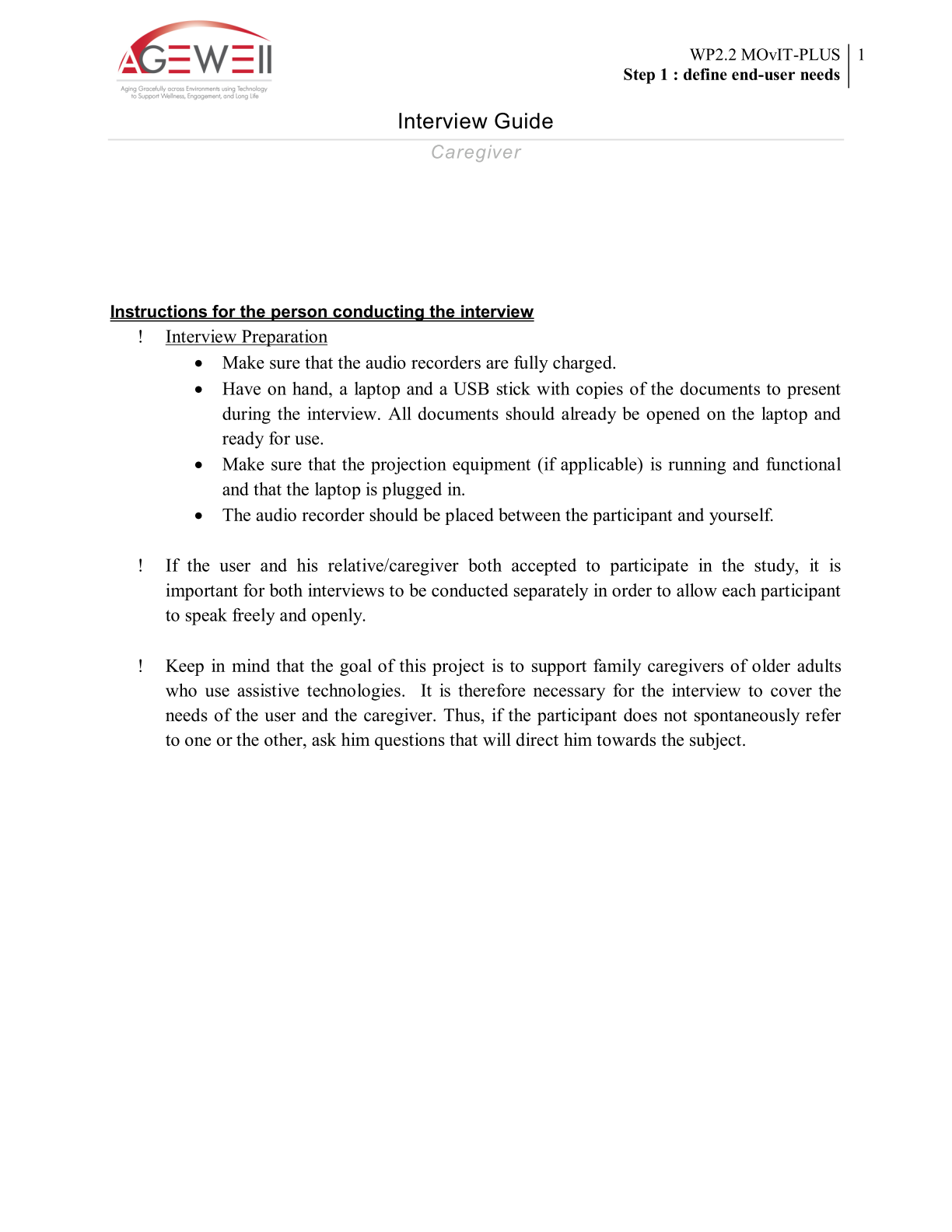


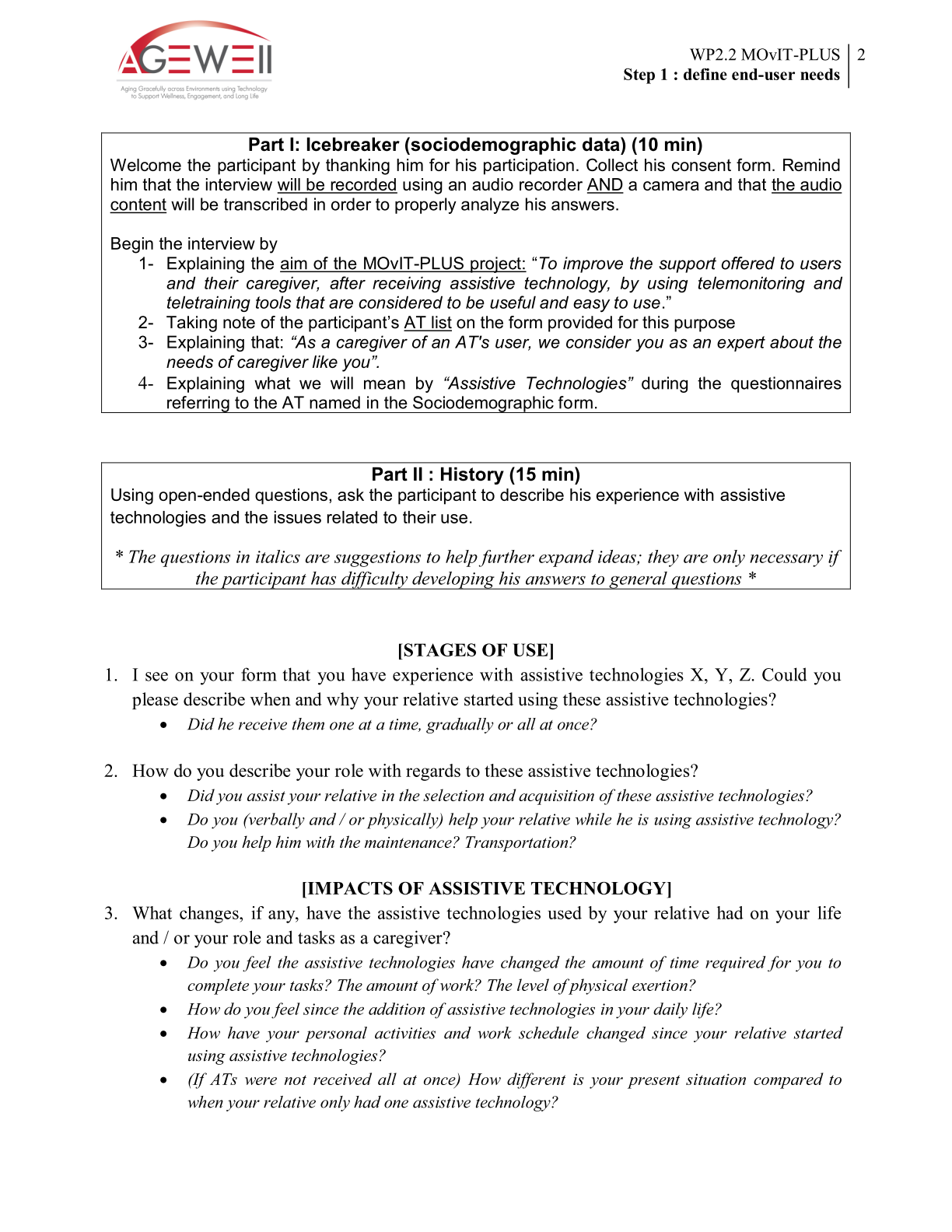


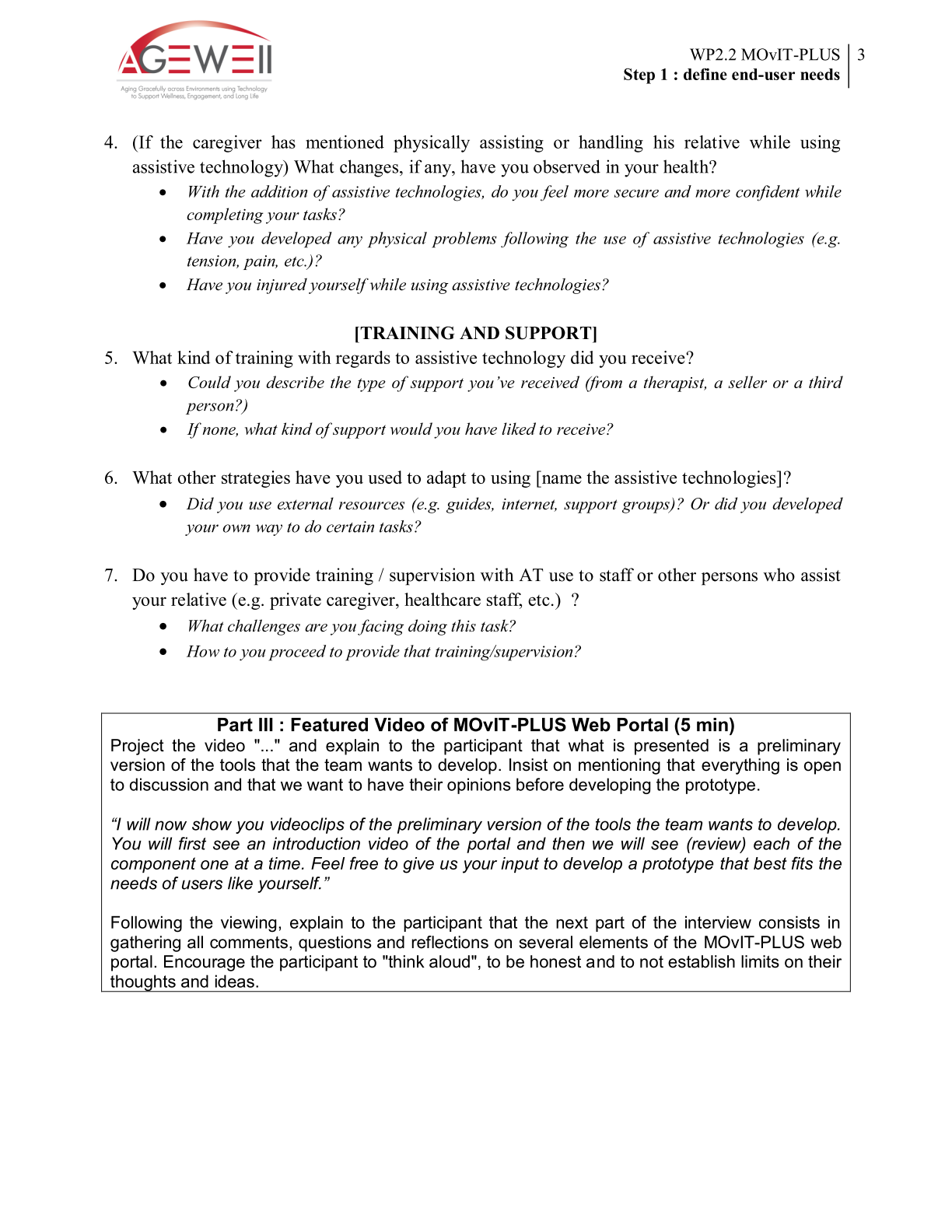


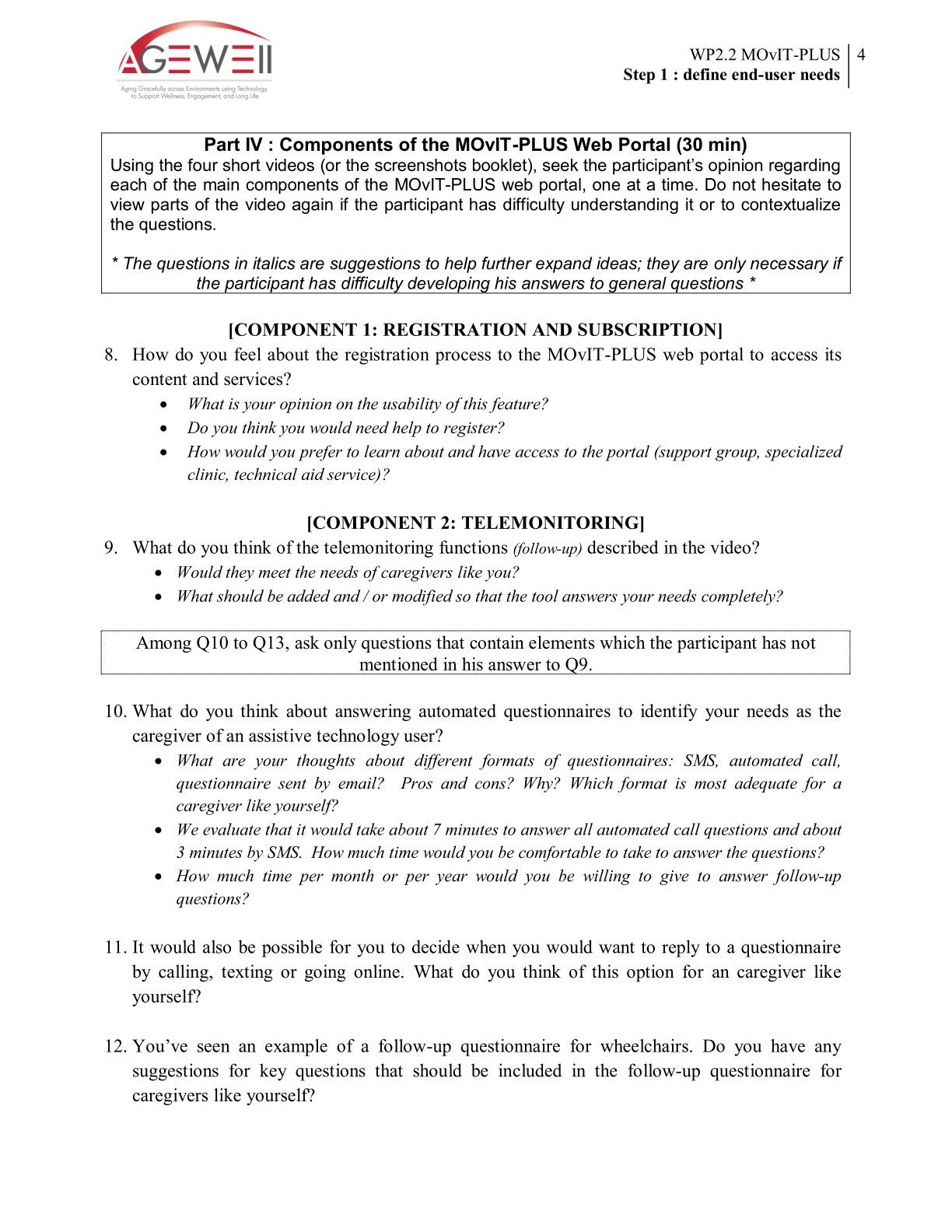


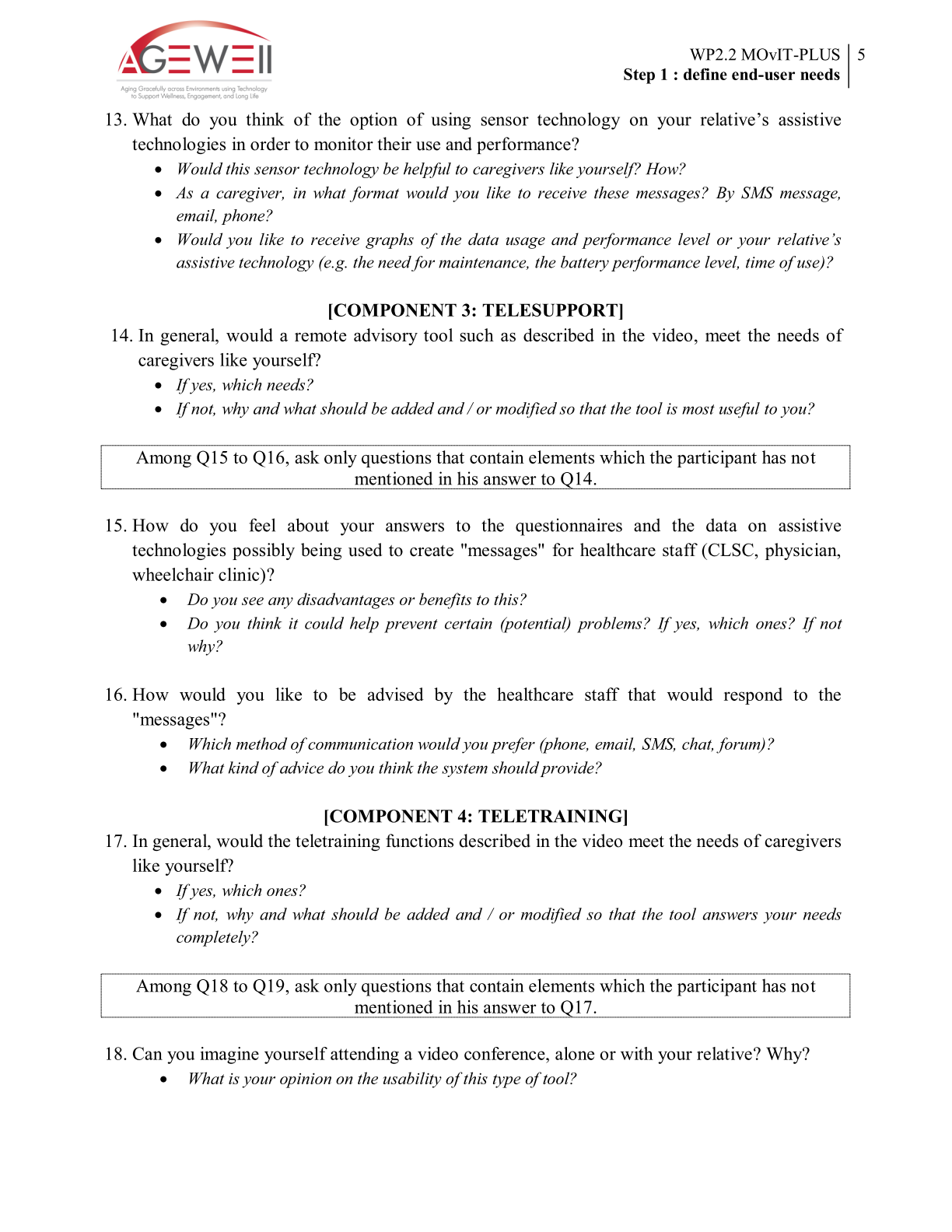
# Appendix 2 – Caregiver Interview Guide

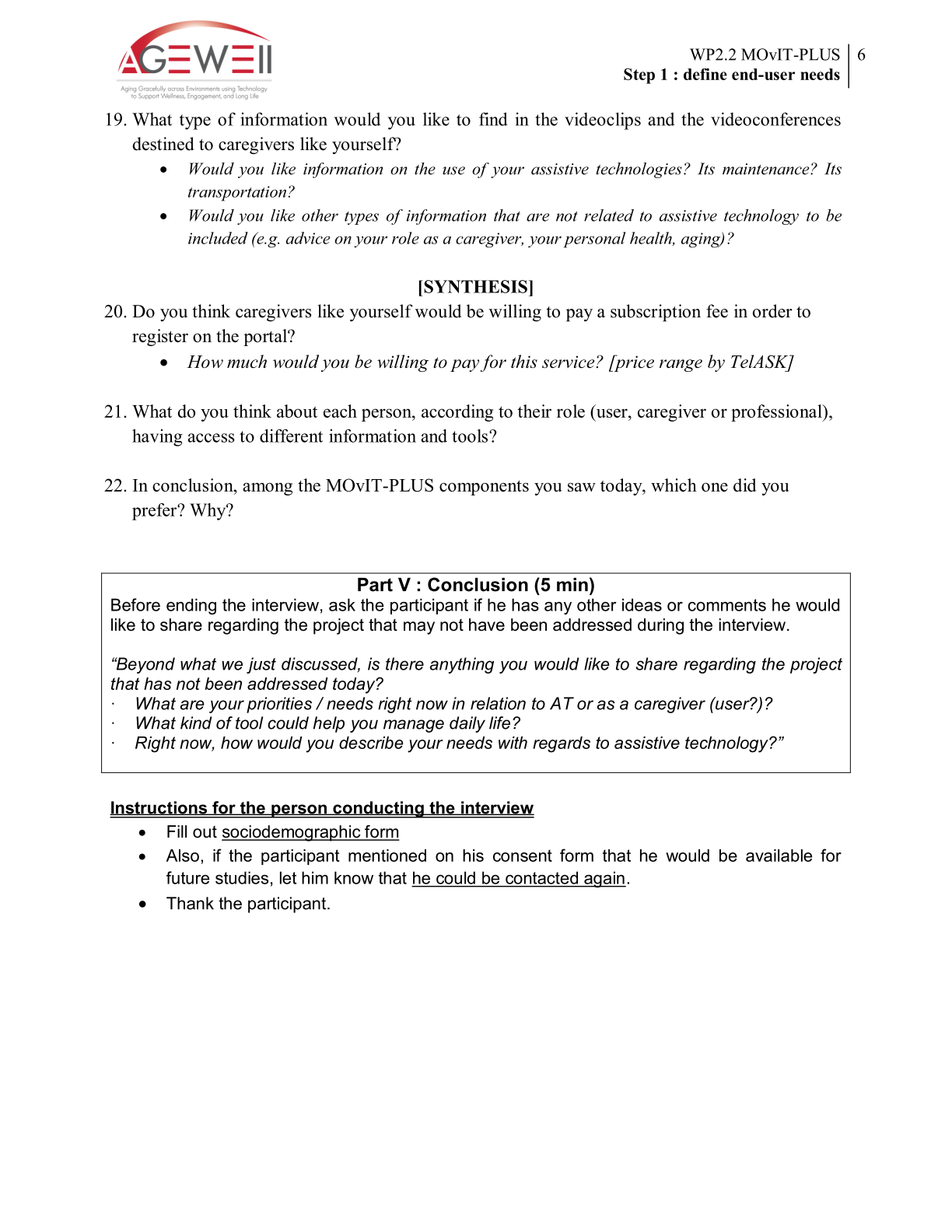




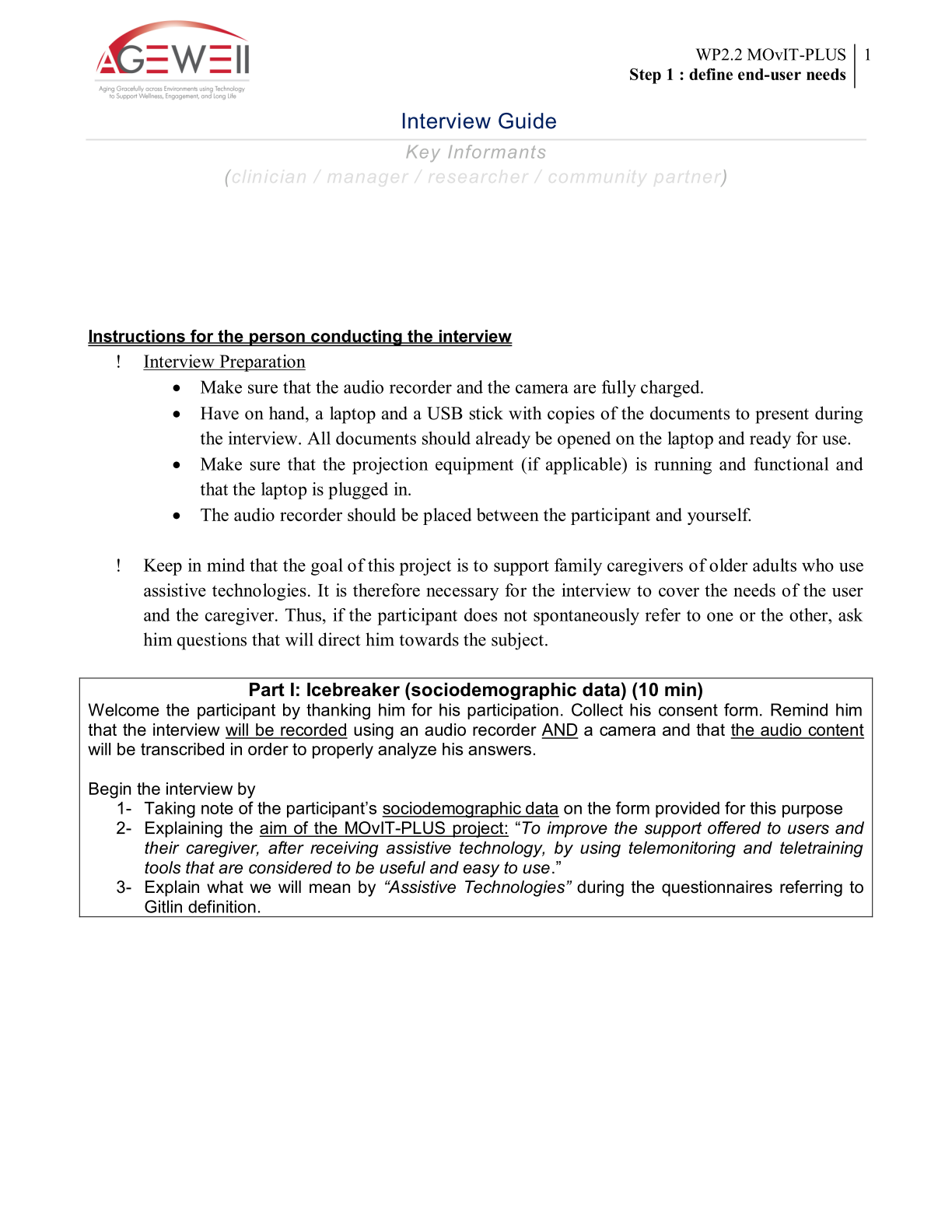


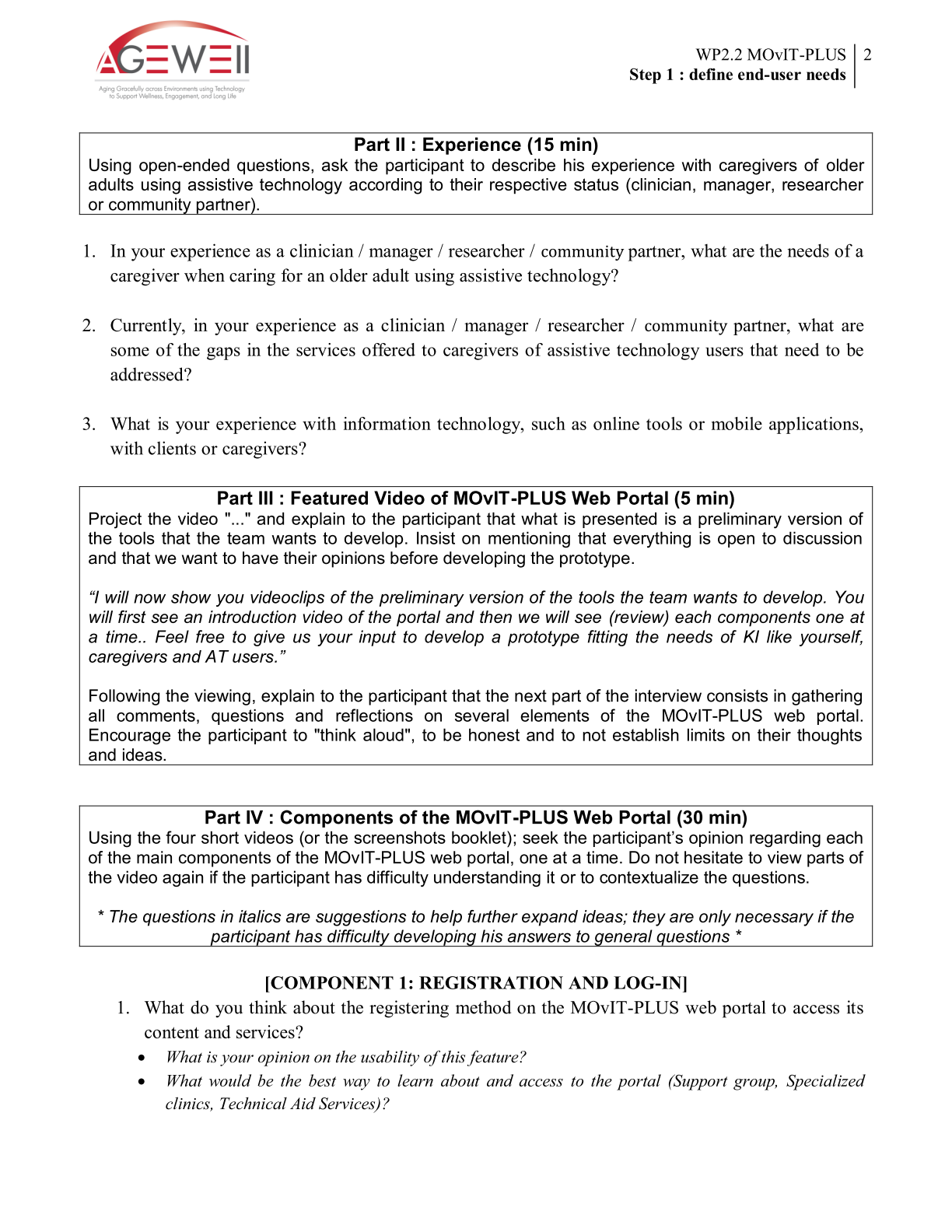


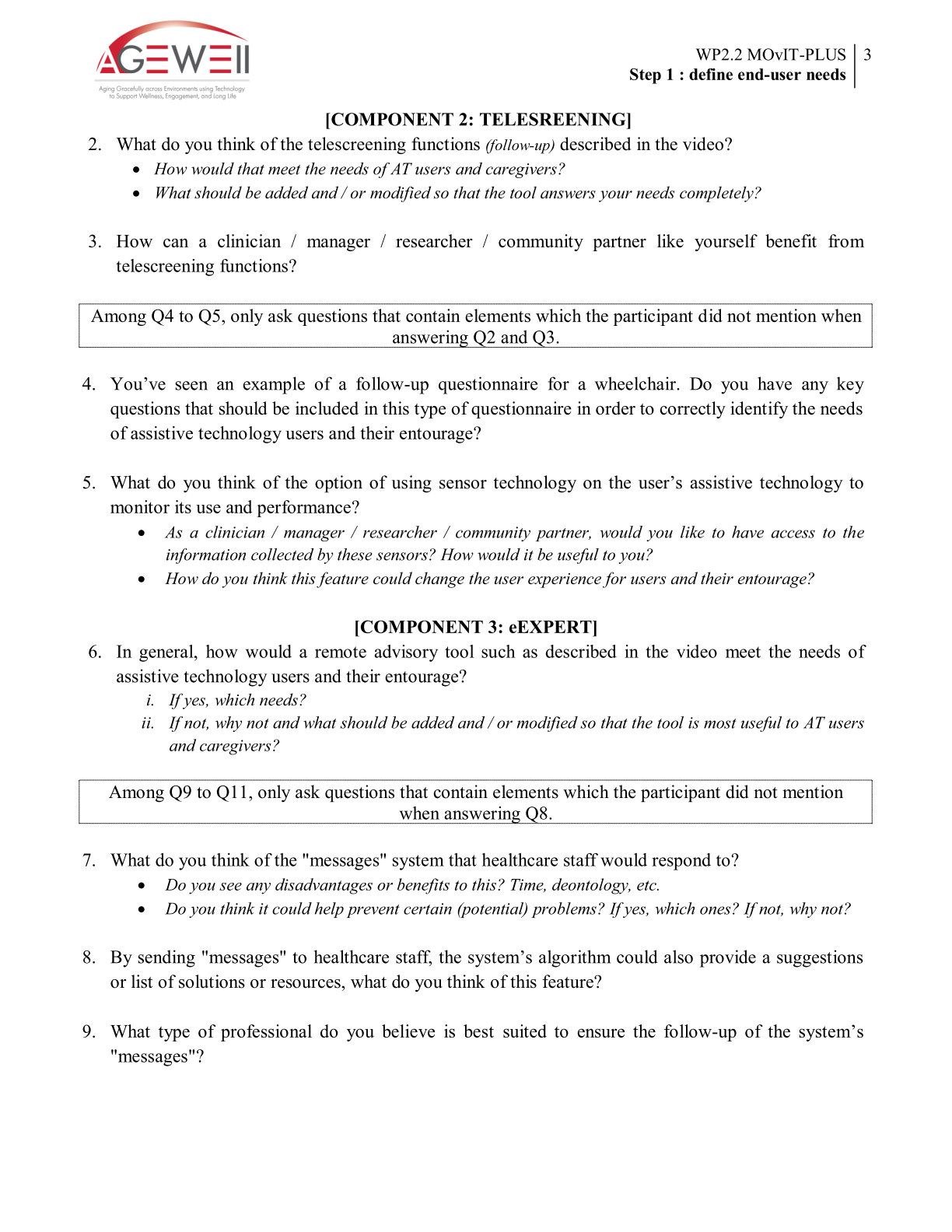


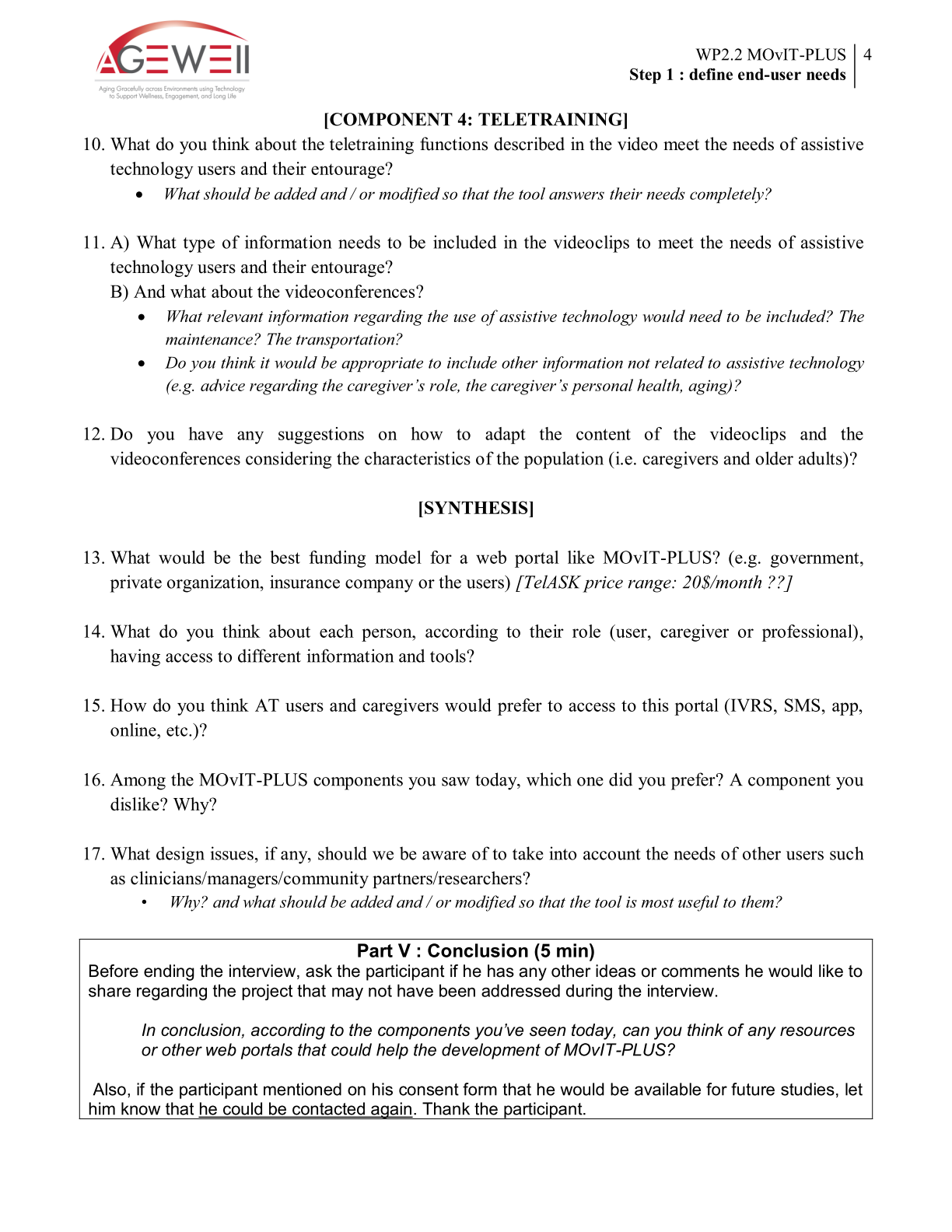


# Appendix 3 – Key Informant Interview Guide









# Appendix 4 – Features and tools illustrated in the mock-up narrated slideshow

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  | **MOvIT-PLUS™ functionalities** | | | | | | | | |
|  | **Features** | | **Target behavior** | Registration | | | Monitoring | | eExpert | | Support and training | |
| **Content and multimedia** | **Written caregiver tips** | | Read advices and tips, from healthcare professionals or other caregivers, about the caregiving role and related topics. |  | | |  | |  | | X | |
| **Written healthy living tips** | | Read information about maintaining a healthy lifestyle. |  | | |  | |  | | X | |
| **Educational videos** | | Watch educational content about the diagnosis of the care recipient, caregiving, AT use and other related topics. |  | | |  | |  | | X | |
| **Skill-based videos** | | Watch a professional, another caregiver or an instructor performing a specific caregiving or AT oriented task. |  | | |  | |  | | X | |
| **Interactive and thematic classes** | | Attend a live or videotaped class by watching interactive content about a selected topic and by participating in discussion following the presentation (if applicable). |  | | |  | |  | | X | |
| **Peer support** | **Peer-led videoconference sessions** (synchronous) | | Share and discuss experiences, feelings, events, problems and solutions with peers. |  | | |  | |  | | X | |
| **Professional and peer support** | **Professional-led videoconference** (synchronous) | | Share and discuss experiences, feelings, events, problems and solutions with peers in a structured manner led by professional. |  | | |  | |  | | X | |
| **Professional support** | | **Clinician support by email** (asynchronous) | Request a contact with a professional by email for help or information regarding the health condition of the care recipient, caregiving and/or AT use. | |  |  | | X | |  | |
| **Clinician support by phone** (synchronous) | Request a contact with a professional by phone for help or information regarding the health condition of the care recipient, caregiving and/or AT use. | |  |  | | X | |  | |
| **Clinician support by videoconference** (synchronous) | Visually demonstrate the issue or the problematic situation to the professional via videoconference. | |  |  | | X | |  | |
| **Call center** (asynchronous or synchronous) | Request contact with a professional during specified hours for help of or information regarding the health condition of the care recipient, caregiving and/or AT use. | |  |  | | X | |  | |
| **Reference system online** | Request an appointment or a reference to be made with the appropriate professional. | |  |  | | X | |  | |
| **Interactive online activities** | | **Online questionnaires** | Report health status and other characteristics of their situation (e.g. what is their relationship with the care recipient) | |  | X | |  | |  | |
| **Automated component** | | **Clinician report** | No target behavior for the caregiver, this feature is designed for the healthcare professional. | |  |  | | X | |  | |
| **Clinical / emergency alerts** | No target behavior for the caregiver, this feature is designed for the healthcare professional. | |  |  | | X | |  | |
| **Decision aids** | Caregiver or Clinician make the best decision possible regarding health status, caregiving problems and/or AT use following the suggestions and advices from the system. | |  |  | | X | | X | |
| **Automated calls** | Report health status, caregiving situation and/or AT use. Take appropriate actions, depending on what is requested by the automated call. | |  | X | |  | |  | |
| **Short Messaging Service (SMS)** | Report health status, caregiving situation and/or AT use. Take appropriate actions, depending on what is requested by the SMS. | |  | X | |  | | X | |
| **Monitoring technologies** | **Bluetooth technology** | | No target behavior for the caregiver. This feature exchanges information between a device installed on the AT or the person and the MOvIT-PLUS™ system. |  | | | X | |  | |  | |
| **Global Positioning System (GPS)** | | Monitor the location and movements of the care recipient and take appropriate actions, in case of "abnormal" location or movements. |  | | | X | |  | |  | |
| **Home video monitoring** | | Record problematic behavior, for interactions with the care recipient or AT use issue. |  | | | X | |  | |  | |
| **Sensors recording AT use** | | Monitor the use of AT and to reinforce proper usage or take appropriate actions if not performed as prescribed by the health care professional. |  | | | X | |  | |  | |
| **Technical support** | **Technical support by phone** | | Ask a question, related to technical aspects of the program (e.g. Internet problem, difficulties accessing a feature or registering) to a qualified technician. | X | | | X | | X | | X | |
| **Resources** | **Resource directory** | | Read and use information about local and national resources/services. |  | | |  | | X | | X | |
| **Data base of accessible public places** | | Consult and choose, from a list, a place that can be visited regardless of the limitations of the care recipient. |  | | |  | |  | | X | |
| **Personal Space** | **Tool to develop customised training material** | | Share tailored AT use instructions with paid caregivers |  | | |  | |  | | X | |

Table 1. Sociodemographic characteristics - AT users and family caregivers

|  |  |  |
| --- | --- | --- |
|  | **AT users (n = 5)** | **Family caregivers  (n = 5)** |
| **Age (years) mean ± SD** | |  |
|  | 75 ± 8 | 63 ± 8 |
| **Gender (n)** |  |  |
| *Female* | 2 | 5 |
| *Male* | 3 | 0 |
| **Living with caregiver/care recipient (n)** | | |
| *yes* | 3 | 4 |
| *no* | 2 | 1 |
| **Level of care (hours per week)** | |  |
|  | 10 ± 6 | 23 ± 17 |
| **Type of ATs use (n)** |  |  |
| *mobility* | 5 | 5 |
| *communication* | 2 | 1 |
| *vehicule adaptation* | 2 | 1 |
| *oxygen therapy* | 1 | 1 |
| *ADL-IADL\** | 5 | 5 |
| *home adaptation* | 3 | 4 |
| **Highest level of education (n)** | |  |
| *Less than high school* | 0 | 1 |
| *High school* | 0 | 2 |
| *College* | 1 | 0 |
| *University* | 4 | 2 |
| **Perceived ICT literacy (n)** | |  |
| *limited* | 3 | 3 |
| *experienced* | 2 | 2 |
| \* Activity of daily living- Instrumental activity of daily living | | |

Table 2. Sociodemographic characteristics - Clinicians, decision makers, community partners and researchers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Clinicians (n = 5)** | **Decision  makers (n = 5)** | **Community partners (n = 5)** | **Researchers (n = 5)** |
| **Age (years) mean ± SD** | |  |  |  |
|  | 40 ± 10 | 47 ± 9 | 51 ± 11 | 45 ± 9 |
| **Gender (n)** |  |  |  |  |
| *Female* | 5 | 3 | 4 | 4 |
| *Male* | 0 | 2 | 1 | 1 |
| **Perceived ICT literacy (n)** | |  |  |  |
| *limited* | 1 | 0 | 1 | 0 |
| *experienced* | 4 | 5 | 4 | 5 |
| **Experience with (n)** |  |  |  |  |
| *Assistive technology* | 5 | 5 | 2 | 4 |
| *Caregivers* | 5 | 4 | 5 | 5 |
| *Intervention via ICT* | 3 | 5 | 4 | 4 |
| *Aging* | 5 | 4 | 5 | 5 |
| \*Information and communication technologies | | | | |

Table 3. Perceptions of the proposed Internet-based intervention

|  |  |  |
| --- | --- | --- |
|  | **Benefits of the proposed intervention** | **Barriers to implementation** |
| **Technological**  hardware and software  complexity | * Offers support through usual and standard ICT * Is available on multiple ICT devices | * Challenges for data security and confidentiality * Lack of proper and sufficient IT equipment in healthcare institutions |
| **Human**  user acceptance | * Prevents feeling of abandonment by healthcare system * Provides reassurance * Humanises remote communication | * Preference for direct contact with clinician (over phone, home visit or clinic appointment) * Limited IT literacy |
| **Usability**  system’s usefulness from the users' point of view | * Eases access to early support and training * Improves quality, frequency and easiness of AT follow-up * Facilitates clinicians’ tasks | * Potential inefficiency or problem with the intervention technology decreasing ease of use |
| **Managerial**  leadership and organisational resources | * Mitigates transport barriers * Helps to prioritise interventions | * Uncertainty about who is the right respondent * Stress on clinical resources (time and access) |
| **Strategic & political**  Strategic planning and policies | * Answers clinicians’ ethical requirements for follow-up * Improves access to services in remote areas | * Lack of political interest/value for follow-up * Liability risk in case of misinformation * Social justice risk if user-pay principle |