Implementers and end users' insight

DigiCare4You aims to promote a healthy lifestyle for the prevention and management of Type 2 Diabetes (T2D) and hypertension (HTN) through a person-centered solution that integrates healthcare services in local communities. The DigiCare4You solution is designed to engage individuals in self-care, self-evaluation, goal setting, and decision making under the guidance of healthcare professionals supported by the use of interactive digital tools. This report is focused on the second stage of the two-step DigiCare4You solution which consists of a screening procedure to identify families at high risk of developing Type 2 Diabetes and/or hypertension, followed by an intervention combining the use of digital tools and activities supporting families' well-being in schools and communities.

Survey and Focus group context

Work Package 2 leader **Sant´Anna School of Advanced Social Studies** (SSSA) compiled the results of implementers and end users' insight on the mHealth tools and interventions from qualitative and quantitative data sources.

Implementers and **end users** of the DigiCare4You solution in each of the four implementation countries (**Albania**, **Bulgaria**, **Greece** and **Spain**) were invited to participate in focus groups and to reply to a web survey. The 60-90 minutes focus groups with 8-12 participants were organised by the leading partners of the DIgiCare4You Project in the four implementation countries from November to December 2021.

The survey was created by SSSA and received **206 responses** from end users and **153** from implementers. The goal of both the focus groups and the web survey for implementers was to identify the factors that can **encourage** or **discourage** health workers (HWs) **to advise** the mobile app that monitors lifestyle habits and **to use** the digital platform to monitor the health status of their patients. For end users, the goal was to understand the factors that can **encourage** or **discourage** them from **making use** of a mobile app that monitors lifestyle habits and to **participate** in a digital screening program to detect early signs of chronic diseases.

Focus Group insights

Implementers

- Many implementers pointed out that the culture and awareness for preventive care is not fully developed
- Implementers agreed that screening programmes for the prevention of NCDs are extremely useful but require considerable resources and novel infrastructure
- Most implementers are in favour of the use of technological tools to monitor their patients
- The tools should be user friendly and should provide the possibility to directly get in touch with their patients

End users

- Most users are aware of the recommendations on healthy living but do not comply with them due to lack of time and motivation
- Most users agreed that novel tools such as mobile apps would be useful to monitor their lifestyle habits
- The apps should be user friendly, interactive, and graphically attractive
- The apps should provide the possibility to directly get in touch with HCPs and other users

Web survey insights

Implementers

- Implementers are motivated to use a technological tool to enhance their work
- The tools should provide intuitive graphical representation of data rather than tables
- The tools should provide the ability to compare patients' data with standard values of the "norm"
- The tools should provide information on patients' clinical history for more complete diagnosis and follow up
- Implementers feel the need to undergo preliminary face to face training

End users

- End users are also motivated to use technological tools in to manage lifestyle habits
- The tools should keep users motivated through notifications on the achievement of set goals once a week
- The tools should provide goals that are set by the users themselves in collaboration with the HCP
- The tools should provide a way for users to provide feedback on the perception they have of their physical health

The insights gathered from the implementers and users above are currently being used by DigiCare4You´s partners involved in the process of creating these digital screening and intervention tools. Fine-tuning these tools with user feedback will allow for higher retention rates and for the solution to be scalable beyond the scope of the project. The first beta tools have been developed and are now undergoing further user feedback for continuous improvements.

Scan here to
find out more