

System, content, and service quality OncoKompas (strengths and weaknesses).

	Strengths	Weaknesses
System quality		
	<p>Ease of access</p> <ul style="list-style-type: none"> • Suitable for survivors: (1) that already take good care of themselves, (2) are well-educated, (3) younger people, (4) have a next of kin who can help • Suitable for HNC population: (1) are retired, (2) are able to book vacations online, (3) new population: HPV virus, (4) eHealth may limit the impairments HNC survivors may face • Available in between HCP consults • 24 hours availability from the home situation 	<p>Ease of access</p> <ul style="list-style-type: none"> • Not suitable for survivors that: (1) do not speak Dutch or are illiterate, (2) are cognitive or visually impaired, (3) are elderly, (4) have no Internet access or a lack of eHealth literacy skills, (5) are not motivated, (6) do not take care of their well-being, (7) have few symptoms • Not suitable for HNC population: (1) don't like to read, (2) low educational level • The application is built in Flash and therefore not suitable for use on tablets
	<p>Ease of use</p> <ul style="list-style-type: none"> • Clear navigation structure: simple lay-out, clear main menu 	<p>Ease of use</p> <ul style="list-style-type: none"> • Unclear navigation structure: interface too busy, too much scrolling required
	<p>Tailoring / customization</p> <ul style="list-style-type: none"> • Possibility to skip the sexuality topic is positive • Survivors can choose between supportive care options which is of added value 	<p>Tailoring / customization</p> <ul style="list-style-type: none"> • Survivor should decide which symptoms to monitor • Information, advices provided is / are too general • Unclear that advice is tailored to the specific survivor
	<p>Conditioning</p> <ul style="list-style-type: none"> • Option to print the results to share these with the HCP • Patients receive concrete, interesting and tailored advice: asset to surfing 	<p>Conditioning</p> <ul style="list-style-type: none"> • Lack of a trigger to return to the application • Lack of a 'check' if the survivor has taken action • System should provide reminders to take action
Content Quality		
	<p>Evidence-based</p> <ul style="list-style-type: none"> • Use of validated PROs: reliable • Evidence-based content, advices and supportive care options provided in line with HCPs' expectations 	<p>Evidence-based</p> <ul style="list-style-type: none"> • Tension between goal <i>OncoKompas</i> and usage of validated PROs
	<p>Comprehensibility</p> <ul style="list-style-type: none"> • Clear questioning: comprehensible questions • Information and supportive care options offered at different levels of understanding • Advice easy to follow; when complicated accurate referral to HCP 	<p>Comprehensibility</p> <ul style="list-style-type: none"> • Complicated questioning: multi-interprettable, similar, difficult, inappropriate intonation and formulation • Complicated answering categories • Difficult and abstract terminology • Difference unclear between advised and alternative supportive care options
	<p>Complete</p> <ul style="list-style-type: none"> • Complete picture: all QOL aspects included • In-depth questioning • Visibility of interdependence of QOL domains • Complete overview supportive care options • Survivors can choose between different supportive care options 	<p>Incomplete</p> <ul style="list-style-type: none"> • Clear introduction to PROs is missing • Too little focus on interdependence between domains • No perspective offered about the "normal" population • Missing (information on) supportive care options: eg regional options, whether you need a referral, costs, inclusion in a quality register, option to get in contact <p>Over complete</p> <ul style="list-style-type: none"> • Too much text to read when you are ill/recovering • Information is provided twofold • Including flyers: more information leads to more questions • Too many supportive care options provided

Service Quality	
<p>Perceived usefulness “identification of symptoms”</p> <ul style="list-style-type: none"> • Symptoms may become more clear by means of PROs • Leads to clarification of request for help 	<p>Perceived lack of usefulness “identification of symptoms”</p> <ul style="list-style-type: none"> • Lack of nuance in identifying symptoms • Impossible to tailor system as much as a consultation
<p>Perceived usefulness “informing participants”</p> <ul style="list-style-type: none"> • Generates new insights and knowledge for survivors • <i>Recognition</i>: validation of survivors feelings • Approachable for mild symptoms and delicate topics, survivors do not want to burden their physician with 	<p>Perceived lack of usefulness “informing participants”</p> <ul style="list-style-type: none"> • Easier for survivors to contact outpatient clinic • Possibly wrong information gathering by wrong clicks • Difficult for already tired participants to act upon personalized advice
<p>Perceived usefulness “referring participants”</p> <ul style="list-style-type: none"> • More specific, earlier, easier referral to supportive care • Survivor can take initiative in asking for a referral • Referral to own physician supports survivors to discuss symptoms with their physician 	<p>Perceived lack of usefulness “referring participants”</p> <ul style="list-style-type: none"> • Leads to confusion when many advices are prompted • During consultation problems are easier to prioritize • Not clear for survivors what to do after finishing <i>OncoKompas</i> • Success depends on the assertiveness of the survivor
<p>Perceived usefulness “overall service”</p> <ul style="list-style-type: none"> • Support in post-treatment period • Increased patient empowerment • Increased attention for QOL of survivors • Improved preparation for consultation with physician 	<p>Perceived lack of usefulness “overall service”</p> <ul style="list-style-type: none"> • Increased workload HCPs • Increased worries about symptoms that survivors were not aware of and an increased focus on cancer • Symptoms discussed in <i>OncoKompas</i> not mentioned to HCPs