# Multimedia Appendix 11 - Conceptual networks of clustered metaphors

\_ Reciprocal translation (=)

\_\_\_\_ Refutational translation (<>)

Grey boxes are themes and organizers for the synthesis

## eHealth is a participatory development process

Line-of-argument (Conceptual network)



# eHealth development creates new infrastructures for improving health care, health, and well-being

AIMS

and can be used to provide

information and support at any time

empower patients by providing better

and support for active involvement in

access to personalized information

the patient needs it. eHealth can

treatment and self-management

Remote delivery of system

human resources (Iterative

Following delivery of the eHealth

technology at the patient's home,

remote refinements of the system can

be initiated, thereby saving valuable

Refinement and Patient Participatory

[Band et al. 2016]

refinements

Approach]

Line-of-argument (Conceptual network)

### OPERATIONALIZATION

### Interdisciplinary methods

Development state-of-the-art: Limitations of study/project: There is a growing need to consider adopting methods from other disciplines rather than using deployment-evaluation cycles [54]. Theories, models, and methods to support this approach can be found in engineering and related sectors (e.g., use of factorial or fractionated evaluation designs that have been utilized well within the HCI sphere) [Walsh et al. 2018a]

## SOCIOECOLOGICAL PERSPECTIVE

Organizational level The SEM incorporates a wide range of individuals involved at various points of the CVD illness journey through its various levels (eq, individual interpersonal, organizational, community, and policy) [Social Ecological Model]

### Individual level

The SEM incorporates a wide range of individuals involved at various points of the CVD illness journey through its various levels (eq, individual, interpersonal, organizational, community, and policy) [Social Ecological Modell

#### Interpersonal level

The SEM incorporates a wide range of individuals involved at various points of the CVD illness journey through its various levels (eq, individual, interpersonal, organizational, community, and policy) (Social Ecological Model1

### Community level

The SEM incorporates a wide range of individuals involved at various points of the CVD illness journey through its various levels (ea. individual. interpersonal, organizational, community, and policy) [Social Ecological Model1

### Policy level

The SEM incorporates a wide range of individuals involved at various points of the CVD illness journey through its various levels (ea. individual. interpersonal, organizational, community, and policy) [Social Ecological Modell

a.,

AIMS	
Tailored, personalized, and timely support	
eHealth added value; eHealth state- of-the-art; Increasingly widespread	
access to the internet and mobile phones means that eHealth can be	
accessible to the majority of patients	

### Determinants of technology acceptance: Consumers' perceptions of the resources and support available to perform a behavior [Unified Theory of Acceptance and Use of Technology model]

Facilitating conditions

#### \*\*\* Policy categories Policy categories represent types of decisions made by authorities that help to support and enact an intervention (Behavior Change Wheel/COM-B model]

### Service provision

Policy categories; Delivering a service [Behavior Change Wheel/COM-B model]

### Guidelines

Policy categories; Creating documents that recommend or mandate practice [Behavior Change Wheel/COM-B modell

### Social planning

Policy categories; Designing and or controlling the physical or social environment (Behavior Chanae Wheel/COM-B model]

### PHASES

### Conceptualization (DEP)

Stage of development where experts decide on the theoretical basis, review

the evidence, and plan the development process. Brainstormina sessions can cover how to translate the theory and evidence into practical methods and techniaues (Development and Evaluation Process for mHealth]

# METHODS

### Program plan

Stage of intervention mapping that

Mapping]

includes a description of the scope and sequence of the components of the intervention, the completion of program materials, and protocols for implementation (Intervention

# eHealth development is intertwined with implementation

Line-of-argument (Conceptual network)



# eHealth development integrates theory, evidence, and participatory approaches for persuasive design

Line-of-argument (Conceptual network)

# OPERATIONALIZATION

# Integrating theory-, evidence- and person based approaches

Approach to eHealth; A combination of theory-, evidence- and person based approaches are important to increase the acceptability, engagement with, and effectiveness of an intervention [Band et al. 2017]

# AIMS

# Tailoring and personalization

Heterogeneity (CVD); An individual assessment (e.g., on psychological readiness for change) and tailored and personalized features can be useful to achieve health behavior change, to empower patients to make choices and direct them to the most appropriate content for them at a specific time [Walsh et al. 2018a]

# Habit

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Determinants of technology acceptance; The extent to which people tend to perform behaviors automatically because of learning, also equated with automaticity [Unified Theory of Acceptance and Use of Technology model]

# **Facilitating conditions**

Determinants of technology acceptance; Consumers' perceptions of the resources and support available to perform a behavior [Unified Theory of Acceptance and Use of Technology model]

# Hedonic motivation

Determinants of technology acceptance; The fun or pleasure derived from using a technology [Unified Theory of Acceptance and Use of Technology model]

# Performance expectancy

Determinants of technology acceptance; The degree to which using a technology will provide benefits to consumers in performing certain activities [Unified Theory of Acceptance and Use of Technology model]

# Social influence

Determinants of technology acceptance; The extent to which consumers perceive that important others (e.g., family and friends) believe they should use a particular technology [Unified Theory of Acceptance and Use of Technology model]

## Automatic Motivation

**AAAA** 

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Parameters of effectiveness; Target constructs (sources of behaviors); Automatic processes involving emotional reactions, desires (wants and needs), impulses, inhibitions, drive states and reflex responses [Band et al. 2017; Behavior Change Wheel/COM-B model] Parameters of effectiveness; Sources of behavior; Motivation describes the brain processes that energize and direct behavior and includes both automatic motivation (e.g., habits) and reflective motivation (e.g., costbenefit decision making) [Walsh et al. 2018a; Behavior Change Wheel/ COM-B model]

# eHealth development requires continuous evaluation cycles

Line-of-argument (Conceptual network)

OPERATIONALIZATION				AMS *	* Transis											
Parallel approach	Stepwise approach	Agie vs Waterfall approach	* Interdiciplinary methods	Understanding patients' monitoring	Development phase		***	* Evaluation plan	toneging	*** Development and evaluation of **	*** implementation	fushation	Deployment	Stheography		
A parallel approach is proposed in practice by the MBC flavework for the development and evaluation of complex interventions. This means combining photoes O # of their framework into one larger activity to develop understanding of the problem, the intervention, and the	A stiguida approach is proposed by the MBC (homound for the development and realization of complex intermediate: 6—hosting a theoretical jerky taudot this intermedical jerky taudot this intermedical interview. And thing them done it work?; 5—hostinatory or plat trait generalizing model metacarky; 3—doficiane modelmentation composited mid-de-implementation	Limitations of study project, A waterfull approach performs analysis, design, and evaluation in relatively	Development state-of-the-art Limitations of audy/syncject; There is a growing need to consider adopting	This cycle includes investive gualitative and guarchartie	Adentifying the evidence bace; Identifying/dev Camples Interventions?	elaping theory: Modelling process and outcomes J	MRC Guidance for Developing and Exclusting	Stage of intervention mapping where variables are defined in a measurable way regarding the decisions about	<ul> <li>In this cape the intersection and proving investigation and an empirical important private physical base physical physical physical bases of the physical physical physical physical empirical physical physical physical empirical comparison of the physical physical physical physical empirical physical physical physical empirical physical phy</li></ul>	All intervention components evaluated in detail and optimized	The model is evidence discussing to the the provide states and the evidence of the relations is concreted in and evidencement with real states of the region is validated with statistical and through sparse degine and implementation (sparse degine and implementation) (sparse degine and besign uncerned)	The oper industrial companies of the second	The start ships all node of a set as memory start of a set of the start set of the set	As ethnoprophic approach can be undertaken oc an indirect teching method, for example, to assess		
		lang and sequencial toppe, as opposed to the agile approach which uses many cycles of rapid praduct development and user feedback (Scinicac et al. 2017)	methods from other disclutes cather them will be deployment -velocities optim (54). Then set, models, and enthods to support this copenants and be found in engineering and related accurs (e.g., use of factuals) or factioned evolution designs that	<sup>64</sup> assurances of the pacient C association (equiparison (b) pro- parison (c) pro- parison (c) pro- association (c) pro- association (c) pro- ession (c) pro- ting (c) pro- ting (c) pro- parison (c) pro- section (c) pro- parison (c) pro- par	Precinical or theoretical A phase that facuses on identifying answer to the question: Why should this intervention work? (MIC	Solution finding In this cape a larger number of members of the target group chould be invalued to identify inconsistencies	Conceptualization (569) Stage of development where supers: decide on the theoretical basis, review the evidence, and pico the	Accessing and change abjectives, methods, crassiples, and implementation (Intervention Mapping)		the Person Based Apriach. This cape can be operationalized for example, by calibring and analyzing evidence deviced from primary				Analyse data in terms of CMD		
evaluation (MRC Guidance for Complex Developing and Evaluating Complex Detectors)					Guidance for Developing and Evaluating Complex Interventions)	is the proposed salation(t) (berative Design Model)	brother excision can cover have to transfer the theory and evidence into practical methods and stratigues Development and Enduction Process			mixed-methadcrearch such as a frasibility study Pensar-Road Accessabil				hypotheses Through analysis of data the realist		
-	Foliating Complex Intervention(		aphenej (Walsh et al. 2018a)											<ul> <li>evaluation can be understand the effects on outcomes and identify what</li> </ul>		
	t				Souly (paralysis) phase fails to understand the users, their tasks, quark, different augusts of the unstanding environment, clust handar samesti (Dara-ratified dirigo of Clanatere function and and clanatere function and and diright for the same fails of the same diright for the same fails of the same diright for the same fails of the		for corealth)			Petering	A second seque de terre la desta de con se statisative (que se tempera subreve on terre la resulta de construction de la desta de construction a se seual de subreventa de la de la desta de la desta alignativa en la de la de la desta de la desta alignativa en la de la de la desta de la desta alignativa en la de la desta de la desta alignativa de la desta de la desta de la desta alignativa de la desta de la desta de la desta alignativa de la desta de la desta de la desta alignativa de la desta de la desta de la desta de la desta alignativa de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de la desta de de la desta de la desta de la desta de la desta de de la desta de la desta de la desta de de la desta de			circumstances (Realistic Evolution Framework)		
	Thomsental aspeed development and evaluation Theory/madel case-of-the-art; incremental aspeed approaches to development and estimation behavior						Madeling (MRC) A phase that focuses an identifying assure to the question: Have does the intervention work? MRC deliators for Developing and Evaluating			In the cappe a doubly of webside can be used for protecting early intervention context [Development and Evaluation Process for menality]				Synthesis of new data into refine CMD hypotheses The CMD hypotheses are inviced, rejected, or new onic are proposed according to the analysis of the data		
	change interventions using technology are vital, as are the	namenia cung mo con a cung mo con a cung a della cung con a cung a della (gli con gli con a cun a chillio)					Campies and resources		Design (MCD-CHIT)	Exclusion				(Realistic Evaluation Framework)		
	Medical Research Council (MRC) and behavior change wheel (RCM)								Design abstract representations or more traditional artifacts such as	Evaluate the designs against initial understanding of unary and analy				Mack-up design		
	paneworks (Walsh et al. 2018a)							windparence or user interface prestrypes (there centred design of Consumer-facing Health II)	(Construct design of Consumer- facing Health (7)	In this cape the intervention is trand in a small scale, for example through a proof of cancept RCT (benetive Design Made)			Mack-ups are visualizations that enable users to superioria the functions that will be implemented in a technology (bar-arctived design (Ad hac; Barel et al. 2018)			
											Englanstary or plot bial Cylinizing the total nearword of the intervention (PCC Colditors for Developing and liotanting Complex intervention)			Ucability test Method to evolution have easily the end afor audiostands, ander apartic conditions or an app ander apartic conditions (bar- central design (Ad Inc. Root et al. 2018)		

# Behavior change

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# Technology adoption

### Line-of-argument (Conceptual network)

OPERATIONALIZATION				CHALLENGES		USER INTERACTION PERSPECTIVE	SYSTEM USABILITY	DETERMINANTS & PROCESSES OF TECHN	IDLOGY ADOPTION	NORMALIZATION PROCESS COMPONENTS	BUSINESS MODELLING							
Diversity of user experiences Bidirectional service				Overcoming the inertia of	Technology knowledge can	User interaction	Easy to learn	Domestication of technology			C& Relational Internation	En orten						
Development and participations liteting	front dath and Technology and management data and	the disection of our considered in the	Development and matter	disengagement	Technology and and a gap	Or other sent size Developer	Dimensions of usability: The energy in	The processes of acceptance, minimum and	use of technology by its users. Users are seen or invision	tities and this conceptual model aims in	Invest constructs (Lonic model): Deurineire	Enviroithth for hullding o minimum						
Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experiences in the Development assumption; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experience; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experience; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experience; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experience; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experience; Heterogeneity (Heart Salaw); Technology acceptance; Accounting for the diversity of user experience; Accounting for the diversity of user experience; Accounting for the diversity of user experience			Development assumption; Considering the patients' perspective, which form doutour as	Development assumption; Considering the patients' perspective, which form douters as	Development any method Davier	Technology acceptance; There exists a	Development can; Development	Jerry dimension explorter how the	require a framework for understanding has	a technology inspections choose and me choosed by t	heir maint contents. For instance, according	renym connections (Lidgle Middle); Developing relationships with HCPs: Building confidence in	why integrity for themeny of reconcern					
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and incorporate dialtal-heath technology i	into their daily lives /Chantler et al. 2016/	na ottesse obse et enere enere	communication with them is	levels of engagement' but rather	familiarization with technology in a.	implicit input (Villaba et al. 2007)	term use (SE Usability model)	conversion (Domestication of Technology 7	heory)		Normalization Process Theory!	business model (Business Model						
			proposed os an important factor in a	promote it. if even for a relatively	smortphones). The gap can become						,	Carvas						
			successful el·lealth support model	shart period of time [Srinivas et al.	an issue during feasibility testing, and		788 start											
line-centred design process	Tailored, personalized, and timely	Adaptation to personal routines	[Boek et al. 2018]	2017]	affect confidence to use a technology		LINCH	Appropriation	Behavioral intention	Usage intertions								
undertaken	support	Made of delivery and			even ofter a familiarization process		Conversions of Usability: The efficience	Dimensions of domestication of	Determinants of industrian	Determinants of inchasis and other		key activities						
Mechanisms (CMC) harothenesi (CME	elizably order unlag elizably state.	implementation: Development			(Duff et al. 2018)		tech one he does IT thehilds model	technology; Dimension that addresses	accentrates to intention to use a	Penals's technology use can be		Key insights for building a minimum						
PSHS	of-the-art; increasingly widespread	assumption; Heterogeneity (Heart	Connection				the second processing stated	questions such as why users are	technology [Unified Theory of	predicted reasonably well from their		visite product, the key describes						
	access to the internet and mobile	Follumi: The technology must fit	Development commotion					interested in using the system and	Acceptance and Use of Technology	Intentions (Technology acceptonce		model Illusiness Model Commit						
	phanes means that el·leabh can be	intuitively, naturally and in a user-	Heterogeneity (Heart failure): A key				LHICEVE	what manyates them. This can include an interest to take part in an	madel)	modeluj								
	accessible to the majority of patients	friendly way the user's health and	motivator was the sense of				Dimensions of usability: The effective	eliepth related study (Domestication				Ter en						
	and can be used to provide	mental status, preperences, and	connection on eVealth system				and monotohy appeares room completely	of Technology Theory!	Performance expectancy	Perceived usefulness		Ray resources						
	the potient needs it eligible con	fillabe et al. 2000	provides to a support team (e.g.,				truk PE Linchilly model		Determinants of technology	Determinants of technology adoption		Key insight for building a minimum						
	empower patients by providing better	Transaction and A	research group) autweighing, far					Objectification	acceptonor: The degree to which	Perceived usefulness is a major		needed to make the business model						
	access to personalized information	Proting	instance, the cousty to view boxy					Copension	using a technology will provide	determinant of people's intentions to		comble Rusiners Model Conum!						
	and support for active involvement in	Construction 1	Chantler at al. 2002				ungaging	Entherisate of domestication of	benefits to consumers in performing	use technology (Technology								
	treatment and self-management	Metercommity (Ment Schweit	fermine or a need				Dimensions of usability; The	determinion what the elitably system	certain activities (Unified Theory of	acceptance models[		Males and a long						
	Jadina et dit 2076y	Continuous usage can be strongly					engaging dimension highlights how	will be used for by the users	Acceptance and use of rechnology			ease propositions						
	ll .t	associated with patients fitting the	Ask				well the interface guadet the later	[Domestication of Technology Theory]	model	Perceived ease of use		Key insights for building a minimum						
	11 14	self-monitoring of a condition into	Guidelines for patient-centred care to				Inclusively metage the sale (54		Titlent annuals and	Contemporate of inchasions advantage		vides product, the value proposition						
	Iterative personalization	their daily routine [Chartler et al.	support online intervention (Blended				unamy many	Incorporation	and appendix	Perceived eave of use is a significour		Illusiness Model Canval						
	Development and matters for factors	2016	care? Asking the patients how they						Determinants of technology	secondary determinant of people's								
	any beatly personal inter of		we growy us, with they fided day mentions of concerns 17425 model				Littor	technology: Dimension that is about	anarysene, new segree of ease	Intentions to use computers		Customer relationships						
	effealth services (e.g. remote health	Acceptability and fit of hardware in	question of concerns jobba model				Dimensions of usability; The error	the aractical hands-on use of the	technology Linified Theory of	[Technology acceptance models]		For include for helding a minimum						
	monitoring) according to the patient's	everyday lfe					tolerant dimension assesses how well	eHealth system by users, and how	Acceptance and Use of Technology			visible product. The relationships						
	ongoing healthcare and usability	Mechaniums (CMO hypotheses) [CHF					a system can avoia user-generated	they continue to evaluate its	modelj			established with clients /Business						
	needs is a vital element for successful	PSMSJ					the user in overrowing this error ISE	usefulness becomes more or less				Model Canvag						
	implementation. Regular adaptation						Unability model?	integral to their daily lives	Experience									
	the online and the second second	Adaptive and user friendly el·lealth						(Dometscation of rechnology meany)	Determinants of technology			Overals						
	and subsidied advation	An adaptive and user-friendly							acceptance; The passage of time from			Clairing						
	/Triantafylldix et al. 20151	monitoring system can enable a wide						Conversion	the initial use of a technology by an			Key insights for building a minimum						
		range of potients to monitor their						Dimensions of domestication of	Individual (Unified Theory of			and distribution channels to reach						
	Personalization and tailoring	neden tablis regularly. The can be						technology; Dimension that deals	model			clients and offer them the						
	Development any method	control of our interaction with the						with the expressed aspirations and				value proposition (Business Model						
	Heteropeneity (Henry follow) (Jury	control of a data and than where the						continuing intervet of users in using	Habit			Carvay						
	might be able to use the system with	outomatic updates without required						an events system (Lameracation of	Datamicants of technology									
	different levels of involvement and	input from the potients (Rohimi et al.						ritchingy winky	acceptance: The extent to which			Customer segments						
	understanding, some toking active	2015/							people tend to perform behaviors			East insights for hull-fine a minimum						
	cantrol (engagement) of their health								automatically because of learning,			viable product; The segment(s) of						
	whereas others appreciate using the								also equated with automaticity			clients that are addressed by the						
	system more passvery. This caula								Juniped Intelly of Acceptance and			value proposition (Business Model						
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	al. 2010								Facilitating conditions			Continucture						
									Determinants of technology			Key insights for building a minimum						
	Tailoring to user's capacity and								acceptance; Cansument' perceptions			viable product. The cost insurance						
	preferences								of the resources and support			Invinent Model Convert						
	The need to tailor el·lealth								Rivited Theory of Acceptance and									
	(monitoring) systems to user's								Use of Technology model									
	capacity and preferences should be											Revenue streams						
	given sugscient priority during the								Hedonic motivation			Key insights for building a minimum						
	development stage plantins et al.								Determinants of technology			viable product: The revenue streams						
	2013								acceptance; The fun or pleasure			generated by the business model						
									derived from using a technology			(constraining the revenue model)						
									Jongied Theory of Acceptance and			Personal control of the second						
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									Social influence									
									Determinants of industrian									
									acceptance. The subset to which									
									consumers perceive that important									
									others (e.g., family and friends)									
									believe they should use a particular									
									technology (Unified Theory of									
									Acceptance and Use of Technology									
									Andrey									
									Price value									
									Colorest of industry									
									presidence Consumers' comitive									
									tradeoff between the perceived									

benefits of the applications and the manetary cost for using them [Unified Theory of Acceptance and Use of Technology model]

### Healt-related outcomes

### Line-of-argument (Conceptual network)



Environmental Restructuring Intervention Specifics Under and 2013 Retroket Compositional Cold Restand Restanding Restanding Control (Compositional Restanding Control (Control (Cont