

ANNEXE 1 – Classification des interventions digitales en santé de l'OMS (Section 1.0: le public)¹.



1.1	TARGETED CLIENT COMMUNICATION	1.3	CLIENT TO CLIENT COMMUNICATION	1.6	ON-DEMAND INFORMATION SERVICES TO CLIENTS
1.1.1	Transmit health event alerts to specific population group(s)	1.3.1	Peer group for clients	1.6.1	Client look-up of health information
1.1.2	Transmit targeted health information to client based on health status or demographics	1.4	PERSONAL HEALTH TRACKING	1.7	CLIENT FINANCIAL TRANSACTIONS
1.1.3	Transmit targeted alerts and reminders to client(s)	1.4.1	Access by client to own medical records	1.7.1	Transmit or manage out of pocket payments by client
1.1.4	Transmit diagnostics result, or availability of result, to clients	1.4.2	Self monitoring of health or diagnostic data by client	1.7.2	Transmit or manage vouchers to client for health services
1.2	UNTARGETED CLIENT COMMUNICATION	1.4.3	Active data capture/ documentation by client	1.7.3	Transmit or manage incentives to clients for health services
1.2.1	Transmit untargeted health information to an undefined population	1.5	CITIZEN BASED REPORTING		
1.2.2	Transmit untargeted health event alerts to undefined group	1.5.1	Reporting of health system feedback by clients		
		1.5.2	Reporting of public health events by client		

¹ WORLD HEALTH ORGANIZATION, 2018. Classification of Digital Health Interventions v1.0: A shared language to describe the uses of digital technology for health [Format électronique]. Téléchargeable à l'adresse suivante : <http://www.who.int>.

Mobile Application Rating Scale (MARS) App Classification

The Classification section is used to collect descriptive and technical information about the app. Please review the app description in iTunes / Google Play to access this information.

App Name: _____
Rating this version: _____ **Rating all versions:** _____
Developer: _____
N ratings this version: _____ **N ratings all versions:** _____
Version: _____ **Last update:** _____
Cost - basic version: _____ **Cost - upgrade version:** _____
Platform: ☐ iPhone ☐ iPad ☐ Android
Brief description: _____

**Focus: what the app targets
(select all that apply)**

- ☐ Increase Happiness/Well-being
- ☐ Mindfulness/Meditation/Relaxation
- ☐ Reduce negative emotions
- ☐ Depression
- ☐ Anxiety/Stress
- ☐ Anger
- ☐ Behaviour Change
- ☐ Alcohol /Substance Use
- ☐ Goal Setting
- ☐ Entertainment
- ☐ Relationships
- ☐ Physical health
- ☐ Other _____

**Theoretical background/Strategies
(all that apply)**

- ☐ Assessment
- ☐ Feedback
- ☐ Information/Education
- ☐ Monitoring/Tracking
- ☐ Goal setting
- ☐ Advice /Tips /Strategies /Skills training
- ☐ CBT - Behavioural (positive events)
- ☐ CBT – Cognitive (thought challenging)
- ☐ ACT - Acceptance commitment therapy
- ☐ Mindfulness/Meditation
- ☐ Relaxation
- ☐ Gratitude
- ☐ Strengths based
- ☐ Other _____

Affiliations:

- ☐ Unknown ☐ Commercial ☐ Government ☐ NGO ☐ University

Age group (all that apply)

- ☐ Children (under 12)
- ☐ Adolescents (13-17)
- ☐ Young Adults (18-25)
- ☐ Adults
- ☐ General

² STOYANOV SR, HIDES L, KAVANAGH

DJ, ZELENKO O, TJONDRONEGORO D, MANI M (2015). Mobile app rating scale: a new tool for assessing the quality of health mobile apps. *JMIR Mhealth Uhealth*, 3(1):e27.

Technical aspects of app (all that apply)

- oo Allows sharing (Facebook, Twitter, etc.)
- oo Has an app community
- oo Allows password-protection
- oo Requires login
- oo Sends reminders
- oo Needs web access to function

App Quality Ratings

The Rating scale assesses app quality on four dimensions. All items are rated on a 5-point scale from “1.Inadequate” to “5.Excellent”. Circle the number that most accurately represents the quality of the app component you are rating. Please use the descriptors provided for each response category.

SECTION A

Engagement – fun, interesting, customisable, interactive (e.g. sends alerts, messages, reminders, feedback, enables sharing), well-targeted to audience

1. Entertainment: Is the app fun/entertaining to use? Does it use any strategies to increase engagement through entertainment (e.g. through gamification)?

- 1 Dull, not fun or entertaining at all
- 2 Mostly boring
- 3 OK, fun enough to entertain user for a brief time (< 5 minutes)
- 4 Moderately fun and entertaining, would entertain user for some time (5-10 minutes total)
- 5 Highly entertaining and fun, would stimulate repeat use

2. Interest: Is the app interesting to use? Does it use any strategies to increase engagement by presenting its content in an interesting way?

- 1 Not interesting at all
- 2 Mostly uninteresting
- 3 OK, neither interesting nor uninteresting; would engage user for a brief time (< 5 minutes)
- 4 Moderately interesting; would engage user for some time (5-10 minutes total)
- 5 Very interesting, would engage user in repeat use

3. Customisation: Does it provide/retain all necessary settings/preferences for apps features (e.g. sound, content, notifications, etc.)?

- 1 Does not allow any customisation or requires setting to be input every time
- 2 Allows insufficient customisation limiting functions
- 3 Allows basic customisation to function adequately
- 4 Allows numerous options for customisation
- 5 Allows complete tailoring to the individual's characteristics/preferences, retains all settings

4. Interactivity: Does it allow user input, provide feedback, contain prompts (reminders, sharing options, notifications, etc.)? Note: these functions need to be customisable and not overwhelming in order to be perfect.

- 1 No interactive features and/or no response to user interaction
- 2 Insufficient interactivity, or feedback, or user input options, limiting functions
- 3 Basic interactive features to function adequately
- 4 Offers a variety of interactive features/feedback/user input options
- 5 Very high level of responsiveness through interactive features/feedback/user input options

5. Target group: Is the app content (visual information, language, design) appropriate for your target audience?

- 1 Completely inappropriate/unclear/confusing
- 2 Mostly inappropriate/unclear/confusing
- 3 Acceptable but not targeted. May be inappropriate/unclear/confusing
- 4 Well-targeted, with negligible issues
- 5 Perfectly targeted, no issues found

A. Engagement mean score =

SECTION B

Functionality – app functioning, easy to learn, navigation, flow logic, and gestural design of app

6. Performance: How accurately/fast do the app features (functions) and components (buttons/menus) work?

- 1 App is broken; no/insufficient/inaccurate response (e.g. crashes/bugs/broken features, etc.)
- 2 Some functions work, but lagging or contains major technical problems
- 3 App works overall. Some technical problems need fixing/Slow at times
- 4 Mostly functional with minor/negligible problems
- 5 Perfect/timely response; no technical bugs found/contains a 'loading time left' indicator

7. Ease of use: How easy is it to learn how to use the app; how clear are the menu labels/icons and instructions?

- 1 No/limited instructions; menu labels/icons are confusing; complicated
- 2 Useable after a lot of time/effort
- 3 Useable after some time/effort
- 4 Easy to learn how to use the app (or has clear instructions)
- 5 Able to use app immediately; intuitive; simple

8. Navigation: Is moving between screens logical/accurate/appropriate/ uninterrupted; are all necessary screen links present?

- 1 Different sections within the app seem logically disconnected and random/confusing/navigation is difficult
- 2 Usable after a lot of time/effort
- 3 Usable after some time/effort
- 4 Easy to use or missing a negligible link
- 5 Perfectly logical, easy, clear and intuitive screen flow throughout, or offers shortcuts

9. Gestural design: Are interactions (taps/swipes/pinches/scrolls) consistent and intuitive across all components/screens?

- 1 Completely inconsistent/confusing
- 2 Often inconsistent/confusing
- 3 OK with some inconsistencies/confusing elements
- 4 Mostly consistent/intuitive with negligible problems
- 5 Perfectly consistent and intuitive

B. Functionality mean score = _____

SECTION C

Aesthetics – graphic design, overall visual appeal, colour scheme, and stylistic consistency

10. Layout: Is arrangement and size of buttons/icons/menus/content on the screen appropriate or zoomable if needed?

- 1 Very bad design, cluttered, some options impossible to select/locate/see/read device display not optimised
- 2 Bad design, random, unclear, some options difficult to select/locate/see/read
- 3 Satisfactory, few problems with selecting/locating/seeing/reading items or with minor screensize problems
- 4 Mostly clear, able to select/locate/see/read items
- 5 Professional, simple, clear, orderly, logically organised, device display optimised. Every design component has a purpose

11. Graphics: How high is the quality/resolution of graphics used for buttons/icons/menus/content?

- 1 Graphics appear amateur, very poor visual design - disproportionate, completely stylistically inconsistent
- 2 Low quality/low resolution graphics; low quality visual design – disproportionate, stylistically inconsistent
- 3 Moderate quality graphics and visual design (generally consistent in style)
- 4 High quality/resolution graphics and visual design – mostly proportionate, stylistically consistent
- 5 Very high quality/resolution graphics and visual design - proportionate, stylistically consistent throughout

12. Visual appeal: How good does the app look?

- 1 No visual appeal, unpleasant to look at, poorly designed, clashing/mismatched colours
- 2 Little visual appeal – poorly designed, bad use of colour, visually boring
- 3 Some visual appeal – average, neither pleasant, nor unpleasant
- 4 High level of visual appeal – seamless graphics – consistent and professionally designed
- 5 As above + very attractive, memorable, stands out; use of colour enhances app features/menus

C. Aesthetics mean score = _____

SECTION D

Information – Contains high quality information (e.g. text, feedback, measures, references) from a credible source. Select N/A if the app component is irrelevant.

13. Accuracy of app description (in app store): Does app contain what is described?

- 1 Misleading. App does not contain the described components/functions. Or has no description
- 2 Inaccurate. App contains very few of the described components/functions
- 3 OK. App contains some of the described components/functions
- 4 Accurate. App contains most of the described components/functions
- 5 Highly accurate description of the app components/functions

14. Goals: Does app have specific, measurable and achievable goals (specified in app store description or within the app itself)?

N/A Description does not list goals, or app goals are irrelevant to research goal (e.g. using a game for educational purposes)

- 1 App has no chance of achieving its stated goals
- 2 Description lists some goals, but app has very little chance of achieving them
- 3 OK. App has clear goals, which may be achievable.
- 4 App has clearly specified goals, which are measurable and achievable

5 App has specific and measurable goals, which are highly likely to be achieved

15. Quality of information: Is app content correct, well written, and relevant to the goal/topic of the app?

N/A There is no information within the app

- 1 Irrelevant/inappropriate/incoherent/incorrect
- 2 Poor. Barely relevant/appropriate/coherent/may be incorrect
- 3 Moderately relevant/appropriate/coherent/and appears correct
- 4 Relevant/appropriate/coherent/correct
- 5 Highly relevant, appropriate, coherent, and correct

16. Quantity of information: Is the extent coverage within the scope of the app; and comprehensive but concise?

N/A There is no information within the app

- 1 Minimal or overwhelming
- 2 Insufficient or possibly overwhelming
- 3 OK but not comprehensive or concise
- 4 Offers a broad range of information, has some gaps or unnecessary detail; or has no links to more information and resources
- 5 Comprehensive and concise; contains links to more information and resources

17. Visual information: Is visual explanation of concepts – through charts/graphs/images/videos, etc. – clear, logical, correct?

N/A There is no visual information within the app (e.g. it only contains audio, or text)

- 1 Completely unclear/confusing/wrong or necessary but missing
- 2 Mostly unclear/confusing/wrong
- 3 OK but often unclear/confusing/wrong
- 4 Mostly clear/logical/correct with negligible issues
- 5 Perfectly clear/logical/correct

18. Credibility: Does the app come from a legitimate source (specified in app store description or within the app itself)?

- 1 Source identified but legitimacy/trustworthiness of source is questionable (e.g. commercial business with vested interest)
- 2 Appears to come from a legitimate source, but it cannot be verified (e.g. has no webpage)
- 3 Developed by small NGO/institution (hospital/centre, etc.) /specialised commercial business, funding body
- 4 Developed by government, university or as above but larger in scale
- 5 Developed using nationally competitive government or research funding (e.g. Australian Research Council, NHMRC)

19. Evidence base: Has the app been trialled/tested; must be verified by evidence (in published scientific literature)?

N/A The app has not been trialled/tested

- 1 The evidence suggests the app does not work
- 2 App has been trialled (e.g., acceptability, usability, satisfaction ratings) and has partially positive outcomes in studies that are not randomised controlled trials (RCTs), or there is little or no contradictory evidence.
- 3 App has been trialled (e.g., acceptability, usability, satisfaction ratings) and has positive outcomes in studies that are not RCTs, and there is no contradictory evidence.
- 4 App has been trialled and outcome tested in 1-2 RCTs indicating positive results
- 5 App has been trialled and outcome tested in > 3 high quality RCTs indicating positive results

D. Information mean score = _____*

* Exclude questions rated as "N/A" from the mean score calculation.

App subjective quality

SECTION E

20. Would you recommend this app to people who might benefit from it?

- 1 **Not at all** I would not recommend this app to anyone
- 2 There are very few people I would recommend this app to
- 3 **Maybe** There are several people whom I would recommend it to
- 4 There are many people I would recommend this app to
- 5 **Definitely** I would recommend this app to everyone

21. How many times do you think you would use this app in the next 12 months if it was relevant to you?

- 1 **None**
- 2 1-2
- 3 3-10
- 4 10-50
- 5 >50

22. Would you pay for this app?

- 1 No

3 Maybe

5 Yes

23. What is your overall star rating of the app?

1 .↔ One of the worst apps I've used

2 .↔↔

3 .↔↔↔ Average

4 .↔↔↔↔

5 .↔↔↔↔↔ One of the best apps I've used

Scoring

App quality scores for

SECTION

A: Engagement Mean Score = _____

B: Functionality Mean Score = _____

C: Aesthetics Mean Score = _____

D: Information Mean Score = _____

App quality mean Score = _____

App subjective quality Score = _____

App-specific

These added items can be adjusted and used to assess the perceived impact of the app on the user's knowledge, attitudes, intentions to change as well as the likelihood of actual change in the target health behaviour.

SECTION F

1. Awareness: This app is likely to increase awareness of the importance of addressing [insert target health behaviour]

Strongly disagree

1 2 3 4

Strongly Agree

5

2. Knowledge: This app is likely to increase knowledge/understanding of [insert target health behaviour]

Strongly disagree

1 2 3 4

Strongly Agree

5

3. Attitudes: This app is likely to change attitudes toward improving [insert target health behaviour]

Strongly disagree

1 2 3 4

Strongly Agree

5

4. Intention to change: This app is likely to increase intentions/motivation to address [insert target health behaviour]

Strongly disagree

1 2 3 4

Strongly Agree

5

5. Help seeking: Use of this app is likely to encourage further help seeking for [insert target health behaviour] (if it's required)

Strongly disagree

1 2 3 4

Strongly Agree

5

6. Behaviour change: Use of this app is likely increase/decrease [insert target health behaviour]

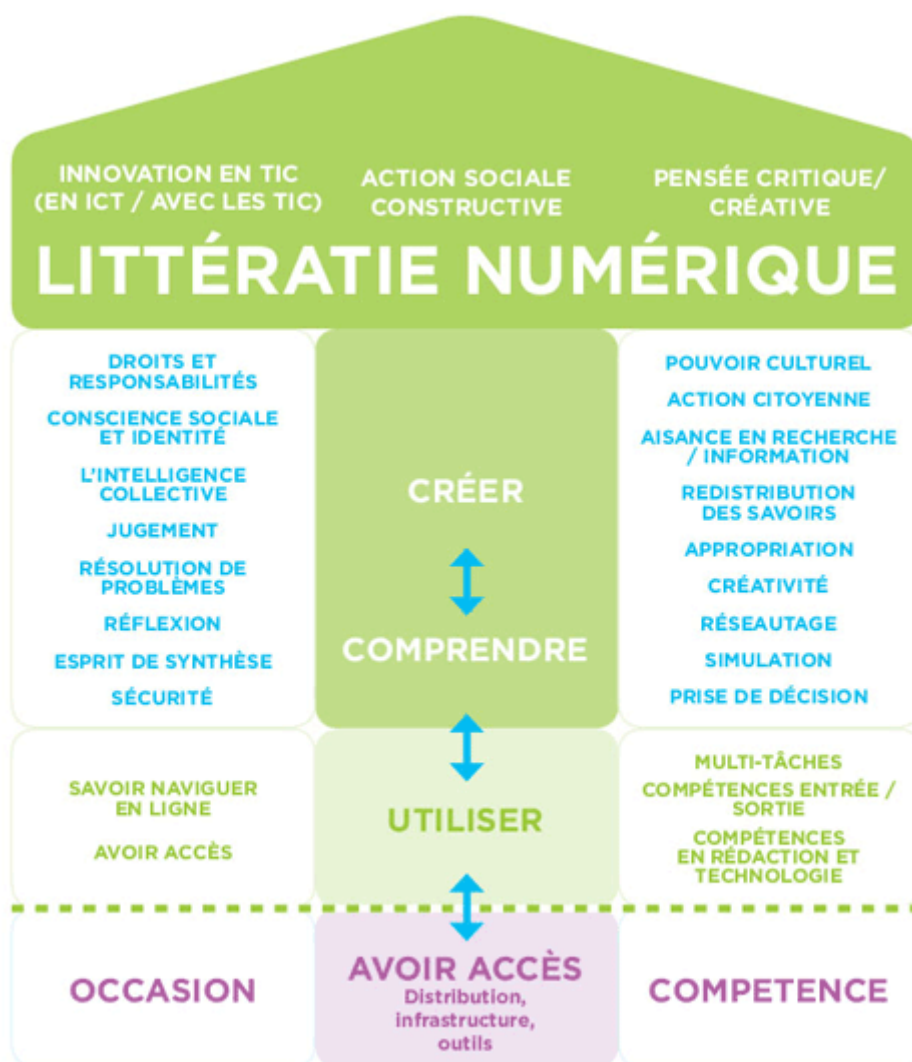
Strongly disagree

1 2 3 4

Strongly Agree

5

ANNEXE 3 – Modèle de littératie numérique³



³ CENTRE CANADIEN D'ÉDUCATION AUX MÉDIAS ET DE LITTÉRATIE NUMÉRIQUE. Les fondements de la littératie numérique, 2016 [consulté le 06 octobre 2019]. Disponible à l'adresse: <https://habilomedias.ca/litt%C3%A9ratie-num%C3%A9rique-et-%C3%A9ducation-aux-m%C3%A9dias/informations-g%C3%A9n%C3%A9rales/principes-fondamentaux-de-la-litt%C3%A9ratie-num%C3%A9rique-et-de-l%C3%A9ducation-aux-m%C3%A9dias/les-fondements-de-la-litt%C3%A9ratie-num%C3%A9rique>

ANNEXE 4 - eHealth Literacy Scale.⁴

1. How **useful** do you feel the Internet is in helping you in making decisions about your health?

[Symbole]1	[Symbole]2	[Symbole]3	[Symbole]4	[Symbole]5
Not useful at all	Not useful	Unsure	Useful	Very Useful

2. How **important** is it for you to be able to access health resources on the Internet?

[Symbole]1	[Symbole]2	[Symbole]3	[Symbole]4	[Symbole]5
Not important at all	Not important	Unsure	Important	Very important

3. I know **what** health resources are available on the Internet

- 1) [Symbole] Strongly Disagree
- 2) [Symbole] Disagree
- 3) [Symbole] Undecided
- 4) [Symbole] Agree
- 5) [Symbole] Strongly Agree

4. I know **where** to find helpful health resources on the Internet

- 1) [Symbole] Strongly Disagree
 - 2) [Symbole] Disagree
 - 3) [Symbole] Undecided
 - 4) [Symbole] Agree
 - 5) [Symbole] Strongly Agree
5. I know **how** to find helpful health resources on the Internet
- 1) [Symbole] Strongly Disagree
 - 2) [Symbole] Disagree
 - 3) [Symbole] Undecided
 - 4) [Symbole] Agree
 - 5) [Symbole] Strongly Agree

6. I know **how to use** the Internet to answer my questions about health

- 1) [Symbole] Strongly Disagree
- 2) [Symbole] Disagree
- 3) [Symbole] Undecided
- 4) [Symbole] Agree
- 5) [Symbole] Strongly Agree

7. I know how to use **the health information** I find on the Internet to help me

- 1) [Symbole] Strongly Disagree
- 2) [Symbole] Disagree
- 3) [Symbole] Undecided
- 4) [Symbole] Agree
- 5) [Symbole] Strongly Agree

8. I have the skills I need to **evaluate** the health resources I find on the Internet

- 1) [Symbole] Strongly Disagree
- 2) [Symbole] Disagree

⁴ NORMAN, C. D., & SKINNER, H. A. (2006). eHEALS: The eHealth literacy scale. *Journal of Medical Internet research*, 8, e27.

- 3) [Symbole] Undecided
- 4) [Symbole] Agree
- 5) [Symbole] Strongly Agree
- 9. I can tell **high quality** health resources from **low quality** health resources on the Internet
- 1) [Symbole] Strongly Disagree
- 2) [Symbole] Disagree
- 3) [Symbole] Undecided
- 4) [Symbole] Agree
- 5) [Symbole] Strongly Agree
- 10. I feel **confident** in using information from the Internet to make health decisions
- 1) [Symbole] Strongly Disagree
- 2) [Symbole] Disagree
- 3) [Symbole] Undecided
- 4) [Symbole] Agree
- 5) [Symbole] Strongly Agree

** Note: Questions #1 and #2 are recommended as supplementary items for use with the eHEALS to understand consumer's interest in using eHealth in general. These items are not a formal part of the eHealth Literacy scale, which comprises questions #3-10.*

ANNEXE 5 - mobile health Evidence Reporting and Assessment (mERA)⁵

Table 1 mHealth evidence reporting and assessment (mERA) guidelines, including mHealth essential criteria			
Criteria	Item no	Notes	Page no where item is reported
Infrastructure (population level)	1	Clearly presents the availability of infrastructure to support technology operations in the study location. This refers to physical infrastructure such as electricity, access to power, connectivity etc. In the local context. Reporting X% network coverage rate in the country is insufficient if the study is not being conducted at the country level	
Technology platform	2	Describes and provides justification for the technology architecture. This includes a description of software and hardware and details of any modifications made to publicly available software	
Interoperability/ Health Information systems (HIS) context	3	Describes how mHealth Intervention can integrate into existing health information systems. Refers to whether the potential of technical and structural integration into existing HIS or programme has been described irrespective of whether such integration has been achieved by the existing system	
Intervention delivery	4	The delivery of the mHealth Intervention is clearly described. This should include frequency of mobile communication, mode of delivery of intervention (that is, SMS, face to face, interactive voice response), timing and duration over which delivery occurred	
Intervention content	5	Details of the content of the intervention are described. Source and any modifications of the intervention content is described	
Usability/content testing	6	Describe formative research and/or content and/or usability testing with target group(s) clearly identified, as appropriate	
User feedback	7	Describes user feedback about the intervention or user satisfaction with the intervention. User feedback could include user opinions about content or user interface, their perceptions about usability, access, connectivity, etc	
Access of individual participants	8	Mentions barriers or facilitators to the adoption of the intervention among study participants. Relates to individual-level structural, economic and social barriers or facilitators to access such as affordability, and other factors that may limit a user's ability to adopt the intervention	
Cost assessment	9	Presents basic costs assessment of the mHealth Intervention from varying perspectives. This criterion broadly refers to the reporting of some cost considerations for the mHealth Intervention in lieu of a full economic analysis. If a formal economic evaluation has been undertaken, it should be mentioned with appropriate references. Separate reporting criterion are available to guide economic reporting	
Adoption inputs/ programme entry	10	Describes how people are informed about the programme including training, if relevant. Includes description of promotional activities and/or training required to implement the mHealth solution among the user population of interest	
Limitations for delivery at scale	11	Clearly presents mHealth solution limitations for delivery at scale	
Contextual adaptability	12	Describes the adaptation, or not, of the solution to a different language, different population or context. Any tailoring or modification of the intervention that resulted from pilot testing/usability assessment is described	
Replicability	13	Detailed intervention to support replicability. Clearly presents the source code/screenshots/ flowcharts of the algorithms or examples of messages to support replicability of the mHealth solution in another setting	
Data security	14	Describes the data security procedures/ confidentiality protocols	
Compliance with national guidelines or regulatory statutes	15	Mechanism used to assure that content or other guidance/information provided by the intervention is in alignment with existing national/regulatory guidelines and is described	
Fidelity of the intervention	16	Was the intervention delivered as planned? Describe the strategies employed to assess the fidelity of the intervention. This may include assessment of participant engagement, use of backend data to track message delivery and other technological challenges in the delivery of the intervention	

⁵ SMISHA AGARWAL, AMNESTY E LEFEVRE, JAIME LEE, KELLY L'ENGLE, GARRETT MEHL, CHAITALI SINHA, ALAIN LABRIQUE for the WHO mHealth Technical Evidence Review Group (2018). Guidelines for reporting of health interventions using mobile phones: mobile health (mHealth) evidence reporting and assessment (mERA) checklist. *BMJ*,352: i1174.

ANNEXE 6 – Questionnaire distribué dans le cadre du mémoire (version française)⁶

QUESTIONNAIRE SUR L'UTILISATION D'APPLICATIONS MOBILES DITES DE SANTE OU DE BIEN-ETRE DANS LE CADRE DE LA PROMOTION DE SANTE

Bonjour,

Dans le cadre de mon mémoire de Master en Santé Publique, je réalise une **enquête sur les habitudes d'utilisation (ou de non-utilisation) d'applications mobiles dites de santé et de bien-être (au sein de la population belge majeure)**. Ce questionnaire ne prend que quelques minutes et est **strictement anonyme**, les données ne seront utilisées que dans le cadre de l'enquête et traitées conformément à la loi belge du 30 juillet 2018 relative à la protection des personnes physiques à l'égard des traitements de données à caractère personnel et à la réglementation européenne de protection des données (RGPD du 25 mai 2018). Un délégué à la protection des données est joignable à cette adresse mail en cas de questions : privacy@uclouvain.be. Je vous remercie de votre participation !

Carole Dekelver, étudiante en Master en Santé Publique à l'Université Catholique de Louvain (UCLouvain).

Veuillez cocher la réponse adéquate et compléter les espaces pointillés.

Genre ☐ Masculin ☐ Féminin

Age ans

Niveau d'étude : ☐ Primaire ☐ Secondaire ☐ Supérieur non universitaire ☐ Universitaire

Travaillez-vous dans le domaine de la santé ? ☐ Oui ☐ Non

Faites-vous une activité physique ? ☐ Oui, tous les jours ☐ Oui, régulièrement ☐ Rarement ☐ Jamais

Fumez-vous ? ☐ Oui, tous les jours ☐ Oui, régulièrement ☐ Rarement ☐ Jamais

Consommez-vous de l'alcool ? ☐ Oui, tous les jours ☐ Oui, régulièrement ☐ Rarement ☐ Jamais

Faites-vous attention à votre alimentation ? ☐ Oui ☐ Non

Avez-vous un médecin traitant ? ☐ Oui ☐ Non

Par quel moyen obtenez-vous principalement des informations de santé ?

⁶ La version néerlandophone du questionnaire n'est pas ajoutée aux annexes car le questionnaire en néerlandais est la copie exacte de la version française.

☐ Professionnels ☐ Livres ou magazines ☐ Internet ☐ Associations ☐ Autre :
.....

Trouvez-vous important d'avoir accès à des informations de santé via internet ? ☐ Oui ☐ Non

Considérez-vous ces informations fiables ? ☐ Oui, toujours ☐ Oui, parfois ☐ Rarement ☐ Jamais

Possédez-vous un smartphone (gsm avec internet) ou une tablette ? ☐ Smartphone ☐ Tablette
☐ Non

Si oui, combien de temps par jour l'utilisez-vous pour surfer sur internet ? heures
minutes

Utilisez-vous une ou des applications mobiles dites de santé ou de bien-être ? ☐ Oui ☐ Non

Utilisez-vous un appareil connecté à une application dite de santé ou de bien-être ? ☐ Oui ☐ Non

1. A remplir par les utilisateurs d'application mobile dites de santé ou de bien-être, ou d'appareil connecté à une application de santé. Si vous n'êtes pas concerné, merci de compléter le point 2

Combien d'applications dites de santé ou de bien-être utilisez-vous ?

Quels types d'application de santé utilisez-vous ?

- ☐ Information et/ou éducation à la santé
- ☐ Journal ou agenda à compléter avec des informations de santé (exemples : poids, tension artérielle, ...)
- ☐ Dépistage ou diagnostique (exemples : troubles du rythme cardiaque, glycémie, mélanomes, ...)
- ☐ Calculateur de données de santé (exemples : indice de masse corporelle, ovulation, percentiles, ...)
- ☐ Sportive ou traceur d'activité physique (exemples : Strava®, Runtastic®, 5 minutes abdos®, ...)
- ☐ Bien-être, sommeil ou relaxation
- ☐ Coaching ou conseils (exemples : arrêt du tabac, coach nutrition, ...)
- ☐ Autre :
.....

Si vous avez coché ci-dessus plusieurs choix, veuillez entourer le type d'application que vous utilisez le plus.

Si vous maniez plusieurs applications de santé, répondez ci-dessous en fonction de l'application de santé que vous utilisez le plus, c'est-à-dire la catégorie entourée à la question précédente.

Depuis combien de temps utilisez-vous cette application ?

- ☐ Moins de 6 mois ☐ Plus de 6 mois mais moins d'un an ☐ Plus d'un an

A quelle fréquence utilisez-vous cette application ?

- ☐ Tous les jours ☐ Plus d'1x par semaine ☐ Moins d'1x par semaine ☐ Moins d'1x par mois

Utilisez-vous un appareil connecté à une application (exemples : montre, bracelet, tensiomètre, balance ...) ?

- ☐ Oui ☐ Non

Depuis combien de temps utilisez-vous cet appareil connecté ?

- ☐ Moins de 6 mois ☐ Plus de 6 mois mais moins d'un an ☐ Plus d'un an

A quelle fréquence utilisez-vous cet appareil connecté ?

☐ Tous les jours ☐ Plus d'1x par semaine ☐ Moins d'1x par semaine ☐ Moins d'1x par mois

Sur conseil de qui utilisez-vous l'application ou l'appareil connecté ?

☐ Professionnel de santé ☐ Amis/conjoint ☐ Association ☐ Personne, de ma propre initiative

Sur quels critères s'est basé le choix de l'application dite de santé ou de bien-être ou de l'appareil connecté ?

- ☐ Sérieux du contenu
- ☐ Aspect, design, convivialité
- ☐ Facilité d'utilisation
- ☐ Avis d'autres utilisateurs
- ☐ Prix réduit ou gratuité
- ☐ Politique de confidentialité
- ☐ Le développeur
- ☐ Choix lié à la marque de l'appareil connecté (Exemples : Polar, Suunto, ...)
- ☐ Autre raison :

Avez-vous comparé plusieurs applications/appareils avant de faire votre choix ?

☐ Oui ☐ Non

Utiliserez-vous plus facilement une application/un appareil s'il était agréé par un organisme indépendant ou par les autorités de santé ?

☐ Oui ☐ Non

Avez-vous prêté attention à la politique de confidentialité de l'application/appareil ?

☐ Oui ☐ Non

Considérez-vous l'application/appareil suffisamment sûr en termes de protection de vos données ?

☐ Oui ☐ Non

Avez-vous prêté attention à l'identité du développeur de l'application ?

☐ Oui ☐ Non

Pour quelles raisons avez-vous téléchargé l'application ?

☐ Pour obtenir une information

☐ Pour mesurer une ou plusieurs habitudes de vie (poids, activité physique, sommeil, ...)

☐ Dans un objectif d'échanges avec d'autres utilisateurs (par exemple : applications sportives en réseau)

☐ Sans raison précise ou par curiosité

☐ Autres raisons :

.....

Est-ce que l'application/appareil correspond à vos attentes ?

☐ Très satisfait ☐ Satisfait ☐ Neutre ☐ Insatisfait ☐ Très insatisfait

Pourquoi ?

Avez-vous atteint l'objectif d'utilisation de l'application/appareil ?

☐ Oui, tout-à-fait ☐ Oui, presque ☐ Neutre ☐ Non, pas vraiment ☐ Non, pas du tout

Pourquoi ?

Pensez-vous avoir changé de comportement de santé à la suite de son utilisation ?

☐ Oui, tout-à-fait ☐ Oui, presque ☐ Neutre ☐ Non, pas vraiment ☐ Non, pas du tout

Pourquoi ?

En quoi l'utilisation de l'application a-t-elle changé vos habitudes de santé selon vous ?

☐ Mode de vie plus sain

☐ Meilleure qualité de vie, de bien-être

☐ Augmentation de l'activité physique

☐ Perte de poids

☐ Plus informé sur un sujet de santé en particulier

☐ Meilleur suivi des habitudes de vie

☐ Meilleur soutien d'autres personnes suites aux échanges

☐ Autre raison :

Expliquez

Avez-vous discuté de l'utilisation de l'application/appareil avec votre médecin ou autre professionnel ?

☐ Oui ☐ Non

Pourquoi ?

Trouveriez-vous utile d'impliquer les futurs utilisateurs dans la création de l'application ?

☐ Oui ☐ Non

Pourquoi ?

Merci de votre participation !

2. A remplir par les non-utilisateurs d'application/d'appareil connecté à une application de santé

Connaissez-vous les applications mobiles dites de santé ou de bien-être ?

☐ Oui ☐ Non

Pour quelle raison n'utilisez-vous pas d'applications de ce type ?

☐ Pas de connexion internet mobile (pas de smartphone ni de tablette)

☐ Manque d'intérêt

☐ Trop difficile

☐ Manque de confiance dans la protection des données personnelles

☐ Autre :

.....

Expliquez

.....

Utiliseriez-vous plus facilement une application si elle était agréée par un organisme indépendant ou par les autorités de santé ?

☐ Oui ☐ Non

Utiliseriez-vous plus facilement une application si elle était conseillée par votre médecin ou un soignant ?

☐ Oui ☐ Non

Trouvez-vous les applications de santé utiles pour la promotion de la santé ?

☐ Oui, tout-à-fait ☐ Oui, presque ☐ Neutre ☐ Non, pas vraiment ☐ Non, pas du tout

Pourquoi ?

Pensez-vous que les applications de santé favorisent de meilleures habitudes de vie ?

☐ Oui, tout-à-fait ☐ Oui, presque ☐ Neutre ☐ Non, pas vraiment ☐ Non, pas du tout

Pourquoi ?

Pensez-vous que les applications de santé favorisent un meilleur suivi de la santé ?

☐ Oui, tout-à-fait ☐ Oui, presque ☐ Neutre ☐ Non, pas vraiment ☐ Non, pas du tout

Pourquoi ?

Trouveriez-vous utile d'impliquer les futurs utilisateurs dans la création de l'application ?

☐ Oui ☐ Non ☐ Je ne sais pas

Pourquoi ?

Merci de votre participation

ANNEXE 7 – Codebook

<u>Nom variable</u>	<u>Code</u>	<u>Modification des codes</u>
ID	Aucun	
Langage	1= Français, 2 = Néerlandais	
Genre	1 = Masculin, 2 = Féminin	
Age	Aucun	
Etudes	1 = Primaire, 2 = Secondaire, 3 = Supérieur, 4 = Universitaire	
Santé	1 = Oui, 2 = Non	0 = Non, 1 = Oui
AP	1 = Tous les jours, 2 = Régulièrement, 3 = Rarement, 4 = Jamais	0= Jamais, 1 = Rarement, 2 = Régulièrement, 3 = Tous les jours
Tabac	1 = Tous les jours, 2 = Régulièrement, 3 = Rarement, 4 = Jamais	0= Jamais, 1 = Rarement, 2 = Régulièrement, 3 = Tous les jours
Alcool	1 = Tous les jours, 2 = Régulièrement, 3 = Rarement, 4 = Jamais	0= Jamais, 1 = Rarement, 2 = Régulièrement, 3 = Tous les jours
Alimentation	1 = Oui, 2 = Non	0 = Non, 1 = Oui
MT	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Info_santé	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Info_pros	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Info_livres	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Info_web	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Info_Associations	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Info_santé_autres	1 = Cours éducation physique	
Accès_infos_web	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Infos_fiables	1= Toujours, 2 = Parfois, 3 = Rarement, 4 = Jamais	0 = Jamais, 1 = Rarement, 2 = Parfois, 3 = Toujours
Type_appareil	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Smartphone	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Tablette	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Temps_web	Nombre libre	
App_santé	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Device_santé	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Utilisateur_app	1 = Oui, 2 = Non	0 = Non, 1 = Oui

Nom variable	Code	Modification des codes
Nombre_apps	Nombre libre	
Type_app	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_info	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_agenda	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_dépistage	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_calculateur	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_sportive	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_relax	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_coaching	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Type_autre	Aucun	
App_principale	1 = Information, 2 = Agenda, 3 = Dépistage, 4 = Calculateur, 5= Sportive, 6= Bien-être, 7 = Coaching	
Temps_app	1 = - 6 mois, 2 = + 6 mois - 1 an, 3 = + 1 an	0 = - 6 mois, 1 = + 6 mois - 1 an, 2 = + 1 an
Fréquence_app	1 = Tous les jours, 2 = + 1x/sem, 3 = - 1x/sem, 4 = - 1x/mois	0= - 1x/mois, 1 = - 1x/sem, 2= + 1x/sem, 3 = Tous les jours
Utilisation_device	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Temps_device	1 = - 6 mois, 2 = + 6 mois - 1 an, 3 = + 1 an	0 = - 6 mois, 1 = + 6 mois - 1 an, 2 = + 1 an
Fréquence_device	1 = Tous les jours, 2 = + 1x/sem, 3 = - 1x/sem, 4 = - 1x/mois	0= - 1x/mois, 1 = - 1x/sem, 2= + 1x/sem, 3 = Tous les jours
Conseil_utilisation	1 = Professionnel santé, 2 = Amis ou conjoint, 3 = Association, 4 = Propre initiative	
Critères_choix	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_serieux	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_aspect	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_facilite	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_avis	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_gratuite	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_confidentialite	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_developpeur	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_marque	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Choix_autre	Aucun	

Nom variable	Code	Modification des codes
Comparaison_app	1 = Oui, 2 = Non	0 = Non, 1 = Oui
App_device_agree	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Politique_confidentialite	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Protection_donnees	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Identite_developp	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raison_telecharg	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raison_Info	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raison_mesure	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raison_echanges	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raison_curiosite	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raison_autre	Aucun	
Attentes	1 = Très satisfait, 2 = Satisfait, 3 = Neutre, 4 = Insatisfait, 5 = Très insatisfait	0= Très insatisfait, 1 = Insatisfait, 2 = Neutre, 3 = Satisfait, 4 = Très satisfait
Attentes_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Objectif_app	1 = Tout-à-fait, 2 = Presque, 3 = Neutre, 4 = Pas vraiment, 5 = Pas du tout	0 = Pas du tout, 1 = Pas vraiment, 2 = Neutre, 3 = Presque, 4 = Tout-à-fait
Objectif_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Comportement	1 = Tout-à-fait, 2 = Presque, 3 = Neutre, 4 = Pas vraiment, 5 = Pas du tout	0 = Pas du tout, 1 = Pas vraiment, 2 = Neutre, 3 = Presque, 4 = Tout-à-fait
Comportement_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Chgt_habitudes	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_sain	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_qualite_vie	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_augm_AP	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_perte_poids	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_informe	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_suivi	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Hab_soutien	1 = Oui, 2 = Non	0 = Non, 1 = Oui

Nom variable	Code	Modifications des codes
Hab_autre	Aucun	
Hab_explication	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Discussion_MT	1 = Oui, 2 = Non	0 = Non, 1 = Oui
MT_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Utilite_utilisateurs	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Utilite_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Connaissance_app	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raisons_non_utili	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raisons_connexion	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raisons_interet	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raisons_difficile	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raisons_confiance	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Raisons_autre	1 = Manque de suivi du MT, 2 = santé gérée via MT	
Raisons_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
App_device_agree_2	1 = Oui, 2 = Non	0 = Non, 1 = Oui
App_device_conseil	1 = Oui, 2 = Non	0 = Non, 1 = Oui
App_utilite	1 = Tout-à-fait, 2 = Presque, 3 = Neutre, 4 = Pas vraiment, 5 = Pas du tout	0 = Pas du tout, 1 = Pas vraiment, 2 = Neutre, 3 = Presque, 4 = Tout-à-fait
App_utilite_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
App_hab_vie	1 = Tout-à-fait, 2 = Presque, 3 = Neutre, 4 = Pas vraiment, 5 = Pas du tout	0 = Pas du tout, 1 = Pas vraiment, 2 = Neutre, 3 = Presque, 4 = Tout-à-fait
App_hab_vie_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
App_suivi_sante	1 = Tout-à-fait, 2 = Presque, 3 = Neutre, 4 = Pas vraiment, 5 = Pas du tout	0 = Pas du tout, 1 = Pas vraiment, 2 = Neutre, 3 = Presque, 4 = Tout-à-fait
App_suivi_sante_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui
Utilite_utilisateurs_2	1 = Oui, 2 = Non, 3 = Je ne sais pas	0 = Non, 1 = Oui, 2 = Je ne sais pas
Utilite_2_pq	1 = Oui, 2 = Non	0 = Non, 1 = Oui

ANNEXE 8 – DigComp 2.0⁷

Competence areas Dimension 1	Competences Dimension 2
1. Information and data literacy	1.1 Browsing, searching and filtering data, information and digital content To articulate information needs, to search for data, information and content in digital environments, to access them and to navigate between them. To create and update personal search strategies. 1.2 Evaluating data, information and digital content To analyse, compare and critically evaluate the credibility and reliability of sources of data, information and digital content. To analyse, interpret and critically evaluate the data, information and digital content. 1.3 Managing data, information and digital content To organise, store and retrieve data, information and content in digital environments. To organise and process them in a structured environment.
2. Communication and collaboration	2.1 Interacting through digital technologies To interact through a variety of digital technologies and to understand appropriate digital communication means for a given context. 2.2 Sharing through digital technologies To share data, information and digital content with others through appropriate digital technologies. To act as an intermediary, to know about referencing and attribution practices. 2.3 Engaging in citizenship through digital technologies To participate in society through the use of public and private digital services. To seek opportunities for self-empowerment and for participatory citizenship through appropriate digital technologies. 2.4 Collaborating through digital technologies To use digital tools and technologies for collaborative processes, and for co-construction and co-creation of resources and knowledge. 2.5 Netiquette To be aware of behavioural norms and know-how while using digital technologies and interacting in digital environments. To adapt communication strategies to the specific audience and to be aware of cultural and generational diversity in digital environments. 2.6 Managing digital identity To create and manage one or multiple digital identities, to be able to protect one's own reputation, to deal with the data that one produces through several digital tools, environments and services.

⁷ JOINT RESEARCH CENTRE OF THE EUROPEAN COMMISSION (2016)
DigComp 2.0: The Digital Competence Framework for Citizens. [Format électronique].
Disponible à l'adresse
http://publications.jrc.ec.europa.eu/repository/bitstream/JRC101254/jrc101254_digcomp%202.0%20the%20digital%20competence%20framework%20for%20citizens.%20update%20phase%201.pdf

3. Digital content creation	3.1 Developing digital content To create and edit digital content in different formats, to express oneself through digital means. 3.2 Integrating and re-elaborating digital content To modify, refine, improve and integrate information and content into an existing body of knowledge to create new, original and relevant content and knowledge. 3.3 Copyright and licences To understand how copyright and licences apply to data, information and digital content. 3.4 Programming To plan and develop a sequence of understandable instructions for a computing system to solve a given problem or perform a specific task.
4. Safety	4.1 Protecting devices To protect devices and digital content, and to understand risks and threats in digital environments. To know about safety and security measures and to have due regard to reliability and privacy. 4.2 Protecting personal data and privacy To protect personal data and privacy in digital environments. To understand how to use and share personally identifiable information while being able to protect oneself and others from damages. To understand that digital services use a “Privacy policy” to inform how personal data is used. 4.3 Protecting health and well-being To be able to avoid health-risks and threats to physical and psychological well-being while using digital technologies. To be able to protect oneself and others from possible dangers in digital environments (e.g. cyber bullying). To be aware of digital technologies for social well-being and social inclusion. 4.4 Protecting the environment To be aware of the environmental impact of digital technologies and their use.

5. Problem solving	5.1 Solving technical problems To identify technical problems when operating devices and using digital environments, and to solve them (from trouble-shooting to solving more complex problems). 5.2 Identifying needs and technological responses To assess needs and to identify, evaluate, select and use digital tools and possible technological responses to solve them. To adjust and customise digital environments to personal needs (e.g. accessibility). 5.3 Creatively using digital technologies To use digital tools and technologies to create knowledge and to innovate processes and products. To engage individually and collectively in cognitive processing to understand and resolve conceptual problems and problem situations in digital environments. 5.4 Identifying digital competence gaps To understand where one's own digital competence needs to be improved or updated. To be able to support others with their digital competence development. To seek opportunities for self-development and to keep up-to-date with the digital evolution.
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