

Readiness for Delivering Digital Health at Scale: Lessons From a Longitudinal Qualitative Evaluation of a National Digital Health Innovation Program in the United Kingdom

Lennon, Bouamrane et al. 2016

APPENDIX 2: The four Normalisation Process Theory (NTP) constructs

NPT Construct	Themes Addressed by Construct
Coherence	<p>Can people make sense of the new way of working and understand the purpose of the service innovation?</p> <p>Can people see how the service innovation differs from their current work practices?</p>
Cognitive Participation	<p>Do people buy into the new ways of working and can they sustain the new way(s) of working?</p> <p>Can they persuade others to join in?</p>
Collective Action	<p>How easy it to work in the new way?</p> <p>What resources/support/training are needed?</p> <p>Are people confident about the new way of working?</p> <p>How does it affect roles/responsibilities?</p>
Reflexive Monitoring	<p>What do people think of the new way of working?</p> <p>Can people modify the new way of working to better fit their needs?</p>