	User	Organization	Healthcare System	Society
Technical Readiness & Maturity	● Usability ● User experience ● User-centred design ● Suitability ● Reliability	● User support ● Compliance with interoperability standards ● Clinical Integration (IT and protocols) ● Implementation reliability	● Compliance (interoperability standards, certifications) ● Technical validity and precision ● Reliability of measures ● Replicability	● Legal compliance (data protection) ● Regulatory compliance (if medical device)
Risks	● Technical (security, privacy, electricity-related) ● Clinical and behavioural ● Inadequate contents (lack of updates, evidence-based functions or information) ● Economic (inc. costs, time) ● Ethical (stigma due to visibility of devices)	● Technical (data-related: leak, loss, error; electricity-related) ● Decrease in quality of care (not integrated or in contradiction with operating pathways, protocols) ● Economical (increased costs if the solution is not cost-effective, or due to overuse of services)	● Decrease in quality of care (ineffective solutions) ● Economical (increased costs due to technical or clinical cost, overuse of services) ● Inequality of access (if cost for the end user is too high)	● Inequality of access ● Unintended consequences (environmental changes) ● Over-diagnosis
Benefits	● Health ● Behavioural change (lifestyles, self-management) ● Empowerment and satisfaction ● Improved access to care (waiting lists) ● Economical (cost and time savings)	● Process and workflow improvements ● Quality improvements (higher case resolution, decreased hospitalization rates) ● Economical (cost and time savings, budgetary impact) ● User satisfaction	● Improved quality of coordinate care ● Economical (cost and time savings, cost-effectiveness) ● Improved general health (decreased disease prevalence and incidence, QALYs gained)	● Decrease prevalence, increase awareness ● Increased productivity (decreased disability rates, lost work days) ● Economical (cost and time savings) ● Improved research focus ● Enhanced collaboration through information sharing
Resources needed	● Technical literacy ● Training ● Cost paid by the user (or financial support structure)	● Training provision ● Logistics ● Initial investment costs (devices, infrastructure, network)	● Training provision ● Initial investment costs (devices, infrastructure, network)	● Medical culture changes