

Input from companies

Outcomes of feedback interviews with seventeen app producers WP 3.2

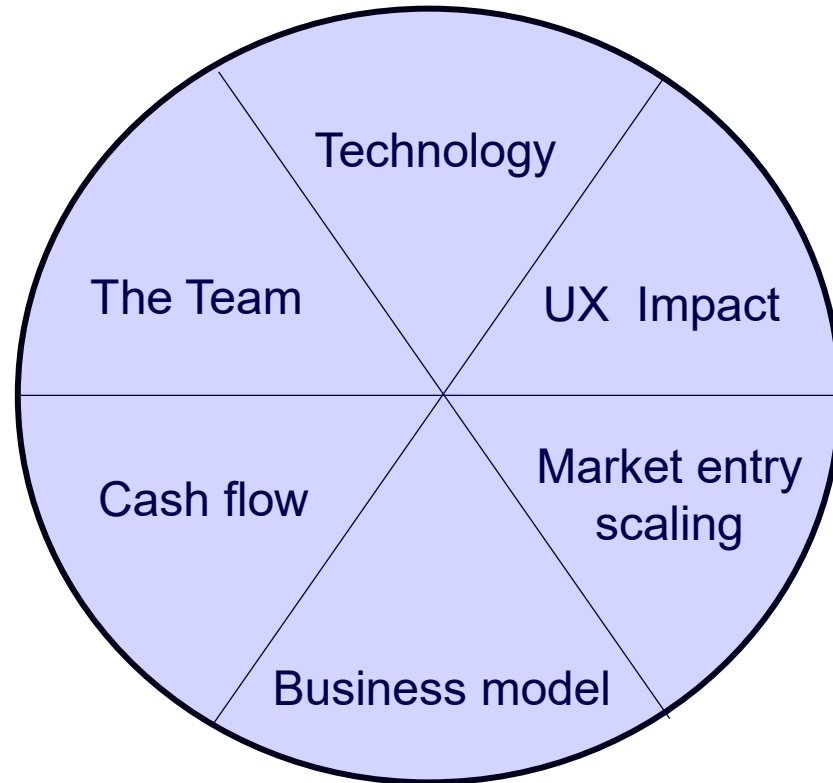
Menno Kok Multistakeholder Workshop 03-11-2023

The App manufacturers (N=17): who are they?

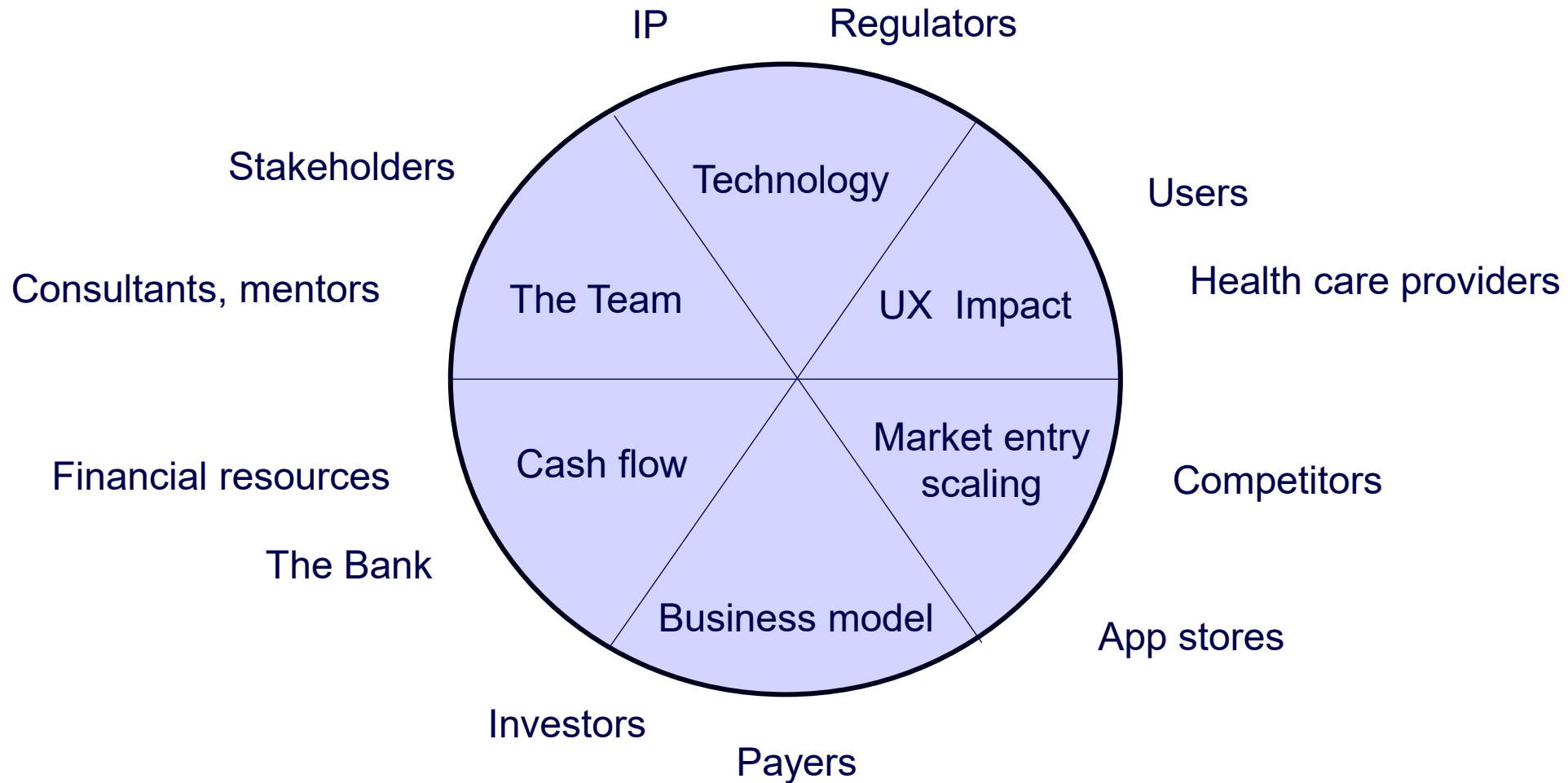
They...

- are spread over Europe, some already conduct business in 2-3 continents;
- cover a variety of areas, from wellness to health care;
- are limited companies (15/17), a foundation and a corporate;
- are ambitious and motivated to participate in the Label2Enable project;
- would enter the project again and ready to further support the project.

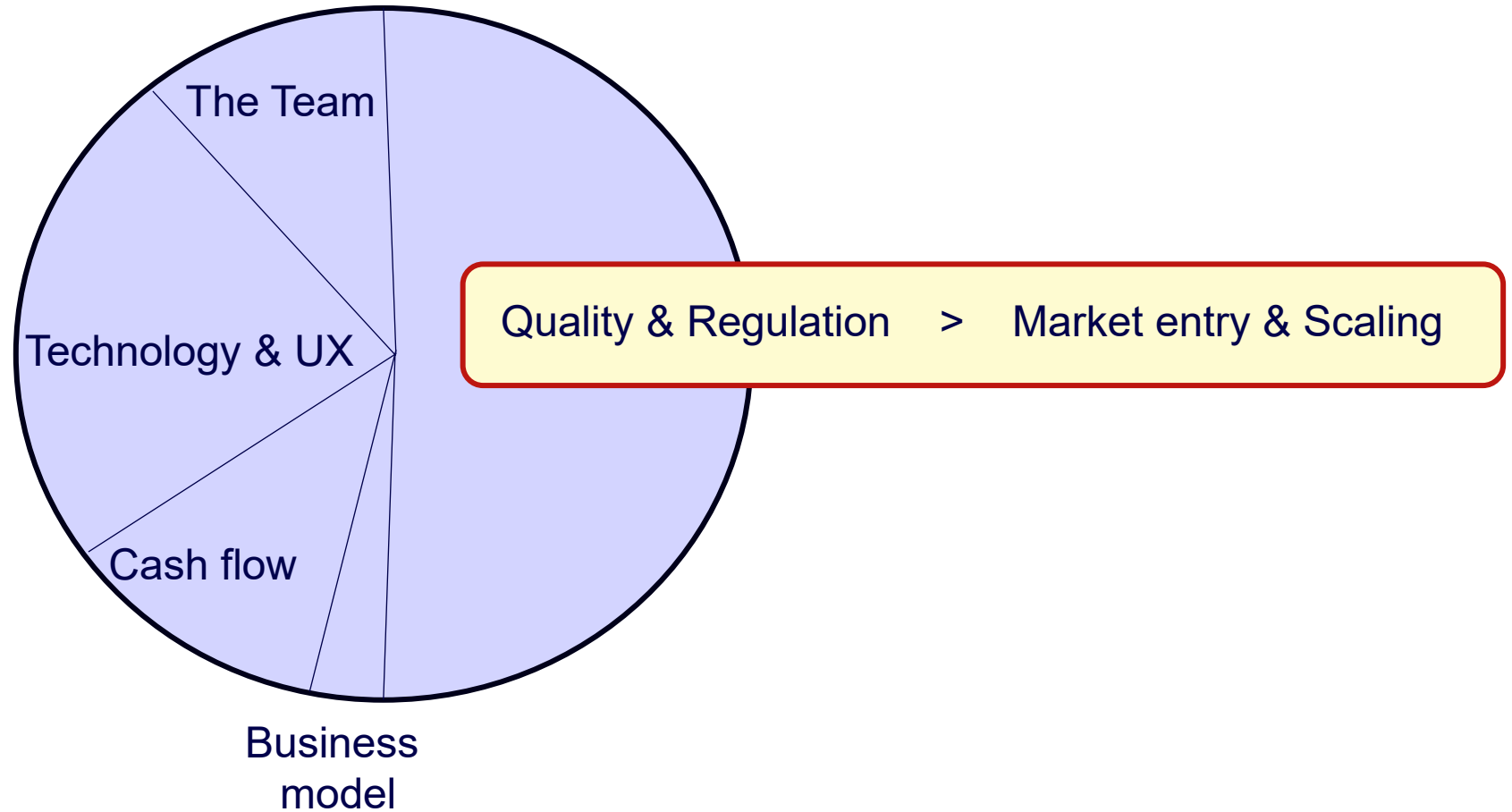
The young App manufacturers (N=15)



The young App manufacturers: environment



The young App manufacturer: reality shock



Feedback on questionnaire 1.: procedure

- Companies were interviewed (20-75 minutes, on-line) after they had submitted evidence for the App-assessment (before receiving assessment outcomes).
- Representatives of the companies answered 10 open questions regarding the time and effort they invested in providing evidence and filling in the questionnaire;
- The App manufacturers were encouraged to share additional suggestions for improvement and other remarks and ideas.

Feedback on questionnaire 2.: results

- **Submitting** evidence was team-work (stratification of questions?);
- The **time invested** in the questionnaire varied considerably (5 to 160 hours).
- **Improvements** suggested: additional explanations / level of detail / electronic form on-line;
- Manufacturers suggest to look for approaches to more strongly integrate the assessment procedure into their companies' **critical path** (identify caveates);
- **Missing:** the values of (1) user appreciation and (2) integration into the regional healthcare system;

Feedback on questionnaire 3.: results

- **Exploit overlap** between assessment procedures, “*can you develop a higher level structure of the questionnaire that would help us to interlink various procedures?*”
- **Repeated assessment:** would be required regularly. Can we make it focussed on changes?
- Relevance of the label: **credibility**, awareness, visibility and **market access**;
- **Harmonisation:** The assesment procedure stimulates further harmonisation of standards in Europe, which is vital to the succes of dHealth

Adopting CEN-ISO/TS 82304-2 and a trusted EU mHealth label for a single market that enables patients, citizens, health professionals, systems and authorities to benefit from a healthy supply of useful apps.

Thank you for your attention

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