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frAAgiLe

Platform for detecting and preventing frailty and falls

DELIVERABLE D1.2 v2

On Boarding Progress report

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Abstract (for dissemination)

The onboarding process consists of the number of end-users and professionals that will be involved during the tests and their initial feedback about the product with the first questionnaires and the mockups. This way some of that feedback may be included in the first versions of the product and the business plan.

¹ L = Legal agreement, O = Other, P = Plan, PR = Prototype, R = Report, U = User scenario

² PU = Public, PP = Restricted to other programme participants (including the Commission Services), RE = Restricted to a group specified by the consortium (including the Commission Services), CO = Confidential, only for members of the consortium (including the Commission Services)



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Version History

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0.3	ANA	18.08.2020	First results
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2.0	MAT	31.08.2020	Revision





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1.About this document

1.1 Role of the deliverable

This deliverable's main objective is to define the number of end-users involved in the different phases of the tests, include the final numbers that will be a part of the tests and to analyse the answers to the questionnaires offered to them during the lab testing phase.

1.2 Relationship to other frAAgiLe deliverables

The main relationship for this deliverable is the D3.1. Field Trials' Validation Plan, where the information about the phases involved is described in more detail, related to the process for the tests themselves. And with the D2.1 co-creation & participation approach definition that defines the personas and scenarios involved and describes the questionnaires to be offered to the end-users and caregivers in the different sites. And specially, with the final versions of the application D1.1. frAAgiLe cloud Platform, D2.2. frAAgiLe apps v1 and V2 and the final version of the D4.1. Intermediate Business Plan. Also with D3.3a Qualitative final evaluation and recommendations for further improvement and D3.3b Qualitative final evaluation and recommendations for further improvement.

2. Introduction

Before the first testing, the second version of the mockups of the platform and the new suggestions from the first round of trials were shared with the end-users and professionals that were going to participate in the final field trials. The idea is to get valuable feedback to adjust the platform before the final tests.

3. Organizations involved

Four end-user organisations (BZN from Hungary, TERZ from Switzerland, ANA from Romania, and MAT from Cyprus), as well as research institutions and SMEs in the AAL field, Deusto University from Spain, the University of Geneva from Switzerland and Ideable from Spain, are involved in the project to ensure the users' perspective is fully integrated into frAAgiLe platform. It is very important to focus on the user's needs as well as involve relevant stakeholders in each phase of the project in order to realize a system that is usable and accessible by the target group.

We also gave the opportunity to participate to an external organization, the Viseu Hospital in Portugal, managed by the Dr. Luis Nogueira, to receive external feedback about the solution.



4. Participants

We will show the number of users involved in the project for the first phase of lab testing and questionnaires.

End-users:

- BZN: 3
- MAT: 5
- ANA: 5
- TERZ: 3
- IDE: 3 users.
- Portugal: 5 users

Professionals:

- BZN: 2
- MAT: 3
- ANA: 2
- TERZ: 2
- IDE: 3 users.
- Portugal: 5 users



5. Highlights from the feedback from end-users on fraagile app for tablets

This is a summary of the suggestions to the app made by the end-users during the lab testing

- If the level shown in the tablet is not a health status but an engagement status, the name should be changed.
- Videos should be adapted in subtitles and audios to the languages from the different sites.
- Most users ask for more games, they really like them.
- We need the squegg to work on both hands separately.
- More instructions are needed to understand how to use the platform when being alone at home, using sound and text.
- A battery indicator for the squegg device is needed.
- The smartbands often get disconnected from the tablet.
- More videos are needed.
- More tailored training is needed.
- Games need to be more appealing and challenging.
- Icons meaning in games: some of them were easy to understand and some of them not.

6. Highlights from the feedback from healthcare professionals

This is a summary of the results of the test during lab testing:

- The results should be shown using graphics to see the trends.
- The application should adapt the behaviour depending on the type of end-user and their skills with technology between:
 - High range users. They can use the whole tablet app on their own.
 - Mid range users. Some evaluations and games could be done at home with the assistance of caregivers and relatives.
 - Low range users. They should use the tablet only when visiting the centre.
- Weight. A new numeric variable that we should send from the tablet with the weight in kg. And calculate and offer the BMI. The values for BMI: Normal weight (under 25). Overweight (25-30). Obese (over 30).
- We just see the boxes to send a new message, no possibility of sending attachments.
- And we should have a history of the older messages sent.
- Patients should receive a feedback not based on scores, but on natural language. Try to encourage them. We should not stress them.

7. Conclusions

These are some interesting parts of the feedback received about the project:

- Games are really welcome, so DEU will develop new games related to the interesting actions for the users.
- More explanations needed to get exercises and tests to be done autonomously at home.
- Encouraging feedback is always motivating and engaging for the end-users.
- The messages are a perfect vehicle to keep the interaction with the end-users.
- Smart bands also engage end-users to learn and improve their physical activity.
- Continuous monitoring, graphics and personalization, most appreciated values by healthcare professionals.
- The platform in general is welcome and it's thought that it should be often by end-users, not only professionals.
- The squegg device has been a great discovery to work with hands. They users like the games related to it.