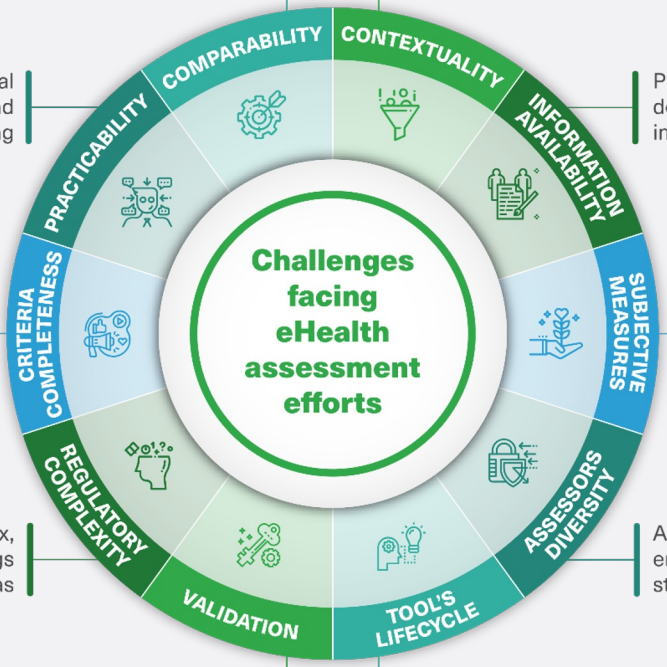
Challenges Facing eHealth Assessment



The multitude of assessment frameworks and the heterogenous methodologies used are barriers to comparability and standardization

e-Health interventions are highly contextual, making it crucial to take the implementation context and use cases into account

Many of the existing initiatives are conceptual without granular guidance on how to use and apply them in day-to-day decision making

Proper assessment is mostly dependent on developer transparency and availability of information, which is not always the case

Some existing frameworks are criticized for overlooking important assessment criteria

While most assessment criteria are objective, some of the criteria that are most relevant for user engagement are subjective (e.g. ease of use)

The regulatory landscape is complex, scattered, and not free of shortcomings and grey areas

Assessor profiles are not always diverse enough to reflect the views of all relevant stakeholders

The validity and reliability of existing tools has not always been rigorously tested and validated

Most frameworks focus on tools that are fully operational, not those that are still under development

Jacob et al. Assessing the Quality and Impact of eHealth Tools: Systematic Literature Review and Narrative Synthesis. JMIR Hum Factors 2023;10:e45143. https://humanfactors.jmir.org/2023/1/e45143