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## SENIOR-TV

### PROVIDING ICT-BASED FORMAL AND INFORMAL CARE AT HOME

Deliverable D1.2
Requirements document_V2: Informal care services

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## Table of Contents

1. Introduction.....	4
2. Relationship to other deliverables.....	4
3. Description of work .....	5
3.1 Workshop 1 .....	5
3.1.1. Interest in SENIOR-TV Applications .....	5
3.2 The 1 <sup>st</sup> piloting cycle.....	6
3.3 The 2 <sup>nd</sup> workshop.....	7
3.4 An example scenario.....	7
3.5 Data collection and analysis.....	8
4. User requirements .....	9
4.1 Technological literacy.....	9
4.2 Acceptance of services.....	10
5. Conclusions.....	10
Annex 1: Workshop 1 Questionnaire.....	12
Annex 2: 1 <sup>st</sup> Cycle Piloting Questionnaire.....	21
Annex 3: Workshop 2 Questionnaire.....	28

## 1. Introduction

The SENIOR-TV project will design and implement a multichannel intelligent platform for offering formal and informal caregiving services to older adults that live at their own homes, with special attention being paid to the active prevention and the fostering of a high-quality, long, and healthy life. In this manner, D1.2 reports the analysis of the informal care services as identified by the end-users in the first and second workshop as well as the 1<sup>st</sup> cycle pilot testing with regards to their needs and experiences.

D1.2 Requirement document\_V2 builds on D1.1, which focuses on the existing services in the market of the end-user countries with regards to both formal and informal care giving services. D1.1 Requirements V1 document covers the following: Analysis of existing services of formal and informal care that focuses on the end-user countries participating in the project; Cyprus (CNTI, SMMFF), Romania (ANA), Slovenia (DUNG) and reviews of the state-of-the-art formal and informal care services in Romania, Slovenia and Cyprus. The deliverable also includes a system and platform analysis carried out in Spain, putting emphasis on the identification of holistic approaches to the formal and informal care of older adults.

The present deliverable describes in detail the work performed with regards to the definition of the informal care services (e.g. serious games, audio-visual content, social networks, contests, life-long learning approaches) and specifically the services developed based on the feedback received from end-users implicated in the project and the field research conducted by CNTI. The formal care giving services will be analyzed in D1.3 Requirements Gathering and Definition: Formal Care, RG&D-FC which will be delivered on M24.

## 2. Relationship to other deliverables

The deliverable relates to the following deliverables:

Deliverable	Relation
D 1.1	Requirements document V1
D 2.2	Design and development of informal services
D 3.1	End-user feedback after the first piloting cycle

### 3. Description of work

Informal care services already present in SAM-TV have been identified, with the objective of extending them to all the countries that are part of the consortium, and eventually all over Europe. The consortium has already defined and developed the first 5 informal services: Weather, NEWS, Events, Attendix and Episodix game. These services were developed based on the outcomes of Workshop 1 and were evaluated within the first cycle of pilot testing administered in Cyprus, Romania and Slovenia. One of the aims of workshop 2 was to study in greater depth the needs of the end-users with regards to the informal services developed and to gain an overview of which other informal services would be of interest to them. The informal services developed were hence the outcome of the feedback received from end-users and the field research carried out by CNTI. The primary end-users were seniors older than 60 years who are already retired and lived in their own homes. Secondary end-users were their family members.

#### 3.1 Workshop 1

In the 8 focus group workshops organized 120 individuals participated: all retired, and aged between 51 and 97 years old. 5 workshops were organized in Slovenia, 2 in Romania and 1 in Cyprus. Despite all the effort made for filling in all necessary items in the questionnaires (Appendix 1), some responses were still missing.

The most frequently watched TV programmes were weather and news, followed by nature documentaries and medical shows. The least popular shows were teleshopping and cooking. When the responses were analysed by gender, weather forecast was still the most watched type of show, followed by sports for men and medical shows for women. No significant age-related patterns were found.

Analysing the type of responses by show, the show that the majority of the participants showed interest in (score 5) was news, with 63% of them reporting that they watch the news often and very often. Weather forecast was watched often and very often by 73% of the respondents. Other shows watched often and very often by percentage of respondents were: medical shows 34%, entertainment 30%, nature documentaries 31%, history 29%, sports 28%, cooking 28% and movies 28%. Teleshopping was the type of show that most respondents (65) never watch.

##### 3.1.1. Interest in SENIOR-TV Applications

Two different metrics were used to analyse participants' interest in potential SENIOR-TV applications. The greatest interest was reported for a weather application, followed by health-related activities, nearby events and agenda and reminders and games.

A significant correlation was found between the preference of certain TV shows and the interest in certain applications.

The group of respondents who watched medical shows often and very often, scored higher in the category of interest for biophysical parameters monitoring (score 4.04) and health related activities (score 4.33) compared to the group that reported watching these shows very seldom: interest for biophysical parameters monitoring (score 2.85) and health related activities (score 3.14).

Additionally, the group of respondents who watched weather forecast often and very often, scored higher (4.55) on the weather application than the group who watched weather forecast occasionally and very seldom (3.33). Analysing individual responses, the application in which the majority of the participants showed the highest interest in (score 5) was the weather forecast, followed by health-related activities, notebook and reminder, biophysical parameters monitoring, games and information on events.

The full report on Workshop 1 can be accessed on the project website.

### **3.2 The 1<sup>st</sup> piloting cycle**

In the first pilot testing a total of 278 end-users participated across the 3 end-user organizations implicated in the project: SMMFF (assisted by CNTI), ANA (Romania) and DUNG (Slovenia). The end-users tested the informal care services developed under WP2: NEWS, events, weather, cognitive games (Attendix and Episodix). The 1<sup>st</sup> piloting cycle followed the procedure outlined below:

- ❖ PowerPoint presentation of the project;
- ❖ Informed consent of participation, which emphasized volunteer participation and purpose of the piloting; the ethical considerations were presented and made clear to all of the participants;
- ❖ Guidelines for using the services;
- ❖ Using the first version of the SENIOR-TV informal care services;
- ❖ Guidelines for filling in the feedback post-pilot questionnaire (Appendix 2).

The end-users were recruited according to the following criteria:

- ❖ Primary end-users were seniors older than 60 years, already retired that lived in their own homes;
- ❖ Secondary end-users were their family members.

The 1<sup>st</sup> cycle piloting was administered with success in all 3 end-user countries: Romania, Slovenia and Cyprus.

It can be concluded that the usage of the remote was considered by the participants to be difficult, especially for the mouse remote and a lot of unfavourable qualitative feedback was received with regards to the button usage. It can be concluded that the remote needs to become simpler and easier to use and the Consortium needs to look for alternative options in order to improve the usage of the button remote and the mouse remote.

All of the questions referring to the relevance of the News and Events summaries, as well as of the Events and Weather content, were assessed as strongly positive.

Mixed feedback was received with regards to the significance and relevance of the icons presenting the applications, ease of navigation from one app to another and the clarity of instructions for the Games apps.

### **3.3 The 2<sup>nd</sup> workshop**

The second workshop created an opportunity for the end-users to identify, refine, and guide the many interrelated considerations, challenges, and efforts needed to design the informal and formal care services of the SENIOR-TV platform. A total of 42 seniors participated in the second round of the focus group workshops. The 2<sup>nd</sup> workshop included a working session with the end-users for analyzing and discussing with the moderators, potential and desirable improvements of the informal services provided by the platform. It was an analysis of the progression of the services after the first pilot. All of the end-users participating in the workshop, signed an agreement and an informed consent before filling in the Workshop 2 questionnaire (Appendix 3). The end-users were recruited according to the following criteria: the primary end-users were seniors older than 60 years who are already retired and lived in their own home with the secondary end-users being their family members.

### **3.4 An example scenario**

*Mary is 75 years old and she lives at home by her own. Despite having a low level of technological capabilities, she takes advantage of SENIOR TV for entertainment, and loves its simple and friendly user interface, especially the Facebook app, which allows her to look at pictures of her daughter and grandson. Mary has excess amounts of glucose in her blood. She has to follow a custom diet and certain recommendations on lifestyle and exercise. Both the myDiet and personalTrainer apps are very useful for that. She enjoys watching on the TV screen the routes and statistics that personalTrainer gathers when she goes outside for a long walk. The eventRecommender app is also motivating her to go out, because many of the events seem to be really interesting.*

*After having dinner, she plays her favorite game on SENIOR TV: memoryCards. She was recommending that this would help her prevent cognitive decline, but she plays it just because it is fun. All of a sudden, in the TV screen appears a message saying: “Mary, it is time to measure your glucose levels! After that, please do not forget to take your diabetes medication.” Then, Mary, takes a measure with her blood glucose meter. The devices send the measures to SENIOR TV—and from there to the server. Measures are thus accessible for her doctor. Soon after that, Mary receives a video call from her caregiver, who just wanted to make sure that everything was going well.*

*Three days after, Mary is having breakfast and watching useful videos about nutrition that SENIOR TV proposes to her, and that usually are about low sugar meals for controlling diabetes. It is today that Mary has an appointment with her doctor, but she had forgot about that. Luckily, a notification appears on the TV: “Mary, at 10:30 you have an appointment with your doctor!” At 10:30 Mary receives the video call from her doctor, who tells her that, after having reviewed her last measures of glucose, she is keeping her diabetes under control.*

*For Mary, the best thing about SENIOR-TV is that she is able to reduce her number of visits to the hospital, which used to be frequent due to peaks of glucose. Besides that, the solution has also helped her to prevent respiratory problems, heart failure, high blood pressure, cholesterol, and loss of bone density—typical diseases associated to people with diabetes. To that it must be added, the improvement of her autonomy and personal satisfaction, which makes her feeling more useful and independent. Her doctor says that she is following a program of screening, early detection, and ageing proactively; but, from her point of view, she is just learning to follow a healthier lifestyle and to love herself.*

This scenario constituted as an example in the recruitment of the end-users for the first pilot and the second workshop. It also served as a means to explain the goal of the SENIOR-TV platform at an individual level in the 1<sup>st</sup> piloting cycle and at a group level, in the 2<sup>nd</sup> workshop. It was an important premise for aiding the identification of the most useful informal care services of platform by the end-users.

*First pilot → individual interaction end-users – system – moderator and observation.*

*2<sup>nd</sup> workshop → group interaction moderator- system – end-users and observation.*

### **3.5 Data collection and analysis**

The main goal was to detect the needs and preferences of the involved voluntary end-users related to the informal care services provided by the SENIOR-TV platform, at this level of performance. The questionnaires found in Annex 1, 2 and 3 were used in this manner. Besides the information provided by the questionnaires, the various comments of the participants issued during the individual or group



discussions about related matters were noted and processed as additional gathered information. The methodological instrument used for the analysis of the gathered results was realized through two synoptic Excel files, configured to comprehend information about the demographic data, the technological literacy, the services provided as well as the business and exploitation plan.

## 4. User requirements

The end-users expressed their opinion with regards to the services proposed by the SENIOR-TV platform through the first pilot and the two workshops organized by the end-user organizations in Cyprus, Romania and Slovenia.

### 4.1 Technological literacy

Taking into account that the majority of the end users have a low to medium technological literacy (internet, smartphone, tablet), suggestions were made for the interface to be (1) easily accessible, (2) user-friendly and (2) customizable. Use of the TV as the main periphery was generally accepted by the users.

The following suggestions were also made with regards to the technical issues of the informal care services:

#### ❖ Interaction with the remote control and mouse remote

- The design of the remote control should be simplified and the stability of the mouse remote should be increased by increasing the space between the buttons and by changing and ranging the color of them;

#### ❖ Interaction of interface with content:

- Choose a more relevant and a bigger icon to represent each service;
- Cumulate all of the apps in an interactive one;
- *NEWS Service*: (1) to be constantly updated with the latest NEWS, (2) the NEWS to appear in a chronological order, (3) the channels and/or papers to be easily accessible and be able to choose a particular channel and/or newspaper, (4) have the option to save preferred NEWS. An important suggestion was appertained to the improvement of the NEWS summaries: to be clear and concise without disruptions of the phrases.
- *EVENTS Service*: Most of the suggestions was to make the events category more specific and to be able to customize the events in the category. Participants suggested for the partners to also address the aspects of simplicity and clarity when using the app, and for the app to be constantly updated with clearer and more detailed messages.

- *Cognitive Games*: The end-users reported the necessity of the games to be recommended by specialists as well as the diversification and personalization of the games. They also connoted on having a training on how to play the games and for the games to be interactive with other users or family members.
- *WEATHER Service*: The end-users recommended for the weather to become more stable as a service.

## 4.2 Acceptance of services

Feedback from end-users:

- ❖ Being able to personalize the services as a result of their low technological literacy and proficiency with regards to using the video-chat and social-media services;
- ❖ Include training on how the platform works and how the services are to be used; it is a challenge to learn how to administer daily activities via apps installed on TV;

Most popular informal care services:

- ❖ Specific and personalized rehabilitation exercises;
- ❖ Cultural and social information;
- ❖ Personalized events;
- ❖ Cognitive multiplayer games;
- ❖ Audiobooks;
- ❖ Skype, YouTube, Facebook.

## 5. Conclusions

Taking into account the feedback received from the participants involved in the workshops administered and the testing of the SENIOR-TV platform, it can be concluded that the profile of the SENIOR-TV end-users is individuals over 60 years old with specific needs (medical, cultural and social information and communication) and low to medium technological literacy (internet, smartphone, tablet).

The SENIOR-TV platform should be improved on the following aspects:

- the remote control / mouse remote should become easier to use and increase in stability;
- the apps should have an attractive and relevant interface with new icons;
- new apps should be developed;



- the NEWS app should include edifying summaries and news or channels/papers that will be constantly updated;
- the personalized EVENTS should have coherent, detailed and updated information;
- the cognitive games should include specific games recommended by health professionals with relevant feedback with regards to their cognitive and mood states.

The Consortium as a result needs to advance the development of the apps which promote the activity and autonomy of the elderly. In addition, it is essential to include preliminary versions of formal services, to get the elderly's feedback about this kind of applications which could be more complex than the informal ones.

## Annex 1: Workshop 1 Questionnaire

### SENIOR-TV

#### FOCUS GROUP WORKSHOP 1

The following questionnaire aims to investigate seniors' preferences regarding the particular formal and informal care services that should be incorporated on a Smart TV platform.

The questionnaire is part of a survey carried on within the project: "SENIOR-TV: Providing ICT-based formal and informal care at home".

The questionnaire has 18 items and it takes approximately 20 minutes to fill in.

### QUESTIONS

#### **Q1. How well do you use the computer? (Please check only one option)**

1.  Very well
2.  Well
3.  Not so well
4.  I don't know how to use a computer

#### **Q2. How often do you use the computer? (Please check only one option)**

1.  Daily
2.  Several times a week
3.  Very seldom
4.  Never

#### **Q3. Is there a computer in your home? (Please check all that apply)**

1.  I have my personal computer

2.  There is a computer used by several members of the family
3.  There is no computer in my home
4.  There is a computer but I do not use it

**Q4. How often do you use the Internet? (Please check only one option)**

1.  Several times a day
2.  Daily
3.  Several times a week
4.  Very seldom
5.  Never

**Q5. Do you have an Internet connection at home? (Please check only one option)**

1.  Yes
2.  No

**Q6. Do you use other multimedia devices such as tablet or Smartphone? (Please check only one option)**

1.  Tablet only
2.  Smartphone only
3.  Both tablet and Smartphone
4.  Neither tablet more Smartphone

**Q7. How much time per day (on average) do you spend on the computer? (Please check only one option)**

1.  No time at all
2.  One hour

- 3.  2-4 hours
- 4.  4-8 hours
- 5.  More than 8 hours

**Q8. How much time per day (on average) do you spend on the TV? (Please check only one option)**

- 1.  Not at all
- 2.  One hour
- 3.  2-4 hours
- 4.  4-8 hours
- 5.  More than 8 hours

**Q9. How often do you watch the following types of TV programs (score from 1 to 5; 1= never, 5= very often – circle the corresponding score)?**

9.1. NEWS

1. never  2. very seldom  3. occasionally  4. often  5. very often

9.2. MOVIES

1. never  2. very seldom  3. occasionally  4. often  5. very often

9.3. HISTORY DOCUMENTARIES

1. never  2. very seldom  3. occasionally  4. often  5. very often

9.4. NATURE DOCUMENTARIES

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### 9.5. COOKING LESSON PROGRAMS

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### 9.6. MEDICAL SHOWS

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### 9.7. TEleshopping

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### 9.8. WEATHER FORECAST

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### 9.9. SPORT

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### 9.10. OTHER ENTERTAINMENT SHOWS

1. never  2. very seldom  3. occasionally  4. often  5. very often

#### **Q10. Which of the following is more comfortable to you? (Please check only one option)**

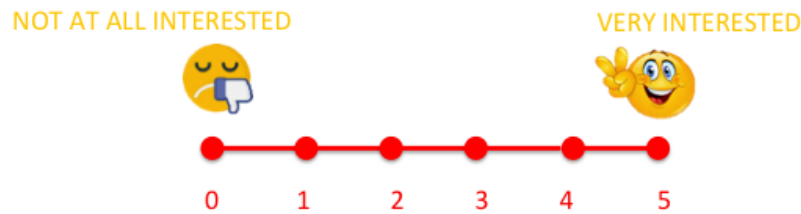
1. TV

2. Computer

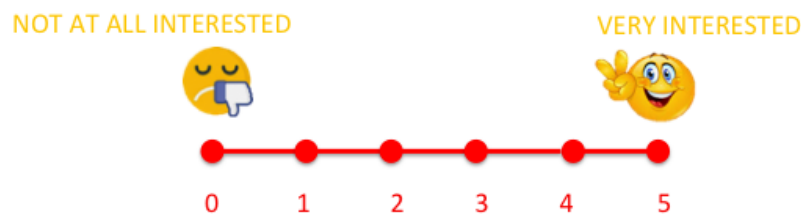
**Q11. HOW INTERESTED would you be to have the following applications available on TV?**

(Score from 0=not at all interested; 1= in a small degree interested, 2= moderately interested; 3= interested; 4 pretty much interested; 5=very interested- please check only one option)

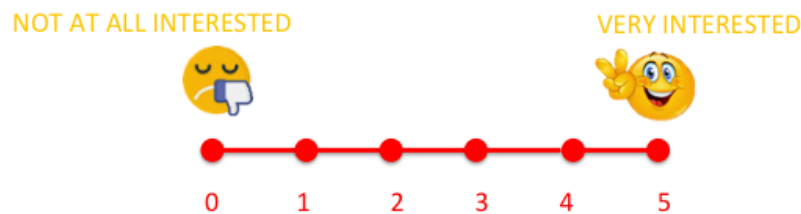
**11.1 Biophysical parameters measurement and monitoring**



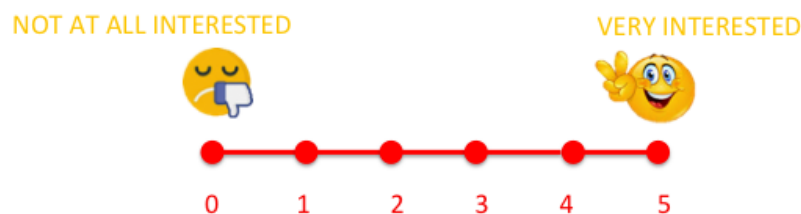
**11.2. Health related activities**



**11.3. GAMES**



**11.4. INFORMATION ON THE EVENTS IN YOUR NEIGHBOURHOOD**

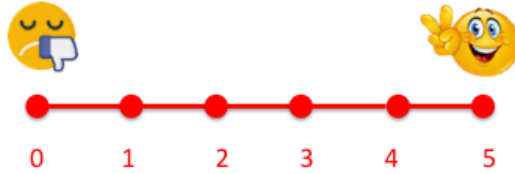




### 11.5 WHEATHER FORECAST

NOT AT ALL INTERESTED

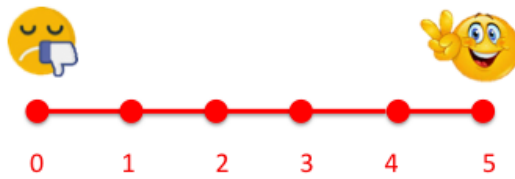
VERY INTERESTED



### 11.6 AGENDA AND REMINDERS

NOT AT ALL INTERESTED

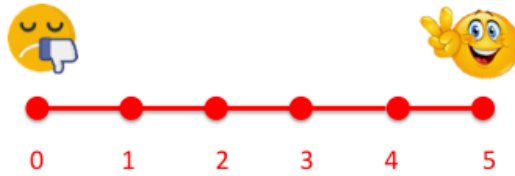
VERY INTERESTED



### 11.7. FACEBOOK

NOT AT ALL INTERESTED

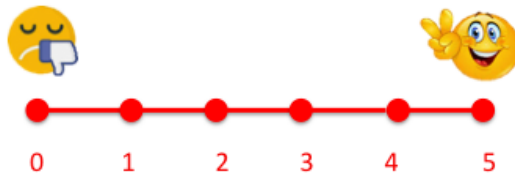
VERY INTERESTED



### 11.8. VIDEO COMMUNICATION

NOT AT ALL INTERESTED

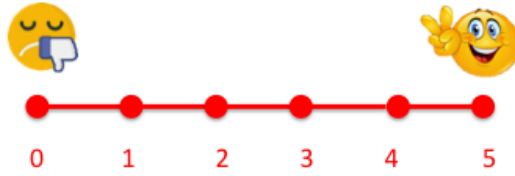
VERY INTERESTED



### 11.9. WIKIPEDIA

NOT AT ALL INTERESTED

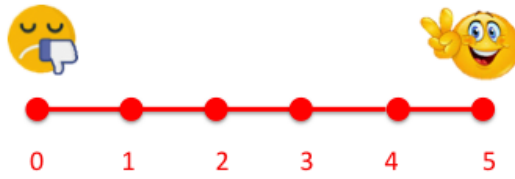
VERY INTERESTED



### 11.10. YOUTUBE

NOT AT ALL INTERESTED

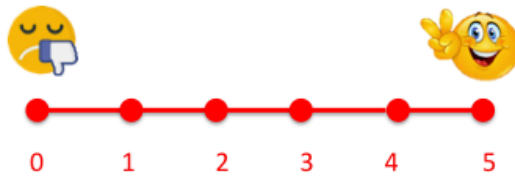
VERY INTERESTED



### 11.11. GOOGLE PICTURES

NOT AT ALL INTERESTED

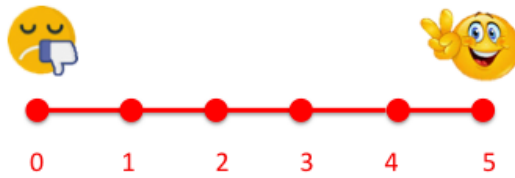
VERY INTERESTED



### 11.12. COGNITIVE TESTS

NOT AT ALL INTERESTED

VERY INTERESTED



**12. What other applications would you be interested in? (Please check all that apply)**

- Food home delivery services
- Drugs home delivery services
- Medical forums
- Sites with medical and health related information for seniors
- Entertainment games and quizzes
- Virtual tours

**13. Do you consider yourself to be an active person? (Please check only one option)**

1.  Not at all, I am very sedentary
2.  I am sedentary
3.  Depends on my mood
4.  I am an active person
5.  I am a very active person

**14. What is your residential status? (Please check only one option)**

1.  I live alone
2.  I live together with my life partner
3.  I live together with my life partner and other family members
4.  I live together with other family members

**15. How independent are you regarding your daily living? (Please check all that apply):**

1.  I am fully independent, I am able to manage all the aspects of daily living by myself
2.  I need some help with homecare



3.  I feel more comfortable if I am accompanied in certain circumstances such as shopping, medical visits, walks
4.  I need help with daily administration of my medication
5.  I need help with measuring biophysical parameters (blood sugar, blood pressure)
6.  I am dependent on my carer

**16. How old are you?**

**17. Your gender is:**

- Male
- Female

**Thank you very much for participating in the focus group and filling in the questionnaire!**

## **Annex 2: 1<sup>st</sup> Cycle Piloting Questionnaire**

### **Post-Questionnaire**

#### **SENIOR-TV**

#### **1<sup>st</sup> Cycle Piloting**

The present questionnaire is part of a pilot study organized within the SENIOR-TV project.

The project aims for developing a platform of formal and informal care-giving services for older adults, situating the elderly and, in particular, their well-being and happiness in the centre of the design.

The purpose of the questionnaire is to evaluate operability of the Senior-TV applications from the senior citizens' perspective.

The questionnaire includes 22 questions and it takes between 15 to 20 minutes to complete.

SENIOR-TV is co-funded by the Ambient Assisted Living program of the European Union.

**Thank you very much for your time!**

1. How difficult was it to use the button remote? (check the valid answer)



2. How difficult was it to use the mouse remote? (check the valid answer)



3. How relevant were the icons representing applications?



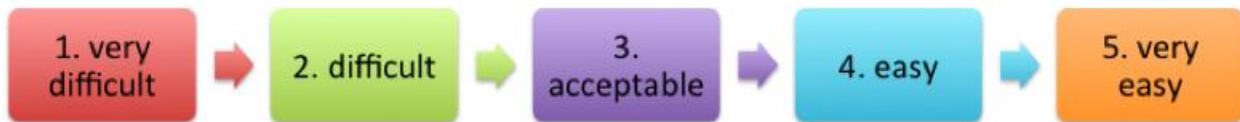
4. Did the pictures help you find the desired information?

1. YES

2. NO

## “NEWS”APPLICATION

5. How easy was it to navigate from one type of news to another?



6. How easy it was to select one type of news to be displayed on the screen?



7. Was the summary of the news relevant enough?

1. The summary was relevant
2. The summary was not relevant

8. Do you have any suggestions for improving this application? (please detail)

## “EVENTS” APPLICATION

9. How easy was it to navigate from one event to another?



10. Was the summary of the event relevant enough?

1. The summary was relevant
2. The summary was not relevant

11. Was the information in the detailed description of the event relevant enough?

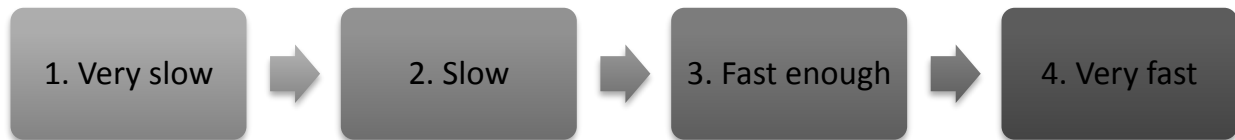
1. YES
2. NO

12. Do you have any suggestions for improving this application? (please detail)



**‘ATTENDIX’ ATTENTION GAME**

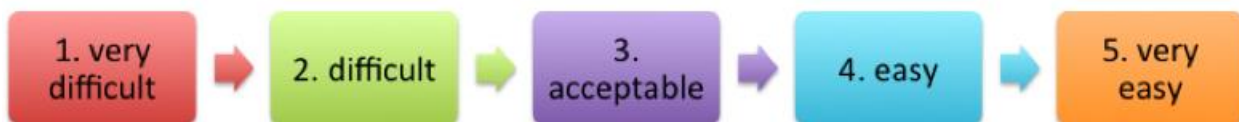
13. Did the game load fast enough?



14. Were the game instructions clear enough?



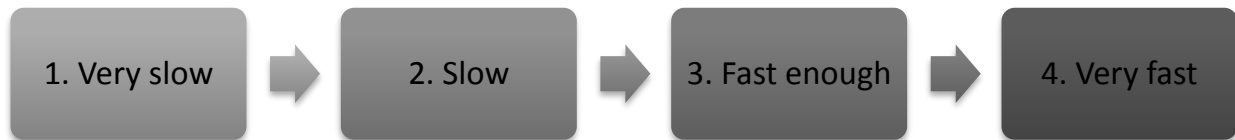
15. How easy was it to select the game items with the mouse remote?



16. Do you have any suggestions for improving this application? (please detail)

### 'EPISODIC' MEMORY GAME

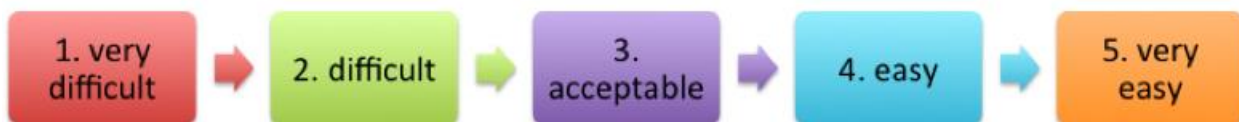
17. Did the memory game load fast enough?



18. Were the instructions for the memory game clear enough?



19. How easy was it to select the memory game items with the mouse remote?



20. Do you have any suggestions for improving this application? (please detail)

## WEATHER APPLICATION

21. How easy was it to load the information about the weather?



22. Was the information about the weather relevant enough?

1. YES

2. NO

**Thank you very much for your time.**

**Your opinion is extremely important for our project!**

## Annex 3: Workshop 2 Questionnaire

### SENIOR-TV – 2<sup>nd</sup> WORKSHOP

#### QUESTIONNAIRE

This questionnaire is part of a pilot study organized within the “SENIOR-TV PROJECT: PROVIDING ICT-BASED FORMAL AND INFORMAL CARE AT HOME”. The study will be conducted by [partner] with the participation of the experts from [partner]. The purpose of this questionnaire is to test the operability of the application from the seniors’ perspective.

The questionnaire has 30 questions. It takes approximately 20 minutes to fill in.

Thank you for your time!

1. Age: \_\_\_\_\_
2. Sex: F  ; M
3. How often do you use the Internet?
  - never
  - rare
  - once a week
  - once a day
  - a couple of times a day
4. Do you own a tablet or a smartphone?
  - yes
  - no
5. How often do you use a tablet or a smartphone?
  - never
  - rare
  - once a week

- once a day
  - a couple of times a day
6. Would you feel comfortable wearing a bracelet for monitoring the most important physical functions?
- yes
  - no
7. How many hours a day do you spend in front of the TV?
- less than 3 hours a day
  - between 3 and 6 hours a day
  - between 6 and 8 hours a day
  - above 8 hours a day
8. With who do you spend time in front of the TV?
- alone
  - with my soulmate
  - with another member of the family (child, brother, relative)
  - with the caretaker
  - with friends
9. Do you have a TV with Internet connection at home?
- yes
  - no
10. Do you use the Internet on TV? If yes, which are the most common applications you use frequently? If not, why are you not using them?
- yes \_\_\_\_\_
  - no \_\_\_\_\_
11. Would you like to manage you daily activities through the TV?
- yes
  - no

12. Would you like to receive notifications about your daily agenda through the TV?
- yes
- no
13. Do you usually perform outdoor physical activities alone, or accompanied? If so, do you have a recommendation from a specialized doctor?
- yes \_\_\_\_\_
- no
14. Would you like to receive additional information regarding the outdoor activities?
- yes
- no
15. Would you like to know where other persons that live in your area perform such activities?
- yes
- no
16. Do you perform physical exercises at home? If so, who recommended you those exercises?
- yes \_\_\_\_\_
- no
17. Would you like to receive personalized recommendations with the best exercises that fit your needs?
- yes
- no
18. Would you agree to follow physical therapy exercises which are taught in a specialized center, throughout the TV?
- yes
- no
19. Would you like to play games on the TV that help you develop your cognitive abilities?
- yes
- no

20. Would you play those games with other users?

yes

no

21. Would you share those results with your family or friends?

yes

no

22. What kind of games would you like?

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23. What do you use to communicate with your family or friends?

telephone

smartphone

tablet

desktop / laptop

TV

24. Have you ever communicated with your family or friends throughout video-chat services?

yes

no

25. Would you like to communicate through the TV with your family, friends or caregiver?

yes

no

26. How often have you use YouTube on TV?

daily

a couple of times per week

rarely

never

27. Would you like to receive video information regarding your favorite subjects on the TV?

yes

no

28. How often do you use social services (Facebook) on TV?

daily

a couple of times per week

rarely

never

29. Would you like to receive medical information on TV?

yes

no

30. Do you use the therapeutic recommendations to remember what medicine you have to take?

yes

no.



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# SENIOR-TV

## PROVIDING ICT-BASED FORMAL AND INFORMAL CARE AT HOME

### Quality Checklist

### D1.2 Requirements Document: V2

Peer Reviewer	
Reviewer	Partner
Aliki Economidou	CNTI

CRITERIA	VERIFIED
<b>1) Conformity to Standards and Project templates</b>	<b>X</b>
Logos (AAL, SENIOR-TV)	<b>X</b>
Project title, reference, author, version, revision, data	<b>X</b>
Mandatory statements (disclaimer)	<b>X</b>
Conformance to the standard structure required by EACEA (ex. Disclaimer, Executive summary, Acknowledgement, Introduction, page numbers, etc.)	<b>X</b>
<b>2) Language check (typing mistakes, grammar, etc.)</b>	<b>X</b>
<b>3) Coherence with objectives declared in the Technical Annex</b>	
Obj. 1: To elaborate the project's Quality Plan following well-accepted methodologies based on a detailed description of projects objectives, success	<b>N/A</b>

indicators and work plan.	
Obj. 2: To monitor all project activities and provide quality control of all project results as well as recommendations for improvements and identification of best practices.	<b>X</b>
<b>4) Reliability of data</b>	<b>X</b>
Information and sources well identified	<b>X</b>
Data and information are free from factual or logic errors	<b>X</b>
The analysis (if applicable) is reliable, i.e. previous studies have been sufficiently reviewed; qualitative information and quantitative data are balanced and appropriate	
<b>5) Credibility of findings</b>	
Findings supported by evidence based on data analysis	<b>X</b>
Replicability of findings	
<b>6) Validity of conclusions</b>	<b>X</b>
Conclusions meet evaluation questions and information needs	<b>X</b>
Conclusions supported by proper evaluation findings	<b>X</b>
No conclusions missing according to the evidences presented	<b>X</b>
<b>7) Please indicate any deviations from contractual conditions (WP objectives declared in the technical annex)</b>	
None	
<b>8) Comments/Suggestions for revision:</b> Suggestions for improvements and additions directly made to the text with track changes.	
<b>9) Implementation of revisions/modifications suggested and explanation for eventual rejections (performed by the Responsible of the Deliverable):</b> All suggestions and additions have been accepted and implemented.	
<b>10) Deliverable accepted</b>	
<input checked="" type="checkbox"/> YES	
<input type="checkbox"/> NO	
If NO, please state reasons:	

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# SENIOR-TV

## PROVIDING ICT-BASED FORMAL AND INFORMAL CARE AT HOME

### Quality Checklist

#### D1.2 Requirements Document: V2

Peer Reviewer	
Reviewer	Partner
Catalina Anghelache-Tutulan	COMPEXIN

CRITERIA	VERIFIED
<b>1) Conformity to Standards and Project templates</b>	<b>X</b>
Logos (AAL, SENIOR-TV)	<b>X</b>
Project title, reference, author, version, revision, data	<b>X</b>
Mandatory statements (disclaimer)	<b>X</b>
Conformance to the standard structure required by EACEA (ex. Disclaimer, Executive summary, Acknowledgement, Introduction, page numbers, etc.)	<b>X</b>
<b>2) Language check (typing mistakes, grammar, etc.)</b>	<b>X</b>
<b>3) Coherence with objectives declared in the Technical Annex</b>	
Obj. 1: To elaborate the project's Quality Plan following well-accepted methodologies based on a detailed description of projects objectives, success indicators and work plan.	<b>N/A</b>
Obj. 2: To monitor all project activities and provide quality control of all project results as well as recommendations for improvements and	<b>X</b>

identification of best practices.	
<b>4) Reliability of data</b>	<b>X</b>
Information and sources well identified	<b>X</b>
Data and information are free from factual or logic errors	<b>X</b>
The analysis (if applicable) is reliable, i.e. previous studies have been sufficiently reviewed; qualitative information and quantitative data are balanced and appropriate	<b>N/A</b>
<b>5) Credibility of findings</b>	
Findings supported by evidence based on data analysis	<b>X</b>
Replicability of findings	<b>N/A</b>
<b>6) Validity of conclusions</b>	<b>X</b>
Conclusions meet evaluation questions and information needs	<b>X</b>
Conclusions supported by proper evaluation findings	<b>X</b>
No conclusions missing according to the evidences presented	<b>X</b>
<b>7) Please indicate any deviations from contractual conditions (WP objectives declared in the technical annex)</b>	
None	
<b>8) Comments/Suggestions for revision:</b> Suggestions for improvements made on text.	
<b>9) Implementation of revisions/modifications suggested and explanation for eventual rejections (performed by the Responsible of the Deliverable):</b> All suggestions and additions have been accepted and implemented.	
<b>10) Deliverable accepted</b>	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
If NO, please state reasons:	