













- [23] M. M. de Graaf, S. Ben Allouch, and J. A. van Dijk, 'A phased framework for long-term user acceptance of interactive technology in domestic environments', *New Media Soc*, vol. 20, no. 7, pp. 2582–2603, Jul. 2018.
- [24] M. Cartwright et al., 'Effect of telehealth on quality of life and psychological outcomes over 12 months (Whole Systems Demonstrator telehealth questionnaire study): nested study of patient reported outcomes in a pragmatic, cluster randomised controlled trial', *BMJ*, vol. 346, p. f653, Feb. 2013.
- [25] B. Phillips and H. Zhao, 'Predictors of assistive technology abandonment', *Assist Technol*, vol. 5, no. 1, pp. 36–45, 1993.
- [26] J. Ware, M. Kosinski, and S. Keller, 'SF-12: How to Score the SF-12 Physical and Mental Health Summary Scales', Jan. 1998.
- [27] J. H. Hibbard, E. R. Mahoney, J. Stockard, and M. Tusler, 'Development and testing of a short form of the patient activation measure', *Health Serv Res*, vol. 40, no. 6 Pt 1, pp. 1918–1930, Dec. 2005.
- [28] International Wellbeing Group, Personal Wellbeing Group (2013). *Personal Wellbeing Index: 5th Edition*. Melbourne: Australian Centre on Quality of Life, Deakin University, 2013.
- [29] B. Parmanto, A. N. Lewis, K. M. Graham, and M. H. Bertolet, 'Development of the Telehealth Usability Questionnaire (TUQ)', *Int J Telerehabil*, vol. 8, no. 1, pp. 3–10, 2016.
- [30] S. P. Hirani et al., 'Quantifying beliefs regarding telehealth: Development of the Whole Systems Demonstrator Service User Technology Acceptability Questionnaire', *J Telemed Telecare*, vol. 23, no. 4, pp. 460–469, May 2017.
- [31] J. Jutai and H. Day, 'Psychosocial Impact of Assistive devices Scale (PIADS)', *Technology and Disability*, vol. 14, pp. 107–111, Jan. 2002.
- [32] J. A. Harkness, F. J. R. van de Vijver, and P. P. Mohler, Eds., *Cross-cultural survey methods*. Hoboken, N.J.: J. Wiley, 2003.

*»The authors acknowledge and thank the patients who participated in the intervention study as well as Bojan Jurca and Janja Ahlin for their help with the implementation of the study. This study was supported by the Slovenian Research Agency under Grant L5-9337 (Understanding and analysis of users' needs for the development of e-services for integrated social and health care in the aging society) and Grant P5-0399 (Programme Internet research).«*

**Contact Author:**

Simona Hvalič-Touzery  
University of Ljubljana | Faculty of Social Sciences  
[Simona.Hvalic-Touzery@fdv.uni-lj.si](mailto:Simona.Hvalic-Touzery@fdv.uni-lj.si)