Readiness for Delivering Digital Health at Scale: Lessons From a Longitudinal Qualitative Evaluation of a National Digital Health Innovation Program in the United Kingdom

Lennon, Bouamrane et al. 2016

APPENDIX 2: The four Normalisation Process Theory (NTP) constructs

NPT Construct	Themes Addressed by Construct
Coherence	Can people make sense of the new way of working and understand the purpose of the service innovation? Can people see how the service innovation differs from their current work practices?
Cognitive Participation	Do people buy into the new ways of working and can they sustain the new way(s) of working? Can they persuade others to join in?
Collective Action	How easy it to work in the new way? What resources/support/training are needed? Are people confident about the new way of working? How does it affect roles/responsibilities?
Reflexive Monitoring	What do people think of the new way of working? Can people modify the new way of working to better fit their needs?