

Supplementary S3. Model of Gagnon.

Table 1. List of factors related to the success or failure of ICT adoption [1].

Indicator	Subindicator
1. Factors related to ICT	
Design and technical concerns	
Characteristics of the innovation	Relative advantage (usefulness)
	Compatibility (with work process, values)
	Ease of use / complexity
	Triability
	Observability
System reliability	
Interoperability	
Legal issues	Confidentiality - privacy concerns
	Other legal issues (including security)
Evidence regarding benefits of IT	
Validity of the resources	Scientific quality of the information resources
	Content available (completeness)
	Appropriate for the users (relevance)
Cost issues	
Environmental issues	
2. Individual factors of healthcare professionals	
Knowledge	Awareness of the existence and/or objectives of the ICT
	Familiarity with ICT
	Familiarity with technologies in general
Attitude	Agreement with the particular ICT
	Applicability to the clinical situation
	Confidence in ICT developer
	Challenge to autonomy
	Impact on clinical uncertainty
	Time consuming/ time saving
	Outcome expectancy (use of the ICT leads to desired outcome)
	Motivation to use the ICT (readiness) /resistance to use the ICT
	Self-efficacy (believes in one's competence to use the ICT)
	Impact on professional security

	Agreement with ICTs in general (welcoming/resistant)
Socio-demographic characteristics	
	Age
	Gender
	Experience
	Ethnicity
	Other
3. Human environment	
Factors associated with patients	
	Patients' attitudes and preferences regarding ICT
	Patient/health professional interaction
	Applicability to patients' characteristics
	Other factors associated with patients
Factors associated with peers	
	Attitude of colleagues about ICT
	Support and promotion of ICT by colleagues
	Others factors associated with peers (relations between colleagues)
4. Organisational aspects	
Internal environment	
	Characteristics of the structure of work
	Setting of care (hospital, outpatient, primary care)
	Practice size
	Status (university/other, private/public)
	Physician salary status and reimbursement
	Work (nature of work)
	Time constraints and workload
	Work flexibility
	Relation between different health professionals (including role boundaries, change in tasks)
	Professional culture
	Skill -Staff
	Leadership
	Staff issues (stability, shortage)
	Resources availability
External environment	
	Financing of ICT / financial support
	Interorganisational relations
	Health care policies

1. Gagnon, M.P., Desmartis, M., Labrecque, M., Car, J., Pagliari, C., Pluye, P., et al. Systematic review of factors influencing the adoption of information and communication technologies by healthcare professionals. *J Med Syst.* **2012** 36, 241–277.