

Predictive Data Analytics in Telecare and Telehealth: A Systematic Scoping Review

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Predictive Data Analytics in Telecare and Telehealth: A Systematic Scoping Review

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Abstract

Background: Telecare and telehealth are important care at home services used to support individuals to live more independently at home. Historically, these technologies have reactively responded to issues. However, there has been a recent drive to make better use of the data from these services to facilitate more proactive and predictive care.

Objective: This review seeks to explore the ways in which predictive data analytics techniques have been applied in telecare and telehealth in at-home settings.

Methods: The PRISMA-ScR checklist was adhered to alongside Arksey and O'Malley's methodological framework. English language papers published in Medline, EMBASE and Social Science Premium Collection between 2012 and 2022 were considered and results were screened against inclusion/exclusion criteria.

Results: 86 papers were included in this review. The types of analytics featuring in this review can be categorised as anomaly detection (n=22), diagnosis (n=32), prediction (n=22) and activity recognition (n=10). The most common health conditions represented were Parkinson's disease (n=12) and cardiovascular conditions (n=11). The main findings include: a lack of use of routinely collected data; a dominance of diagnostic tools and barriers; opportunities that exist, such as including Patient Reported Outcomes (PROs), for future predictive analytics in telecare and telehealth.

Conclusions: All papers in this review were small-scale pilots and, as such, future research should seek to apply these predictive techniques into more routinely collected care data processes. Datasets used must be of suitable size and diversity, ensuring models are generalisable to a wider population and can be appropriately trained, validated and tested.

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Original Manuscript

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Data Accessibility Statement

Data extraction table will be made available via PURE.

Declarations

This study was jointly funded as part of the Glasgow City Innovation District Project by University of Strathclyde, Digital Health and Care Innovation Centre, Glasgow City Council, and Tunstall, who were part of the project team.

ABSTRACT

Background:

Telecare and telehealth are important care at home services used to support individuals to live more independently at home. Historically, these technologies have reactively responded to issues. However, there has been a recent drive to make better use of the data from these services to facilitate more proactive and predictive care.

Objective:

This review seeks to explore the ways in which predictive data analytics techniques have been applied in telecare and telehealth in at-home settings.

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Results:

86 papers were included in this review. The types of analytics featuring in this review can be categorised as anomaly detection (n=21), diagnosis (n=32), prediction (n=22) and activity recognition (n=11). The most common health conditions represented were Parkinson's disease (n=12) and cardiovascular conditions (n=11). The main findings include: a lack of use of routinely collected data; a dominance of diagnostic tools; and barriers and opportunities that exist, such as including Patient Reported Outcomes (PROs), for future predictive analytics in telecare and telehealth.

Conclusions:

All papers in this review were small-scale pilots and, as such, future research should seek to apply these predictive techniques into larger trials. Additionally, further integration of routinely collected care data and PROs into predictive models in telecare and telehealth offer significant opportunities to improve the analytics being performed and should be explored further. Datasets used must be of suitable size and diversity, ensuring models are generalisable to a wider population and can be appropriately trained, validated and tested.

Key Words: telecare, telehealth, data analytics, predictive models, scoping review.

INTRODUCTION

Technologies can play a role in addressing the challenges associated with supporting people to live longer independently at home. Telecare services have existed since the 1970s and are systems designed to support vulnerable individuals living in their homes, enabling them to retain their autonomy while ensuring they are protected from any anomalous situations that may arise [1]. Telecare devices have gone through many iterations since their introduction as simple user-triggered alarms and now include, for example, bed occupancy sensors and automatic fall detectors [1]. Today, telecare systems can work as lifestyle monitors, collecting data relating to the individual and their home environment in real time. Telehealth services are used in the management of long-term conditions such as heart disease or diabetes. Users are given equipment, such as vital signs monitors, to allow them to record blood pressure, heart rate or blood glucose levels for example. This data is shared with care providers to allow remote assessment of the well-being of an individual and to intervene if necessary.

Technology-enabled services have been a feature of care at home for a number of years and demand for these services remains high. In Scotland alone, there are over 129,000 people (2.4% of the total population) who make use of a telecare service or community alarm [2], while an estimated 1.8 million people across the whole of the United Kingdom (2.7% of the total population) use either telecare or telehealth services [3]. In the USA, a total of 2.3 million veterans used telehealth services in 2022, representing more than a third of all veterans receiving care from the Department of Veterans Affairs [4].

Newer telecare and telehealth devices collect increasing amounts of data from a variety of connected sensors and systems. However, most services respond to an anomaly once it has been identified and do not intelligently use the data they receive to identify those at higher risk of an adverse event in order to pre-emptively plan what an individual may require. There are significant benefits to more proactive services such as a reduction in secondary care use including ambulance call outs or eventual hospital admissions for example [5, 6].

Recent policy has highlighted a desire to shift telecare and telehealth services towards a more proactive model. The UK Government state – in their plan for Digital Health and Social Care – that anticipatory care promoting prevention through machine learning-facilitated data analysis will be routinely implemented by 2028 [7]. This has similarly been highlighted in a number of other countries including Australia, Canada and New Zealand [8-10].

This scoping review therefore seeks to identify and explore the ways in which predictive data analytics techniques have been applied in the use of community-based telecare and telehealth devices

and services in order to identify the current gaps and opportunities that exist for the future use of predictive analytics in telecare and telehealth.

METHODS

This review was conducted and presented in accordance with the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews (PRISMA-ScR) 2020 checklist [11]. The protocol was informed by the methodological framework proposed by Arksey and O'Malley [12].

Inclusion/Exclusion Criteria

This review considered any study utilising quantitative methods relating to the predictive use of data analytics in the fields of telecare and telehealth. Qualitative studies were excluded. The Population, Concept and Context (PCC) framework was applied. Database searches were conducted in August 2022 and restricted to papers published within 10 years of the initial searches being conducted. Only papers published in the English language were considered.

Population

Papers focussing on any and all users were included. All populations of users (anyone using a telecare and telehealth device or systems) including both adult and child services were valid for inclusion since the focus of this review was on the methods of analytics being applied, rather than the specific reason for accessing telecare or telehealth.

Concept

Any telecare or telehealth innovation that gathers or generates data and electronically communicates it for use in an analytical manner was valid for inclusion. This could be 'passive' technology, such as sensors and wearables, or 'active' technology where data is intentionally entered into a device by a user. Papers investigating devices which do not directly monitor a health element of an individual, such as an educational app, were excluded. Any data analytics that make inference or predictions from the data they receive were included in this review. This includes diagnosis, classification and anomaly detection and does not exclusively consider predictions of future events. Additionally, this review only considers telecare and telehealth devices related to a somatic condition, i.e. physical condition of the body. Papers focussed on mental health and loneliness, for example, were excluded as these conditions may necessitate a very different management approach.

Context

Any paper which had a 'care in the community' setting was suitable for inclusion (patient's own

home; assisted living facilities and sheltered accommodation). In-patient and non-home-based settings were excluded with the exception of papers that focus on technologies clearly designed for at-home use that have thus far only been tested on individuals in an in-patient setting.

Study Type

All reviews (systematic, literature and scoping) were excluded as this would cause duplicate data to be reviewed and could lead to bias through over reporting. Any paper outlining an entirely conceptual framework and not detail on how it would work in practice was excluded. The review also excluded editorials, summaries and opinion pieces.

Databases Searched

Databases relevant to health and social care – Medline [OVID], EMBASE [OVID] and Social Science Premium Collection [ProQuest] – were searched.

Search Strategy

Two key domains were identified for inclusion in the search strategy: data analytics and telecare/telehealth (see Table 1).

Search terms that were deemed most applicable to each database were applied. MeSH terms and free-text entries were considered as appropriate. Boolean operators such as ‘AND’, ‘OR’ and truncation codes were used to refine and improve searches. A copy of the full search strategy employed while searching the Medline database can be found in Multimedia Appendix 1.

Table 1 - Synonyms considered during literature searches for review.

Search Term Domains	Synonyms
Data analytics	Data analytics Big data Health analytics Electronic data capture Data management system Machine learning Data analysis Data mining
Telecare / Telehealth	Telecare Telehealth Remote healthcare services Remote monitoring Telemonitoring Telecommunication Advanced assistive technology

Study Screening

Results from each database search were imported to EndNote™ [13] where duplicates were removed. Studies were uploaded to Covidence™ [14] for screening. Title and abstract screening were completed by six reviewers (ML, NW, ED, DK, MR and LL). Every paper was screened independently by at least two researchers, with conflicts resolved through discussion. A third reviewer was consulted when agreement could not be reached.

Full-text versions of the accepted papers were obtained for full-text screening. There were 537 papers considered for full-text screening by the lead author. Of these 537, approximately 15% (n=80 out of 537) were screened collaboratively by the lead author (EA) and two other reviewers (NW and DK). Inter-rater agreement (all three reviewers coming to the same conclusion on inclusion or exclusion), was categorised through the following thresholds: <70% = poor, 70-79% = fair, 80-89% = good and ≥90% = excellent [15]. Of the papers that were collaboratively reviewed by all three researchers, there was an inter-rater agreement of 81%. This was a sufficient level of agreement for the remaining full-text papers to be independently screened by the primary author only. A second opinion was sought by the primary researcher during full-text screening when required. A PRISMA flow chart of the full screening process completed for this review can be found in Multimedia Appendix 2.

Data Charting Process

A data extraction table was created in Microsoft Excel® by the primary author. The data extraction table was piloted by the primary author for the first 10 papers before a discussion with secondary authors was conducted to ensure the appropriateness of the data being extracted. These discussions helped shape the table further with modifications made so that all relevant pieces of information were extracted. Data extracted related to key study characteristics, data analysed in the paper, the technology employed and the analytics techniques used.

Data Items and Synthesis of Results

Data was collected on paper characteristics (e.g. title, authors, year of publication, location of publication and country of origin) and study characteristics (e.g. study design, stage of implementation, study setting, primary/secondary analysis, participant description, duration of study and drop-outs). Data was also captured relating to the technology in use (e.g. what the technology is designed to assist with, the technology being employed and its function), the data used in the

analyses (e.g. data streams, where the data is sent and what it is being used for) and the methods of analyses employed (e.g. the statistical method of analysis, the actions taken as a result of the analysis and outcome measures). Information on the key findings from each study and any potential limitations with the studies were also collected. A summary of the data extracted for each paper can be found in Multimedia Appendix 3.

RESULTS

Approximately one third of papers (n=28) considered telecare services, with the other two thirds considering telehealth services (n=58).

The data analytics tasks employed in the studies reviewed (with reference to Banaee et al. [16]) can generally be categorised into: anomaly detection (n=21, 24%), prediction (n=22, 26%) and diagnosis and decision-making (n=32, 37%). Additionally, this review identified a fourth data analytics task which relates to activity recognition systems (n=11, 13%). Table 2 provides a breakdown of the papers, categorised by type of data analytics task applied.

Table 2 - Categories of data analytics in included papers.

Type of Data Analytics Applied	N	References
Diagnosis and decision making	32	[17-48]
Prediction	22	[49-70]
Anomaly detection	21	[71-91]
Activity recognition	11	[92-102]

The most common areas of focus for overall technology systems were general monitoring systems (n=14, 16%) and activity recognition systems (n=11, 13%). The majority of the included papers focussed on the prevention, detection, treatment or monitoring of a specific health condition (n=53, 62%). Of these, the most commonly studied was Parkinson's Disease (n=12, 14%), followed by conditions of the cardiovascular (n=11, 13%) and respiratory systems (n=8, 9%). Table 3 lists the number of papers considered by the paper's focus, split between technology systems and by health condition.

Table 3 - Focus of papers included in review, grouped by monitoring systems and by health condition ^a.

Focus of Paper (Technology System)	N	References
General monitoring system	14	[30, 53, 55, 59, 71, 73-75, 80, 84-85, 88, 90-91]
Activity recognition system	11	[92-102]
Falls monitoring system	5	[51, 70, 86, 89, 100]
Focus of Paper (Health Condition)	N	References
Parkinson's Disease	12	[20-21, 28, 32, 40-41, 43-44, 47-48, 76-77]
Cardiovascular system (heart disease, heart failure, atrial fibrillation, cardiovascular disease,	11	[23-24, 27, 46, 57, 63, 67-68, 70, 82-83]

blood pressure and anticoagulation)		
Respiratory system (lung transplant, chronic obstructive pulmonary disease and asthma)	8	[49, 56, 58, 60-62, 69, 79]
Sleep apnoea	4	[26, 29, 35, 78]
Diabetes (including Prediabetes)	4	[39, 64-65, 81]
Post-stroke rehab	3	[22, 25, 31]
Cognitive assessment/dependence	2	[18, 33]
Weight/diet	2	[36, 54]
Multiple Sclerosis	2	[37, 45]
Craniosynostosis	1	[17]
Gait	1	[19]
Pressure injuries	1	[34]
Alzheimer's Disease	1	[38]
Typhoid	1	[42]
Cancer	1	[50]
Pancreatectomy	1	[52]
COVID-19	1	[66]
Knee arthroplasty	1	[72]
Pain management	1	[87]

^aTable 3 does not sum to 86 as there are a small number of papers that have more than one area of focus.

Studies featuring primary data sources accounted for just over half of the papers included (n=46, 53%). There were a further 36 papers (42%) that used data originating from secondary sources, such as data gathered over the course of a separate experiment or trial that was then applied to future studies, while four papers (5%) used a combination of both primary and secondary sources [27, 41, 85, 99]. There were a total of three papers that focussed on the predictive analytics of data that has been routinely collected in telehealth practice, while there were no such telecare papers [31, 42, 68]. Every paper reviewed was either in a pilot/feasibility study or was undergoing proof-of-concept tests. Table 4 displays the different types of technologies featured in this review. The most common technologies were wearable sensors (n=38, 44%). The majority of the papers (n=68, 79%) used at least one type of sensor – be it wearable, environmental/motion/pressure, smartphone or 3D motion scanners. Other technologies included self-reported symptoms via smartphone apps (n=17, 20%) and vital signs monitoring (n=11, 13%). These technologies do not map neatly onto the data analytics tasks shown in Table 2. For example, wearable sensors feature in papers that consider diagnosis and decision making, anomaly detection, prediction and activity recognition tasks.

Table 4 - Technology featured in papers under review ^a.

Technology Used	N	Technology Used	N
Wearable sensors	38	Computer/Phone-based testing	2
Patient Reported Outcomes via app	17	Virtual glove	2
Environmental/pressure/motion sensors	16	Virtual knee sleeve	1
Vital signs monitoring	11	Video recording	1
Smartphone sensors	10	Voice recording	1
3D motion scanners	4	Images	1

^a Table 4 does not sum to 86 as a number of papers featured the usage of more than one technology.

Machine learning (ML) techniques were the most commonly applied method of analysis of the data

collected in the studies reviewed (n=76, 88%). Table 5 breaks down the machine learning techniques that have been reported in at least two paper in this review, highlighting the variety of different possible methods of analysis. For papers that consider multiple different machine learning methods, only the technique found to be most accurate has been selected. Other methods of analysis employed in this review were rules-based inference systems (n=4, 5%) and non-machine learning algorithms (n=3, 3%). The most commonly applied machine learning methods were decision trees (n=14, 16%), followed by neural networks (n=12, 14%) and support vector machines (n=11, 13%). Additionally, there are a number of papers (n=16, 21%) that consider highly bespoke algorithms, employed in one instance only, which do not feature in Table 5.

Table 5 - Machine learning techniques applied in relevant papers.

Machine Learning Technique	N	Machine Learning Technique	N
Decision trees	14	Ensemble (combination of models)	6
Neural networks	12	Logistic regression	5
Support vector machines	11	Hidden Markov Models	2
Random forests	8	k-Nearest neighbours	2

There were 68 papers (79%) in this review that reflected on potential limitations with their studies. Of these, two limitations were identified across multiple papers: small sample or study sizes (n=32, 47% of papers reporting limitations) and the issue of bias (n=13, 19% of papers reporting limitations). In total, there were only two included papers that considered the calculation of suitable sample sizes for their studies [31, 79].

The main limitation identified in the papers reviewed is that a significant number of papers are trained on very small datasets or samples. In total, there were 32 papers that acknowledged this as an issue. The other limitation that was identified a significant number of times was the possibility of the introduction of bias to the models. Bias presents a similar issue to small sample sizes as it can invalidate the findings of a study, as the model is trained on a group that is not representative of the wider population of interest. The types of bias identified in this review can be found in Table 6.

Table 6 - Sources of bias identified by researchers.

Type of Bias	N	References
Technology trialled on young, healthy individuals	5	[51, 71, 83, 93, 100]
Female dominated dataset	4	[18, 26, 39, 54]
More complete data received from healthier individuals	1	[24]
Participants almost all white and college educated	1	[44]
Participants all recruited from one church in urban area	1	[59]
Male dominated dataset	1	[67]

DISCUSSION

Within this review, the data analytics approaches can be categorised, with reference to Banaee et al [16], as: anomaly detection, prediction, and diagnosis/decision making. Additionally, a fourth analytics category, activity recognition systems, has been identified. Table 2 features a breakdown of the analytics approaches employed in the reviewed papers.

Diagnosis and decision-making systems were the most commonly occurring data analytics task performed in the literature (n=32, 37%), while systems designed to identify anomalous events that have already taken place accounted for 21 reviewed papers (24%). Systems designed to make temporal predictions – identify an anomaly or event in advance of it taking place – only accounted for 22 of the papers reviewed (26%). This branch of analytics approaches is of critical importance to researchers and care providers due to the potential healthcare savings that could be made through the timely and proactive identification and resolution of anomalies before they occur. As such, it would be expected that in the future, studies focussing on the prediction of anomalous events will become more frequently applied in the field of telecare and telehealth. This is supported by recent policy documents highlighting aspirations to move towards more proactive and predictive models of care [7-10].

The final identified branch of data analytics tasks is activity recognition systems (n=11, 13%). These systems typically use a classification model to identify the activity performed (e.g. walking, falling) which is very relevant in the field of telecare but found rarely in the literature. A few studies show how such systems could be advanced towards more predictive anomaly detection [92, 100] but they do not currently have a feedback loop whereby the recognition of an event taking place leads to an action by the care provider. This is of critical importance if aiming to identify people at risk of an adverse event and take preventative measures and is likely to become more commonly applied in telecare and telehealth moving forward.

Analytics Focus

This review also highlighted that there has been far more research into predictive analytics in telehealth (n=58) compared to telecare (n=28). Telehealth data may be more suitable to the application of predictive analytics because it is often more structured and numerical in nature whereas social care data more frequently relies on unstructured case notes.

Studies which considered a system or technology aimed at a specific disease or condition made up the majority of papers identified, with the most common disease of focus being Parkinson's disease [31-42]. The reason for the large quantity of studies focussing on Parkinson's disease might be due, in part, to the features and symptoms of the disease itself and their suitability for being measured by

sensors and then modelled by data analytics techniques. For example, slowness of movement, uncontrollable shaking and gait problems are very common Parkinson's disease symptoms and are all well suited to being captured through wearable sensors. Such remote monitoring or assessment is also useful in diseases like Parkinson's disease where clinical features of the disease may be intermittent in the early stages and thus may not be present during a scheduled assessment [103].

Patient Reported Outcomes

While PROs were one of the more commonly featured tools in this review (n=17, 20%), they are not commonly used in telecare predictive data analytics models (n=3 out of 28 telecare papers, 11%). PROs can provide more nuanced information than solely using clinical indicators which can lead to an underestimation of the impact on a patient in combination with an overestimation of the effectiveness of treatment being provided [104-105]. As such, there is an argument to be made for further utilisation of PROs in predictive data analytics models, especially in the field of telecare.

The inclusion of PROs in predictive modelling work is challenging as it requires the marrying of objective and subjective data but this can help to strengthen model results as they will reflect the true reported experience and outcomes for the patient. Indeed, evidence shows that PRO measurements are of comparable accuracy to many objective clinical measures [106]. Appropriate testing, validation and re-evaluation of PROs can help to improve the quality and consistent collection of data while the move towards standardisation of PROs through the use of tools such as the National Institute of Health's Patient-Reported Outcome Measurement Information System (PROMIS) can enable a rise in data quality levels across the board, facilitating a greater integration of PROs in predictive modelling work [107].

Use of Routinely Collected Data

Routinely collected data can be defined as data that has not been specifically captured for research purposes. There are only three studies featured in this review using data that has been routinely collected in real world health and care practice, with all of these papers considering telehealth systems [31, 42, 68]. From a telehealth perspective, a lack of use of routinely collected data makes sense due to these systems focussing on highly specific features that need to be extracted about a given condition or illness. As such, the data considered in these systems tend to originate from bespoke, highly targeted data collection methods.

However, a significant amount of data is being generated by providers of telecare services globally as they deliver care and the application of data analytics in these real-world datasets needs to be explored further than it has been to date. One key barrier to the analytical use of routinely collected

telecare data is that this data is typically siloed in different locations with a lack of interoperability between systems. For example, call handling data is frequently maintained in a different system to other social care data meaning that the outcomes of calls are not accessible to social care organisations. This has been identified by the Scottish Government as being a key issue preventing the use of data-driven care [108].

Additionally, work must be done to improve other issues surrounding the use of routinely collected data such as patient consent and data governance and security [109]. If researchers, care providers and any commercial suppliers in control of these rich data sources can collaboratively overcome these identified issues then a whole new avenue for the use of predictive data analytics will be opened.

Limitations within Studies

Limitations noted by researchers were typically specific to the technology employed. For example, low quality data being captured from sensors [84], the technology being uncomfortable to wear and with a short battery life [86] and there being a limited number of sensors employed [93]. Limitations related to the analytics techniques included low impact falls being missed by a model [89], large volumes of missing values [61] and a model that struggled to differentiate between an individual sitting and standing [101].

The main limitation identified in this review is that a significant number of papers are trained on very small datasets or samples. In total, there were 32 papers (47% of the total papers reporting limitations) that acknowledged this as an issue. This is a critical problem as having a small sample size could undermine the legitimacy of the findings of the paper – particularly when the outcome of interest is rare. Small sample sizes make it harder to accurately train, validate and test machine learning models with the findings less conclusive and less reliable.

To ensure that the strongest evidence base possible sample size calculations should be conducted prior to the study, however only two of the papers featured in this review reported prior sample size estimation [31, 79]. This could be due to the pragmatic nature of recruitment, with it being difficult to recruit significant numbers of individuals with a certain condition, but is no less of an issue to the validity of the findings.

The other limitation that was identified a significant number of times was the possibility of the introduction of bias to the models, as can be seen in Table 6. Bias could invalidate study findings as the model is trained on a group that is not representative (e.g. gender, age) of the target population meaning that its performance may not translate in reality. In the field of telecare and telehealth, it is critical that datasets consider individuals of appropriate age – generally elderly – and that disease-

specific systems have been trialled on individuals with the illness or condition of interest. For example, a study using young, healthy volunteers to classify falls – and other activities – requires participants to simulate falls [100]. This may impact on the accuracy of the model and a dataset featuring genuine falls captured by elderly individuals would be significantly more appropriate. The key sources of bias identified in this review are the use of exclusively young, healthy adults to trial technologies that are designed for an older population and datasets which are dominated by women.

Limitations of this Review

The quality of the studies selected for inclusion in this review was not assessed using any official appraisal tool. This is typical of a scoping review, which seeks to synthesise the available literature rather than provide a systematic analysis, however, this means that the quality of the papers featuring in this review cannot be guaranteed. A further limitation of this review is that it may have missed commercially developed data analytics tools that have been implemented in practice, as these would not necessarily be contained in the research literature. Finally, only papers that were available in the English language were considered which may preclude a number of papers of relevance to this review.

CONCLUSION

Predictive data analytics have been widely used in the field of telecare and telehealth but all of the studies featured in this review are still small-scale pilot studies and must be extended to larger trials. Additionally, opportunities for predictive analytics revolving around routinely collected data and PROs should be explored further. Using larger and more diverse ‘real world’ data will enable models to be built that have less bias, can predict more accurately, and could be adapted more widely within other telecare or telehealth settings. Ultimately, appropriate consideration of these factors could lead us to more predictive and preventative data driven models of telecare and telehealth.

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Supplementary Files

Multimedia Appendixes

Example literature search strategy employed in Medline.

URL: <http://asset.jmir.pub/assets/6ddeac821feb549a8903ed7552c5eb95.docx>

A copy of the PRISMA flow diagram for the full screening process.

URL: <http://asset.jmir.pub/assets/de202229b32ccddc77d752719182e6d3.docx>

A summary of the data extracted for each paper included in this review.

URL: <http://asset.jmir.pub/assets/d611c7f3d9132cb456fd9907f8dc1580.docx>

CONSORT (or other) checklists

Completed PRISMA-ScR checklist.

URL: <http://asset.jmir.pub/assets/894760d499eeae8769da424f7dec11e3.pdf>