

# Usability and feasibility of esTOCma, a gamified mobile application to reduce stigma and increase mental health literacy associated with obsessive-compulsive disorder

José Montañés<sup>1</sup>, José López-Santiago<sup>2</sup>, Antonio Chaves<sup>1</sup>, Diana Castilla<sup>1</sup>, Sandra Arnáez<sup>1</sup>, Gemma García-Soriano<sup>1\*</sup>

<sup>1</sup> Dpto Personalidad, Evaluación y Tratamientos Psicológicos. Universitat de València (Spain)

<sup>2</sup> Complejo Hospitalario Universitario de Albacete (Spain)

\*gemma.garcia@uv.es

## INTRODUCTION

Stigma is one of the main reasons why patients with obsessive-compulsive disorder (OCD) delay seeking help and treatment. The **esTOCma** e-health app is a serious game that has been developed to overcome this stigma and lack of knowledge about OCD by providing tools for seeking professional help.

**OBJECTIVE:** to analyze the usability, satisfaction and dropouts reason associated with esTOCma.



## METHOD



### 555 participants

- Age:  $M = 39.24$  years ( $SD=15.78$ )
- Time of use:  $M = 17.78$  days ( $SD=15.58$ )
- Sex: 64.3% women, 35.7% men

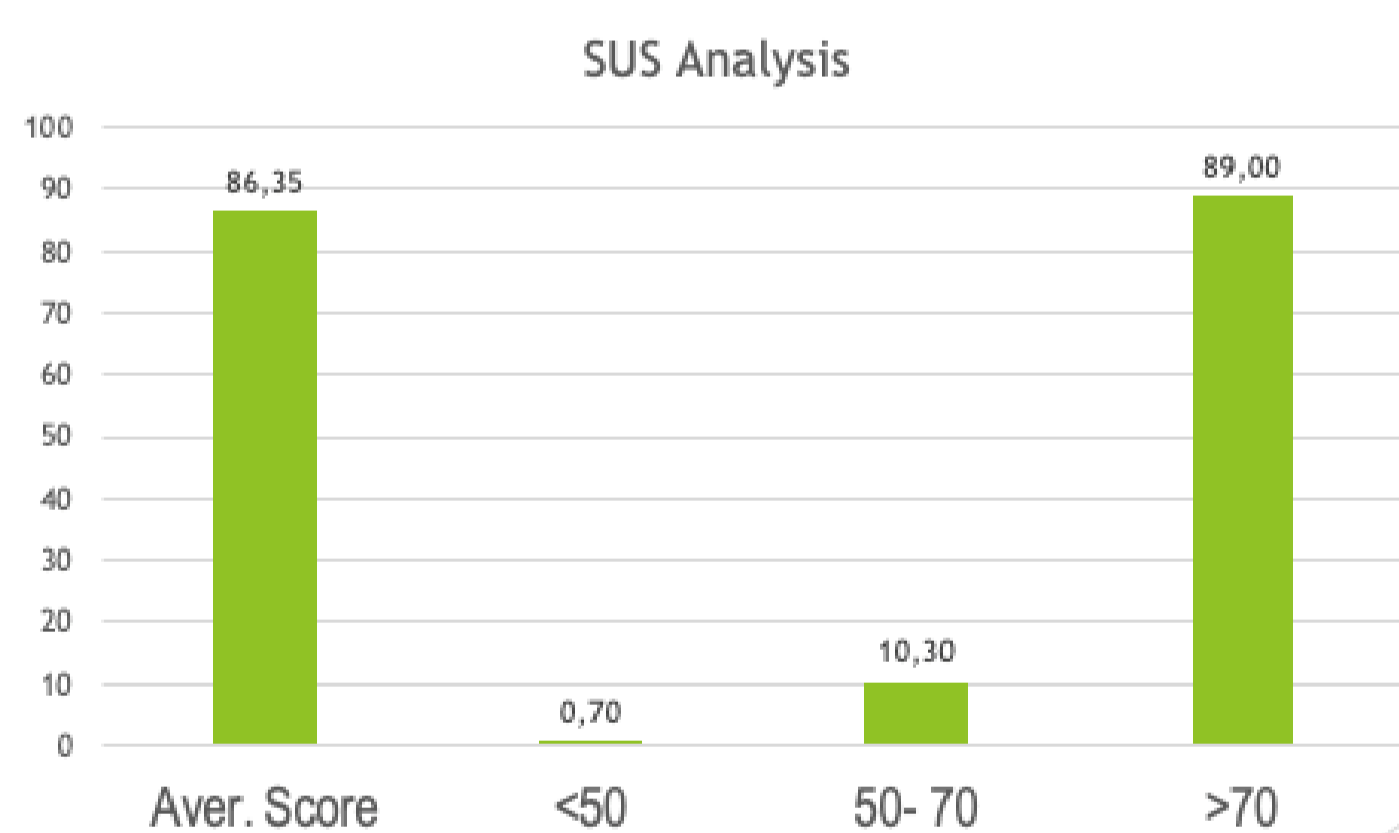
155 participants who had drop out the app

➔ **Usability:** System Usability Scale (SUS; Brooke, 1996)  
**Satisfaction:** ad hoc questionnaire composed of four items (i.e., perceived usefulness, perceived learning, adequate duration of the app, recommendation), Likert scale of four points.

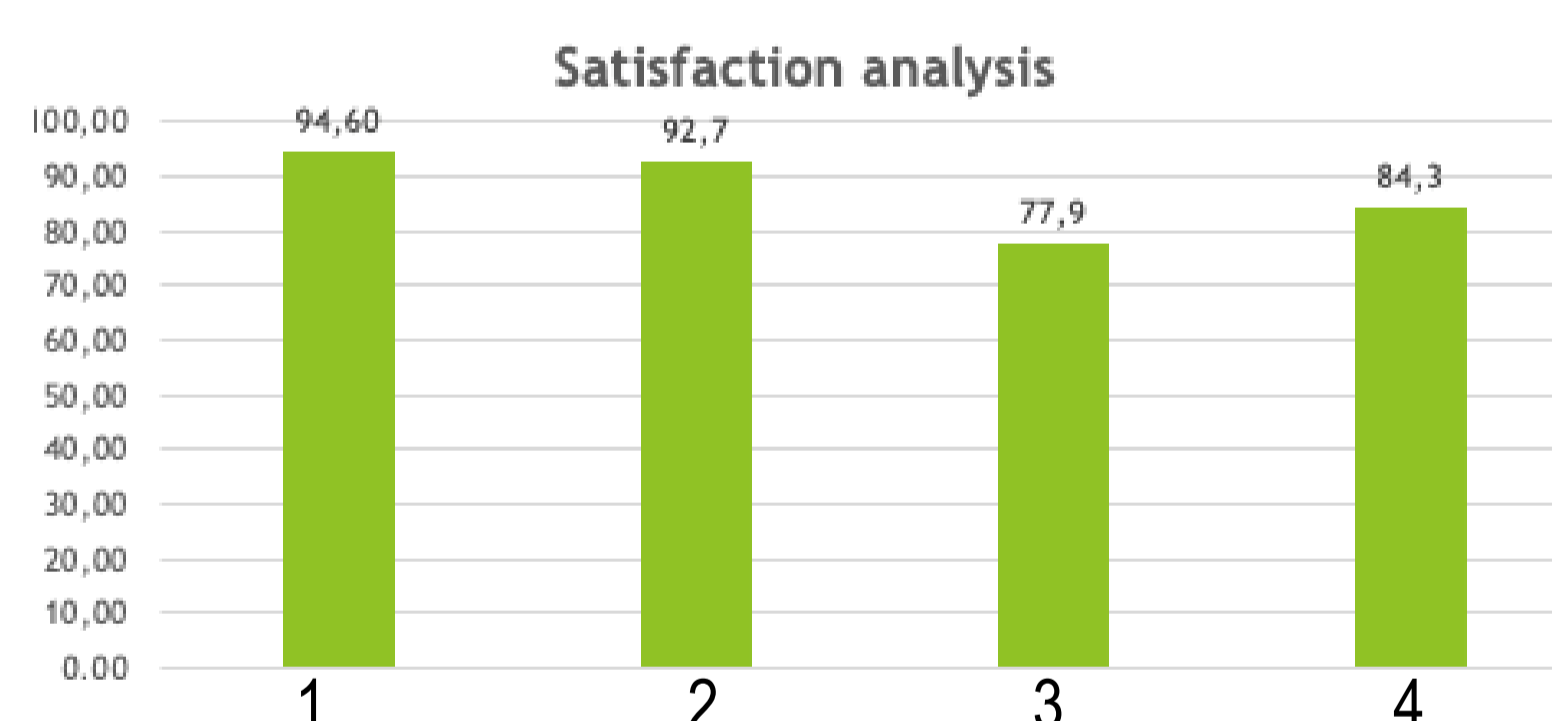
➔ **Reasons for abandonment:** individual interview

## RESULTS

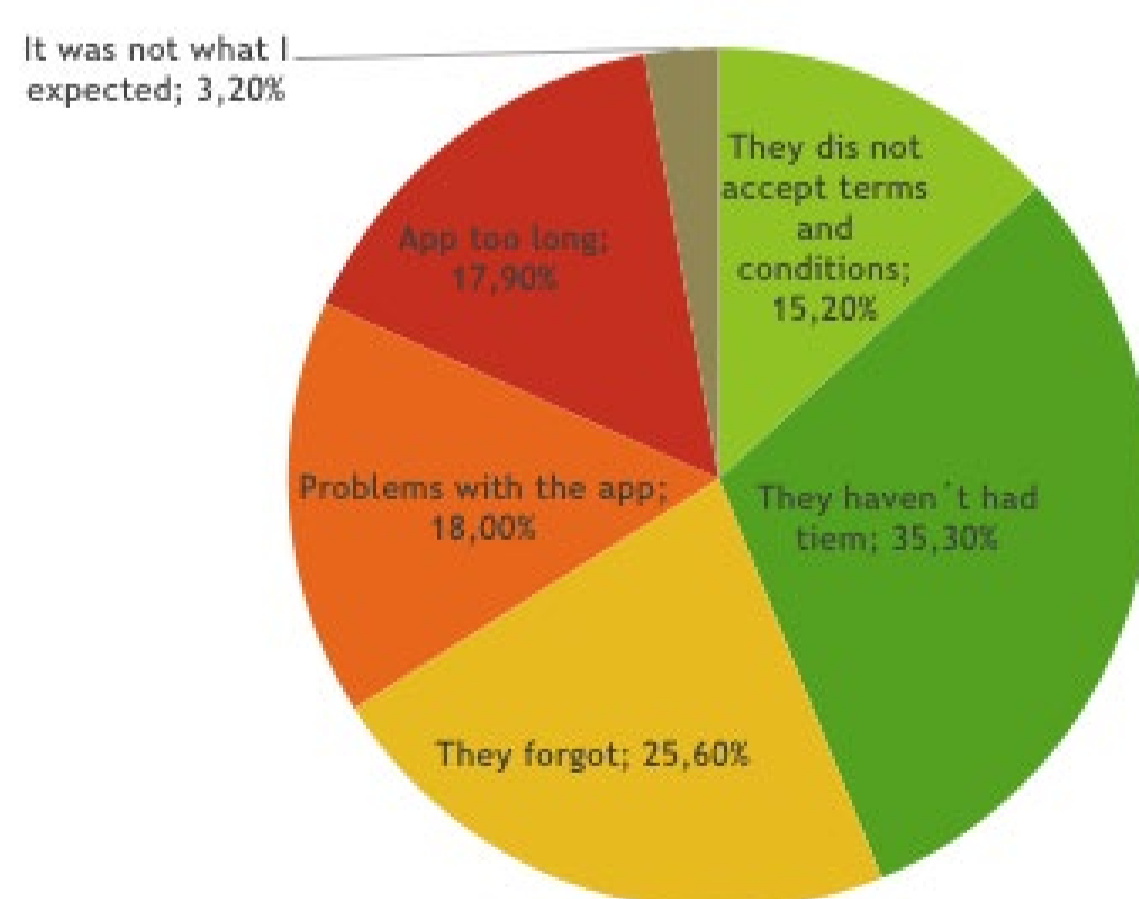
**Usability** was assessed with the System Usability Scale and obtained a  $M = 86.35$  ( $SD=12.48$ ) which is interpreted as a perceived excellent app (Bangor 2008).



**Satisfaction:** Perceived usefulness, obtained  $M = 3.48$  ( $SD=0.61$ ) representing a perception of the app between useful and very useful. Most users (92.8%) felt that the app helped them learn about OCD between a lot and quite a bit. 77.36% of the participants considered the app duration very adequate and adequate, and 84.3% of the participants indicated that they would recommend the app very much.



1= Perceived utility  
 2= Perceived learning  
 3= Adequate duration  
 4= Would recommend the APP



**Reasons for drop out,** after the categorical analysis of the interviews through an inter-judge analysis, 35.3% of participants stated they did not have time to use it, 25.6% forgot that they had to use the app, 18% had problems with the app and notifications, 17.9% reported that its duration was excessive, and 3.2% thought it was not what they expected based.

## DISCUSSION

The main findings in this study suggest that there is a high level of usability and satisfaction associated with the esTOCma application, and the main dropout causes were due to participants' characteristics ("didn't have time to use it") and behavioral reasons ("forgot that they had to use the app").