

Delphi Round 2: Implementation items and results

Implementation of the Digital Health Navigator role

Key to the item tables

Item ID	Identification number of each implementation statement (Survey-ID).
Statement	Wording of the statement rated in the Round 2 survey. Consolidated from Round 1 statements; editorially revised, not verbatim quotations.
Relevance (median)	Median relevance rating (0-4 scale).
Relevance consensus	Consensus reached on relevance (SD < 1.0).
Agreement (median)	Median agreement rating (0-4 scale).
Agreement consensus	Consensus reached on agreement (SD < 1.0).
Level	Recommendation level as assigned after Round 2, before the Round 3 consensus-refinement step; "Excluded" = statement did not meet inclusion criteria after Round 2. Three statements that were only added to the catalogue as a result of Round 3 (S-2_1_010, S-2_2_013, S-2_3_010) are shown here as "Excluded" to reflect their Round 2-only status; see Additional file 6 for their Round 3 outcome and Additional file 7 for the complete final catalogue (which includes them).

Teaching content on DiGAs

Item ID	Statement	Relevance (median)	Relevance consensus	Agreement (median)	Agreement consensus	Level
S-2_1_001	DHNs should be able to support both Android and iOS devices.	3	✓	4	✓	1
S-2_1_002	Training for DHNs should focus on technical support for DiGAs.	3	✓	3	✓	1
S-2_1_003	DHNs should have access to a user account for all DiGAs beyond the training itself, to test and evaluate them.	3	✓	3.5	✓	1
S-2_1_004	DHNs should be able to explain the treatment plans generated within DiGAs.	3		4		2
S-2_1_005	DHNs should be able to recall knowledge about DiGAs without much deliberation.	3		3		Excluded
S-2_1_006	DHNs should have the ability to independently fill knowledge gaps about DiGAs.	3		3	✓	2
S-2_1_007	DHNs should be familiar with the prescription and redemption process for DiGAs.	4	✓	4	✓	1

S-2_1_008	DHNs must know how to process data collected by DiGAs (e.g. to produce reports for the clinical team/HCP).	3	✓	3.5	✓	1
S-2_1_009	DHNs should have the ability to familiarise themselves independently with DiGAs.	4	✓	4	✓	1
S-2_1_010	It is sufficient for DHNs to have particularly good knowledge of at least one DiGA per condition for which a DiGA exists.	4	✓	1		Excluded
S-2_1_011	A basic understanding of DiGA data processing is entirely sufficient for the DHN role.	3	✓	3	✓	1
S-2_1_012	DHNs must be able to provide an overview of commonly used DiGAs.	4	✓	4	✓	1
S-2_1_013	DHNs must be able to provide an overview of all DiGAs.	2.5		1		Excluded
S-2_1_014	DHNs must have knowledge of commonly used DiGAs that goes beyond a general overview.	3		3		Excluded
S-2_1_015	DHNs must have knowledge of all DiGAs that goes beyond a general overview.	1.5		1		Excluded
S-2_1_016	DHNs should know the content of commonly used DiGAs.	3	✓	3	✓	1
S-2_1_017	DHNs should know the content of all DiGAs.	2		1		Excluded
S-2_1_018	Given the number of DiGAs, it is sufficient for DHNs not to have in-depth knowledge of all DiGAs.	3	✓	2		Excluded
S-2_1_019	DHNs should be able to install and set up commonly used DiGAs.	4	✓	4	✓	1
S-2_1_020	DHNs should be able to install and set up all DiGAs.	3		3		Excluded
S-2_1_021	DHNs should have personal experience using commonly used DiGAs.	3		3		Excluded
S-2_1_022	DHNs should have personal experience using all DiGAs.	1.5		1		Excluded
S-2_1_023	If a DHN has only limited knowledge of a DiGA, this reduces confidence in the DHN's competence.	3	✓	3		3
S-2_1_024	DHNs should be aware of the evidence base for a DiGA.	3		3	✓	2
S-2_1_025	DHNs should have knowledge of the indications and contraindications of a DiGA.	4	✓	4	✓	1
S-2_1_026	DHNs should be required to know DiGA-specific information on data processing/security.	3		3	✓	2

Integration into patient care

Item ID	Statement	Relevance (median)	Relevance consensus	Agreement (median)	Agreement consensus	Level
S-2_2_001	Knowledge about DiGAs should be conveyed to the clinical team by the DHN.	3	✓	3	✓	1

S-2_2_002	HCPs should have an overview of DiGAs, just as they should have an overview of the medications they prescribe.	4		3	✓	2
S-2_2_003	The DHN should be able to provide more in-depth knowledge about a specific DiGA where needed.	3	✓	3	✓	1
S-2_2_004	The DHN must not make decisions regarding diagnosis.	4	✓	4		3
S-2_2_005	The DHN must not make decisions regarding treatment planning; the initiative always remains with the HCP.	4	✓	3		3
S-2_2_006	The DHN should maintain a neutral stance towards patients and their data.	3	✓	4	✓	1
S-2_2_007	The DHN should approach patients with a benevolent attitude.	4	✓	4	✓	1
S-2_2_008	The DHN should foster a good and motivating working atmosphere during meetings with patients.	4	✓	4	✓	1
S-2_2_009	The DHN should have a sense of a patient's level of functioning and adapt their interaction accordingly.	4	✓	4	✓	1
S-2_2_010	The DHN should base their interaction with patients solely on diagnosis.	3	✓	1	✓	1
S-2_2_011	A good rapport and trusting relationship between DHN and patient is considerably more important than the DHN's knowledge of mental illness.	3		2	✓	Excluded
S-2_2_012	The DHN's technical competence is just as important as their interpersonal manner with patients.	3	✓	3		3
S-2_2_013	DHNs are only obliged to provide technical support insofar as this contributes to treatment of the condition.	3	✓	1		Excluded
S-2_2_014	Information materials on commonly occurring technical problems and their solutions should be made available to patients.	3	✓	3.5	✓	1

Course of DiGA-based treatment

Item ID	Statement	Relevance (median)	Relevance consensus	Agreement (median)	Agreement consensus	Level
S-2_3_001	Basic prerequisites patients must bring to DiGA use include available resources (e.g. a suitable device, internet connection) and motivation.	4	✓	4	✓	1
S-2_3_002	That patients' devices may be incompatible with the offered DiGAs represents a realistic barrier.	3	✓	3	✓	1
S-2_3_003	It should be possible to lend devices to patients for the duration of DiGA treatment.	3		3		Excluded

S-2_3_004	DHNs should be briefed by the HCP about the patient and their condition before the first joint meeting.	3.5	✓	3	✓	1
S-2_3_005	Before the first joint meeting, the DHN should be briefed about the patient and their condition through a questionnaire completed by the patient.	3		3		Excluded
S-2_3_006	The first meeting between DHN and patient should be used for installing, setting up, and introducing the prescribed DiGA.	3.5	✓	3	✓	1
S-2_3_007	Meetings between DHN and patient should be documented by the DHN.	3		3	✓	1
S-2_3_008	Relevant data from the DiGA used by the patient should be documented by the DHN.	3		2		Excluded
S-2_3_009	Documentation of meetings between DHN and patient should only take place with the patient's permission.	3	✓	3		2
S-2_3_010	Forwarding information from meetings between DHN and patient to the HCP should only take place with the patient's permission.	4		3		Excluded
S-2_3_011	The DHN should be informed by the HCP about a patient's psychological wellbeing before a meeting.	3.5	✓	3		2
S-2_3_012	The DHN evaluates the data collected through the DiGA together with the patient.	3	✓	3		2
S-2_3_013	The HCP should be informed by the DHN about a patient's psychological status before a meeting.	3	✓	3	✓	1
S-2_3_014	There is no need for a fixed schedule for exchanges between HCP and DHN regarding a patient.	3		2		3
S-2_3_015	Data collected through DiGAs should be incorporated into the patient's treatment.	3	✓	3	✓	1
S-2_3_016	The process by which a patient is enrolled in DiGA treatment should be defined individually by each clinic.	3	✓	3	✓	1
S-2_3_017	The following would be a sensible example process for enrolling a patient in DiGA treatment: 1. HCP identifies the patient's potential for DiGA treatment; 2. DHN assesses the patient for technical competence; 3. DHN reports back to the HCP and, where applicable, gives a DiGA recommendation; 4. HCP prescribes the DiGA; 5. DiGA treatment begins.	4	✓	3		2
S-2_3_018	Patient, DHN, and HCP should meet together to select a DiGA.	3		2		Excluded

Information resources

Item ID	Statement	Relevance	Relevance	Agreement	Agreement	Level
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		(median)	consensus	(median)	consensus	
S-2_4_001	The evaluation of DiGAs should preferably be presented in words rather than through point-based rating systems.	3	✓	2		Excluded
S-2_4_002	The website should provide an overview of the conditions for which DiGAs exist.	4	✓	4	✓	1
S-2_4_003	From a given condition, users should be able to reach an overview of all DiGAs that can be used to treat it.	4	✓	4	✓	1
S-2_4_004	The website should allow DiGAs with the same indication to be listed together.	4	✓	4	✓	1
S-2_4_005	A detailed view should exist that lists all relevant information about a DiGA.	3	✓	3.5	✓	1
S-2_4_006	There should be a separate website for patients and professionals.	3	✓	3		Excluded
S-2_4_007	The website should include a pros/cons list for every DiGA.	3		3	✓	2
S-2_4_008	The website should indicate any additional equipment required for a DiGA (e.g. VR headset, heart-rate monitor).	4	✓	4	✓	1
S-2_4_009	The website should indicate the time investment required to use a DiGA.	3	✓	3	✓	1
S-2_4_010	The website should display user reviews for each DiGA.	3	✓	3	✓	1
S-2_4_011	It would be sufficient to display user reviews from app stores on the website.	3	✓	2		Excluded
S-2_4_012	User reviews displayed on the website should only be creatable by users through the website itself.	3		2.5		Excluded
S-2_4_013	User reviews displayed on the website should be verified beforehand to ensure their quality.	3	✓	3	✓	1
S-2_4_014	User reviews displayed on the website should have been verified by DHNs beforehand.	2	✓	2		Excluded
S-2_4_015	The website should include information on the prescription and redemption process for DiGAs.	4	✓	4	✓	1
S-2_4_016	DiGAs should be findable through a search function.	4	✓	4	✓	1
S-2_4_017	DiGAs should be findable through a filter function.	4	✓	4	✓	1
S-2_4_018	The website should enable a direct comparison between DiGAs.	3	✓	3.5	✓	1
S-2_4_019	A filter function should allow different mental health conditions to be distinguished.	3.5	✓	4	✓	1
S-2_4_020	A filter function should be designed so that all filter options can be seen at a glance.	3	✓	3.5	✓	1
S-2_4_021	Information for professionals should be listed after information for patients in a DiGA's description.	3	✓	3	✓	1

S-2_4_022	There should be a separate view of the website for patients and professionals.	3	✓	3		3
S-2_4_023	The website's design should intuitively guide users on how to find a suitable DiGA.	4	✓	4	✓	1
S-2_4_024	The website should include recommendations for DiGAs.	3	✓	2		Excluded
S-2_4_025	External websites should be linked in the same language as the website itself.	3		3	✓	2
S-2_4_026	The website should also work well on smartphones.	4	✓	4	✓	1
S-2_4_027	The detailed view of a DiGA should convey a sense of what using it is like, e.g. through a demo or screenshots.	3	✓	3	✓	1
S-2_4_028	DiGA descriptions on the website should not be written by the manufacturer, to avoid the risk of advertising.	3	✓	4	✓	1
S-2_4_029	DiGA descriptions on the website should be as neutral as possible and based on scientific criteria.	3	✓	3.5	✓	1
S-2_4_030	The manufacturer price shown for a DiGA is misleading or unsettling and should therefore be explained.	3		3		Excluded
S-2_4_031	The manufacturer price shown for a DiGA is misleading or unsettling and should therefore not be displayed.	3		2.5		Excluded
S-2_4_032	The PZN (pharmaceutical central number) for a DiGA should be easy to find.	3	✓	3	✓	1
S-2_4_033	DiGAs should be comparable in a table based on hard facts such as platform, indication, and functions (e.g. as in online product comparisons).	3	✓	3	✓	1
S-2_4_034	A filter function should always show which filter settings are currently selected.	3.5		4	✓	2
S-2_4_035	There should be an option to display the website in plain language (e.g. without technical terms for conditions).	4	✓	4	✓	1
S-2_4_036	A guided-selection function should help users find recommended DiGAs by answering a series of questions.	3		3	✓	2

Training framework

Item ID	Statement	Relevance (median)	Relevance consensus	Agreement (median)	Agreement consensus	Level
S-2_5_001	Completing training courses or continuing education is an entirely sufficient qualification for the DHN role.	3	✓	3		2
S-2_5_002	Manufacturers of DiGAs should be encouraged to contribute, at least partly, to the funding of DHN training.	3	✓	3	✓	1
S-2_5_003	A competency assessment should take place as part of DHN training.	3		2		Excluded

S-2_5_004	Combining DHN training with an assessment would reduce interest in the training.	3		3		Excluded
S-2_5_005	A competency assessment would set too high a bar for the DHN role.	3	✓	2.5		Excluded
S-2_5_006	Case studies and role-play scenarios during training already ensure DHN competence.	3	✓	3	✓	1
S-2_5_007	Mandatory continuing education should ensure the ongoing competence of DHNs.	3	✓	3	✓	1
S-2_5_008	Competency assessments should take place as part of continuing education for DHNs.	3		1.5		Excluded
S-2_5_009	Continuing education for DHNs should be delivered online.	3		3		Excluded