

Delphi Round 2: Competency items and results

Digital Health Navigator competencies (adapted Harvard Digital Navigator Training)

Key to the item tables

Item ID	Identification number of each competency statement (Survey-ID).
Competency statement	Wording of the competency statement rated in the Round 2 survey. Consolidated from Round 1 skills; editorially revised, not verbatim quotations.
Relevance (median)	Median relevance rating (0-4 scale).
Relevance consensus	Consensus reached on relevance (SD < 1.0).
Self-rated competence (median)	Median self-rated competence (0-4 scale).
Competence consensus	Consensus reached on self-rated competence (SD < 1.0).
Level	Recommendation level assigned in the final catalogue (see Table 3).

M1.1 – Basic smartphone skills

Item ID	Competency statement	Relevance (median)	Relevance consensus	Self-rated competence (median)	Competence consensus	Level
S-1_0_001	Understanding the difference between Wi-Fi and cellular data	3		4	✓	2
S-1_0_002	Connecting to Wi-Fi	4	✓	4	✓	1
S-1_0_003	Downloading an app	4	✓	4	✓	1
S-1_0_004	Making a call	4	✓	4	✓	1
S-1_0_005	Answering a call	4	✓	4	✓	1
S-1_0_006	Ignoring a call	2		4		3
S-1_0_007	Writing a new message	4	✓	4	✓	1
S-1_0_008	Replying to a message	4	✓	4	✓	1
S-1_0_009	Sending photos and videos	3		4	✓	2
S-1_0_010	Sending messages to a group	3		4	✓	2
S-1_0_011	Performing an internet search	4	✓	4	✓	1
S-1_0_012	Opening a specific web address	4	✓	4	✓	1
S-1_0_013	Viewing browser history	2		4	✓	3
S-1_0_014	Different apps for listening to music	2		4	✓	3
S-1_0_015	Playing a specific song	1		4	✓	3

S-1_0_016	Creating a playlist	1.5		4	✓	3
S-1_0_017	Taking a photo	2		4	✓	3
S-1_0_018	Recording a video	1.5		4	✓	3
S-1_0_019	Creating a new note	3		4	✓	2
S-1_0_020	Editing a note	3		4	✓	2
S-1_0_021	Setting a reminder	3.5		4	✓	2
S-1_0_022	Setting an alarm	3		4	✓	2
S-1_0_023	Setting a bedtime	3		4	✓	2
S-1_0_024	Setting a timer	3		4	✓	2
S-1_0_025	Creating a new calendar entry	3		4	✓	2
S-1_0_026	Setting an alert for a calendar entry	3		4	✓	2
S-1_0_027	Editing a calendar entry	3		4	✓	2
S-1_0_028	Viewing step count	3		4		2
S-1_0_029	Recording distance walked	3		4		2
S-1_0_030	Viewing sleep data	3.5		3.5		2
S-1_0_031	Creating user accounts	4	✓	4		1
S-1_0_032	Changing account settings	4		3.5	✓	2

M1.2 – Health-related smartphone skills

Item ID	Competency statement	Relevance (median)	Relevance consensus	Self-rated competence (median)	Competence consensus	Level
S-1_1_001	Finding mindfulness exercises	4	✓	3		1
S-1_1_002	Exercise and mental health	3	✓	3	✓	1
S-1_1_003	Creating a routine	4	✓	2.5		1
S-1_1_004	Creating an email account	4		4		2
S-1_1_005	Creating a schedule	3	✓	4		1
S-1_1_006	Photos and videos for mental health	3	✓	3		1
S-1_1_007	Guided meditation using a smartphone	4	✓	3		1
S-1_1_008	Talking to family	3		4	✓	2
S-1_1_009	Talking to telephone support systems	3		2		2
S-1_1_010	Notes for mental health	3.5	✓	3		1
S-1_1_011	Creating playlists	2		4		3
S-1_1_012	Finding podcasts	3		4		2
S-1_1_013	Researching reliable sources	4	✓	3.5	✓	1
S-1_1_014	Watching videos	3		4	✓	2

M2 – Basic technology troubleshooting

Item ID	Competency statement	Relevance (median)	Relevance consensus	Self-rated competence (median)	Competence consensus	Level
S-1_2_001	Problems downloading an app	4	✓	3		1
S-1_2_002	Unknown account or password	4	✓	3		1
S-1_2_003	Insufficient storage space on the smartphone	3	✓	3		1
S-1_2_004	App compatibility issues	4	✓	2		1
S-1_2_005	Internet connection problems	4		3		2
S-1_2_006	Notification problems	3	✓	3		1
S-1_2_007	App crashes	4	✓	2		1
S-1_2_008	Bluetooth connection problems with other devices (e.g. headphones, smartwatch)	3		3		2
S-1_2_009	Resetting a password	4	✓	3.5		1
S-1_2_010	Problems with app permissions	3	✓	3		1

M3 – App evaluation

Item ID	Competency statement	Relevance (median)	Relevance consensus	Self-rated competence (median)	Competence consensus	Level
S-1_3_001	Cost of the app	4		2.5		2
S-1_3_002	App developer	2		2		3
S-1_3_003	Platforms on which the app can be used	4	✓	3		1
S-1_3_004	When the app was last updated	2.5		3		3
S-1_3_005	User reviews of the app	3	✓	3		1
S-1_3_006	Test access for DHNs and HCPs	4	✓	1.5		1
S-1_3_007	Privacy policy	4	✓	3		1
S-1_3_008	What data the app collects	4	✓	2		1
S-1_3_009	Option to opt out of specific data collection	4	✓	2		1
S-1_3_010	Having data collected by the app deleted	4	✓	1		1

S-1_3_011	Sharing of collected data with third parties	3.5	✓	1.5		1
S-1_3_012	Compliance with data protection laws and regulations	4	✓	2.5		1
S-1_3_013	How collected data is used	3.5	✓	1.5		1
S-1_3_014	Where data is stored	3		1		2
S-1_3_015	Who has access to which data	4	✓	1.5		1
S-1_3_016	App functions	4	✓	3		1
S-1_3_017	Scientific evidence on the benefit of an app (peer-reviewed evidence)	3.5	✓	1		1
S-1_3_018	Potential risks of using the app (e.g. addictive potential, adverse effects when used with comorbidities)	4	✓	2	✓	1
S-1_3_019	Customisation options within the app (e.g. adapting exercises to the patient's abilities, creating an individual treatment plan)	4	✓	2		1
S-1_3_020	Accessibility of the app for patients with impairments (e.g. colour-blind modes, text-to-speech)	4	✓	2		1
S-1_3_021	Usability of the app (e.g. clarity, comprehensibility, intuitiveness)	4	✓	2		1
S-1_3_022	In-app mechanisms for patients' mental health emergencies	4	✓	2		1
S-1_3_023	How the DHN or HCP can access data collected by the app	4	✓	2		1
S-1_3_024	Option to download data collected by the app	3	✓	2		1
S-1_3_025	Options for interoperability with other applications (e.g. transferring smartwatch data such as heart rate or sleep into the app)	3		2		2

M4 – Clinical terminology & data

Item ID	Competency statement	Relevance (median)	Relevance consensus	Self-rated competence (median)	Competence consensus	Level
S-1_4_001	Common psychiatric and somatic comorbidities	4	✓	2.5		1

S-1_4_002	Mental health conditions treatable with digital health applications, and their symptoms	4	✓	2		1
S-1_4_003	Warning signs indicating an acute mental health crisis	4	✓	3		1
S-1_4_004	When DHNs need to seek help	4	✓	3		1
S-1_4_005	Where DHNs can seek help	4	✓	2.5		1
S-1_4_006	Working in accordance with data protection regulations	4	✓	2.5		1
S-1_4_007	Types of data and when they are collected	3.5		2		2

M5 – Engagement techniques

Item ID	Competency statement	Relevance (median)	Relevance consensus	Self-rated competence (median)	Competence consensus	Level
S-1_5_001	Politely asking patients to clarify or specify their concern	4	✓	3	✓	1
S-1_5_002	Asking open, non-leading questions	4	✓	3	✓	1
S-1_5_003	Motivational interviewing, i.e. communication techniques to strengthen intrinsic motivation for behaviour change	4	✓	3	✓	1
S-1_5_004	Referring patients with problems to appropriate services	4	✓	3	✓	1
S-1_5_005	Stating one's own boundaries and communicating the limits of support	4	✓	3	✓	1
S-1_5_006	Recognising when patients need help and providing assistance	4	✓	3	✓	1
S-1_5_007	Understanding one's role as a DHN within the clinical team	4	✓	2		1
S-1_5_008	Basics of trauma-informed care approaches	3		2		2
S-1_5_009	Clear documentation of patient data and communication within the clinical team	3.5	✓	2.5		1