

Delphi Round 1: Identification of relevant topics

Competencies of the Digital Health Navigator

Key to the HDNT module tables

Module names	Taken from The Role of Digital Navigators in Promoting Clinical Care and Technology Integration into Practice (Wisniewski et al., 2020b).
Competency area & behavioural indicator	Correspond to the “Tools” and “Skills” of the original HDNT (nomenclature from Digital Navigator Appendix 9-20-20; Wisniewski et al., 2020a).
Item ID	Identification number of each behavioural indicator.
Spontaneously mentioned	Items raised by participants in free discussion, without prior exposure to the HDNT content.
Emphasised as important	Items to which participants attributed particular importance, or which were discussed more intensively.

Colour coding within the HDNT module tables

	No fill: unchanged HDNT component, retained as-is.
	Green: adapted, added, or newly proposed component.
Example	Red + strikethrough: removed HDNT component.

Module 1.1 – Basic smartphone skills

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
Wifi and data	T-1_H1_101	Understanding difference between wifi and data	✓	
	T-1_H1_102	Connect to wifi	✓	
Apps	T-1_H1_103	Downloading an app	✓	
Calls	T-1_H1_104	Making a call	✓	
	T-1_H1_105	Answering a call	✓	
	T-1_H1_106	Ignoring a call	✓	
Text messaging	T-1_H1_107	Creating a new message		
	T-1_H1_108	Responding to a message		

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
	T-1_H1_109	Sending pictures and videos		
	T-1_H1_110	Sending messages to a group		
Internet	T-1_H1_111	Performing internet searches		
	T-1_H1_112	Navigating to a specific address		
	T-1_H1_113	Viewing history		
Listening to music	T-1_H1_114	Different music apps		
	T-1_H1_115	Playing a specific song		
	T-1_H1_116	Creating a playlist		
Camera	T-1_H1_117	Taking a photo		
	T-1_H1_118	Taking a video		
Notes and reminders	T-1_H1_119	Creating a new note		
	T-1_H1_120	Editing a note		
	T-1_H1_121	Setting a reminder		
Clock	T-1_H1_122	Setting an alarm		
	T-1_H1_123	Setting up “bedtime”		
	T-1_H1_124	Using a timer		
Calendar	T-1_H1_125	Creating an event		
	T-1_H1_126	Creating an alert		
	T-1_H1_127	Sending and accepting invitations		
Health apps	T-1_H1_128	Viewing step count		✓
	T-1_H1_129	Tracking walking or running distance		✓
	T-1_H1_130	Viewing sleep information		✓
Account management	T-1_H1_131	Creating accounts (Google, phone, etc.)	✓	✓
	T-1_H1_132	Changing account settings and stored data	✓	✓

Module 1.2 – Health-related smartphone skills

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
Calls	T-1_H1_201	Guided meditation by phone		
	T-1_H1_202	Talking to loved ones	✓	
Text messaging	T-1_H1_203	Talking to support systems	✓	
Internet	T-1_H1_204	Watching videos		
	T-1_H1_205	Finding mindfulness exercises		
	T-1_H1_206	Researching accurate information		
Listening to music	T-1_H1_207	Finding podcasts		
	T-1_H1_208	Creating a playlist		
Camera	T-1_H1_209	Photos and videos for mental health		
Notes and reminders	T-1_H1_210	Notes for mental health		
Clock	T-1_H1_211	Creating a routine		✓
Calendar	T-1_H1_212	Setting a schedule		✓
Health apps	T-1_H1_213	Exercise and mental health		
Email	T-1_H1_214	Setting up an email account	✓	✓

Module 2 – Basic technology troubleshooting

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
Complications downloading an app	T-1_H2_001	Checking connections	✓	✓
	T-1_H2_002	Deleting apps	✓	✓
Unknown account ID or password	T-1_H2_003	Recovering passwords		✓
Lack of storage space	T-1_H2_004	Deleting apps	✓	
	T-1_H2_005	Download size	✓	
App compatibility issues	T-1_H2_006	Updating software		✓
Complications with wifi or cellular data connection	T-1_H2_007	Switching networks		

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
	T-1_H2_008	Changing locations		
Notification issues	T-1_H2_009	Updating notification settings	✓	
App crashing	T-1_H2_010	Closing and reopening apps	✓	
Bluetooth connections with wearables	T-1_H2_011	Update apps		
	T-1_H2_012	Disconnect and reconnect the wearable		
	T-1_H2_013	Reset the wearable		
Resetting a password	T-1_H2_014	Reset a telehealth account password		✓
App authorisations	T-1_H2_015	Types of permissions	✓	
	T-1_H2_016	Setting app permissions	✓	

Module 3 – App evaluation

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
Gather background information	T-1_H3_001	App costs	✓	✓
	T-1_H3_002	Developer		
	T-1_H3_003	Platforms		
	T-1_H3_004	Last update		
	T-1_H3_005	Reviews	✓	
	T-1_H3_006	Demo / trial access for DHN and clinicians		
Risk / privacy & security	T-1_H3_007	Privacy policy	✓	✓
	T-1_H3_008	Data collection	✓	
	T-1_H3_009	Opt-out	✓	✓
	T-1_H3_010	Deleting data		
	T-1_H3_011	Data sharing	✓	✓
	T-1_H3_012	HIPAA compliance		
	T-1_H3_013	Compliance with data protection laws and regulations <i>(replaces T-1_H3_012)</i>		

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
	T-1_H3_014	How collected data are used (data processing)		
	T-1_H3_015	How data reach the clinician (workflow)		
	T-1_H3_016	Where data are stored		
	T-1_H3_017	Who has access to which data		
Evidence	T-1_H3_018	What does the app do?		
	T-1_H3_019	Peer-reviewed evidence		
	T-1_H3_020	Red flags	✓	
Ease of use	T-1_H3_021	Customizability	✓	✓
	T-1_H3_022	Accessibility	✓	✓
	T-1_H3_023	Easy to use	✓	✓
	T-1_H3_024	Emergency features		✓
Interoperability	T-1_H3_025	Data sharing		
	T-1_H3_026	Exporting / downloading data		
	T-1_H3_027	Integration with other platforms		

Module 4 – Clinical terminology and data

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
Diagnoses	T-1_H4_001	Depressive disorders	✓	
	T-1_H4_002	Anxiety disorders	✓	
	T-1_H4_003	Common comorbidities	✓	✓
	T-1_H4_004	All mental health conditions addressed by DiGAs, and their symptoms <i>(replaces T-1_H4_001, T-1_H4_002)</i>	✓	✓
Clinical red flags	T-1_H4_005	Warning signs	✓	✓
	T-1_H4_006	When to seek help	✓	✓
	T-1_H4_007	Where to seek help (clinicians, emergency departments, in-app, etc.)	✓	✓

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
HIPAA compliance and confidentiality	T-1_H4_008	Understand and practice program-specific compliancy and confidentiality protocols		
	T-1_H4_009	Adhere to HIPAA regulations		
	T-1_H4_010	Work in accordance with data protection regulations <i>(replaces T-1_H4_009)</i>		
Data streams	T-1_H4_011	Active data		
	T-1_H4_012	Passive data		

Module 5 – Engagment techniques

Competency area	Item ID	Behavioural indicator	Spontaneously mentioned	Emphasised as important
Interviewing methods	T-1_H5_001	Asking for clarification		
	T-1_H5_002	Open-ended questions	✓	
	T-1_H5_003	Motivational interviewing		
Communication methods	T-1_H5_004	Refer patient to appropriate sources		
Convening trust and transparency	T-1_H5_006	Acknowledge role limitations, which conveys honesty and trust		✓
Treating patients in need of additional support	T-1_H5_007	Knowing when more help is needed and helping support		
Working with a team	T-1_H5_008	Understanding the role on the team		
Trauma-informed care	T-1_H5_009	Knowing how it influences care		
Digital Health Navigator operations	T-1_H5_010	Documentation and ensuring communications are clear		
Behaviour in emergency situations	T-1_H5_011	Behaviour in emergency situations	✓	✓