

**SELECTION CRITERIA FOR**

**DIGITAL MENTAL HEALTH**

**PRODUCTS AND SERVICES**

**Version: 1.3**

**9th April 2020**

### Introduction

During the current Covid-19 crisis it is important that any digital mental health product or service being considered can be rapidly implemented at scale. Focus should be on those products/services that are proven, evidenced and are ideally known within a Health and Care deliver setting either at a clinical, service or population level within Scotland.

It is important to assess each digital product or service in the wider context of activity, this relating to what is already being made available, were the key areas of need are and the level of effort and impact on the individuals and organisations required to implement and manage the digital services.

While all criteria should be considered at this time it is advised that particular attention is paid to sections: 1.1, 1.2, 1.6, 1.12, 1.13 and 1.15.

To enable oversight of all digital activity any product or digital service that is under consideration should be highlighted to the Digital Health Covid-19 Hub.

All products/services should be considered in line with recommended approaches. See Appendix 1

### DIGITAL MENTAL HEALTH PRODUCT SELECTION CRITERIA

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| COVID-19 SPECIFIC CONSIDERATIONS |
| 1.1 | **M** | * Is this clearly for Covid-19 response and beyond
* Is this an existing supplier
* Is there a clear procurement or direct award route if not an existing supplier
* Does this have a significant impact on clinicians or eHealth technical teams to implement – if so then likely to reject or put on hold
* Does it cause too much disruption to frontline users
* Any product considered for support staff must be available and suitable for all health and social care staff
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| EVIDENCE AND CLINICAL REQUIREMENTS  |
| 1.2 | **M** | Evidence:* Product/service evidenced in;
* NICE or SIGN clinical guidelines, or
* Content rated against specific standards of clinical practice, or
* Independent research proving clinical effectiveness
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| 1.3 |  | Strength of evidence: * Number of studies
* Study Design
* Population similarities
* Diverse cultural groups
* Efficacy or Effectiveness
* Impact on the health condition
* Percentage of users received either no benefit or deteriorated
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| 1.4 | **M** | Patient safety:* Have a clearly defined and documented approach to managing, monitoring and mitigating risk to users e.g. suicidal thoughts
* Appropriate clinical governance structures
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| 1.5 |  | Inclusion of: * Method of measuring effectiveness through a standardised and validated clinical outcome measure i.e. CORE OM, phq9 or GAD 7
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| USABILITY |
| 1.6 |  | Service Feasibility:* Product/service is already being used in Scotland, if not are there examples of its use within a Health or Care setting
* The extent to which core components of service have been identified and defined;
* Service model
* Technical requirements
* Implementation strategy
* Ongoing clinical governance
* Information governance
* Clinical buy in
* Evaluation protocol
* Communication/Marketing Strategy
* Has service feasibility been independently assessed through discussion with those with technical, clinical and service delivery expertise
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| 1.7 |  | Product Usage:* The number that have used the product to date
* The proportion of users continue to use the product after 2 weeks
* If appropriate, commencement and completion rates
* If appropriate the number and rate of adverse events
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| 1.8 |  | Product Usability:* Is easy to use with functions that enhance the patient experience e.g. interactive
* Is easy to navigate and use with a clear navigation structure
* Usability of solution has been evaluated using a recognised measurement such as the System Usability Scale (SUS).
* If appropriate, product provides clearly structured treatment that allows for a systematic progression and best user experience
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| SUPPORT |
| 1.9 |  | Product Support:* Supplier provides users direct contact to a support function when they experience technical issues, this can take form of web chat, email or telephone contact
* Documented evidence that support requests are dealt within in a timely and responsive way in accordance with any contractual agreement
* Supplier is willing to work in cooperation to; continual development the product, evaluate and improve clinical and operational functions
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| 1.10 |  | Service Support:* Supplier is able to provide support during implementation phase including but not limited to; training, technical support and logistical advice
* Documented resources to support implementation including resources to build staff competency and create organisational and systems changes to sustain service delivery
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| 1.11 |  | Training:* Training is available through supplier, service organisation, or through an expert train the trainer approach
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| NEED |
| 1.12 | **M** | * Evidence of population need identified
* Demonstrates and evidenced to meet the needs of the targeted population
* Addresses service or system gaps
* Is this a new need or does it replace an existing system
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| FIT |
| 1.13 | **M** | Service Fit:* Fits with national strategic priorities
* Can be delivered in stepped/matched care model
* If appropriate, used in multidisciplinary team approach to management of mental health
* Has clinical or technical support from within key stakeholders groups
* Can be easily integrated into governance and reporting structures
* If appropriate, works across multiple service and delivery types e.g. primary and secondary care, either standalone or in conjunction with face to face treatment
* Product/service fits in with equality and accessibility requirements
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| 1.14 |  | Technical Fit: * If identified as a requirement, the product has interoperability capability with existing patient management systems allowing for the transfer of care data utilising an API approach. This achieved through the use of existing technical protocols.
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| CAPACITY  |
| 1.15 | **M** | Service Capacity:* There is enough capacity within implementing and hosting service to ensure successful deployment, management and governance of product/service, includes:
* Programme and project management
* Technology expertise and support
* Administrative support
* Ability to provide ongoing support to sustain service
* If required, appropriate level of clinical support/input
* Supplier has capacity to deliver at required scale with the:
* Appropriate technical infrastructure
* Appropriate support structure
* Appropriate staff resource
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| 1.16 | **M** | Financial Capacity:* Initial project funding is available for Test of Change
* Funding strategy in place that allows for systematic upscaling
* Sustain funding is available
* Evidence of cost effectiveness or value for money i.e. comparable unit cost
* Indirect service costs incurred e.g. licences, clinical materials, days lost through training can be covered by host service/organisation
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| TECHNICAL REQUIREMENTS  |
| 1.17 | **M** | Technical Requirements:* Works on multiple devices and equipment that include: smartphones, tablets, desktop and laptop computers with the user experience being maintained across all device types e.g. product acts the same on all devises
* If required is accessible through all of the latest or most commonly used internet browsers and operating systems
* Is accessible with internet broadband connection with a connection speed of 8 mbps or less or is assessable through a G3 or G4 connection
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| 1.18 | **M** | Data and Privacy:* Complies with General Data Protection Regulation (GDPR)
* Has detailed description of what data leaves the device or is transmitted via web browser
* Has detailed description on what and how data is stored
* Has detailed description on who will have access to data
* Has transparency around selling of data to third party and process of removing any person identifiable information
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| 1.19 |  | Product Development and Design:* Target users were involved in the initial and ongoing design process
* Target users were involved in testing, specific on product usability
* Usability of product been independently evaluated
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### SCORING AND ASSESSMENT

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| CATEGORY WEIGHTING  |
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| **Requirements** | **Weighting %** |
| Convid-19 Considerations | 15 |
| Evidence and Clinical Requirements | 20 |
| Usability | 5 |
| Support | 10 |
| Need  | 20 |
| Fit | 15 |
| Capacity | 5 |
| Technical Requirements  | 10 |

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| SCORING  |
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| --- | --- |
| Meets all elements, strong evidence | 5 |
| Meets majority of element, evidenced | 4 |
| Meets at least half of the element, some evidence | 3 |
| Only meets a few elements, minimal evidence | 2 |
| No elements met, no evidence | 1 |

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| METHOD  |
| Step 1 = Assess the mandatory criteria using the scoring above, Mandatory criteria identified by MIf any of these elements score less than a 3 consider rejecting digital product or serviceStep 2 = If mandatory criteria is met then score each individual criteria using the scoring in the table above Step 3 = Average the score within each categoryStep 4 = Calculated an adjusted value for each category using the weighting table above; *Average Score/5 \* 100 = Value**Weighting %/100 \* Value = Adjusted Value*Step 5 = Add together all values to get final score out of hundredSee Appendix 2 for Assessment Form |
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| INTERPRETING RESULTS  |
| All results should be discussed fully prior to any final decision being made. Below is an indication of how the results can be interpreted.

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| **Score** | **Interpretation**  |
| >75 | Product of value, consider implementation after further analysis of need and fit. |
| 50 and 74 | Investigate further, considering evidence, need and fit in first instance.  |
| < 50 | Consider dismissing product. |

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### Appendix 1: Further information

For further information please review:

<https://nirn.fpg.unc.edu/resources/hexagon-exploration-tool>

BPS – guidance on support staff psychological wellbeing:

<https://www.bps.org.uk/news-and-policy/protecting-psychological-wellbeing-healthcare-staff-during-coronavirus-pandemic>

### Appendix 2: ASSESSMENT FORM

Product/Service Name:

Meets Mandatory Criteria:

Comments

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| --- | --- | --- |
| **CATEGORY** | **INITIAL SCORE** | **ADJUSTED SCORE** |
| Covid-19 |  |  |
| Evidence and Clinical Requirements |  |  |
| Usability  |  |  |
| Support |  |  |
| Need |  |  |
| Fit  |  |  |
| Capacity |  |  |
| Technical Requirements |  |  |
| **TOTALS** |  |  |

Conclusion