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DigCompHealth Foundation Framework

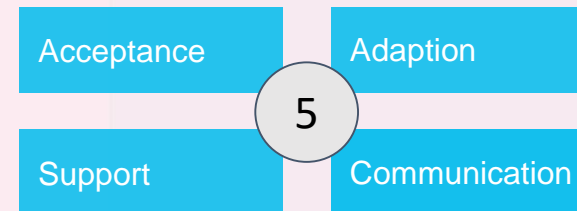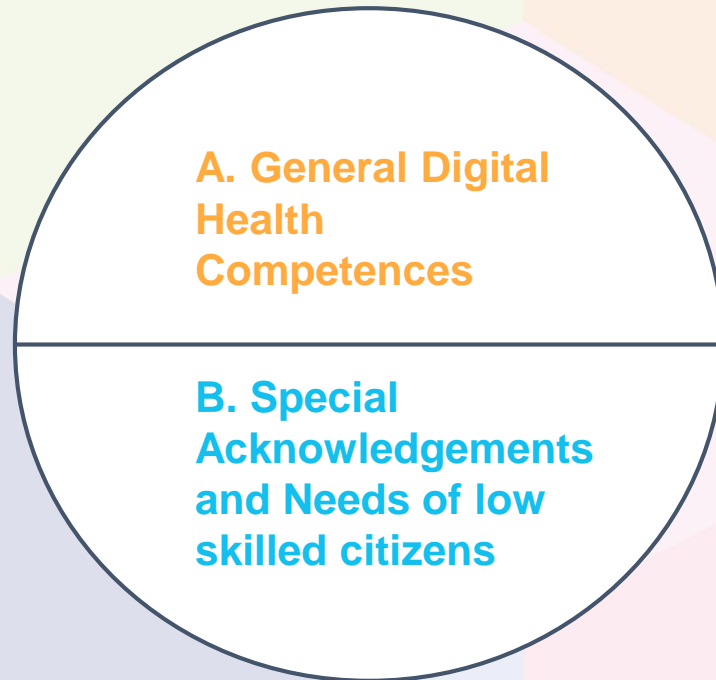## for citizens with low digital competences

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DigCompHealth Foundation Framework

A. General Digital Health Competences

Navigation
Information
Communication
Safety

6

Progression

B. Special Acknowledgements and Needs of low skilled citizens

Acceptance
Adaption
Support
Communication

5

DOMAIN A

Domain A	Competence Area	Single Competences
GENERAL DIGITAL HEALTH COMPETENCES	- Navigation - Information - Communication - Safety	1. Browsing, searching and filtering health information 2. Expressing health needs in a search request 3. Ability to understand, evaluate and prioritise health information; clearance if information about health issues fulfills the needs 4. Health Netiquette 5. Ability to ask for help and give feedback 6. Privacy and Data Acknowledgement in consideration of health information

Competence Domain	A
Competence Area	Navigation
Competence Title	**1. Browsing searching and filtering health information**
Competence Description	Users need competencies in searching online health information. They also need knowledge about which websites to use for valid health information. Finally, they need knowledge of how information is prioritized in the "www".

Application level	User	Guide/Mentor
Knowledge examples	- Understand how information is generated, managed, and made available - Understand which search engines or databases best answer to own information needs - Understand how information can be found in different devices/media	- Distinguish the most appropriate search engines and strategies for health information - Understand the mechanism of search engines and their prioritization
Skills examples	- Adjust searches according to results - Use filters - Use search words that limit the number of hits	- Mediate the low-skilled user's skills to research and filter health information - Support care recipients in adopting the low-skilled user's skills
Attitudes examples	- Demonstrate proactive attitude towards looking for information - Be motivated to seek information for different health aspects	- Encourage curiosity and willingness to look for health related information

Competence Domain	A
Competence Area	Information
Competence Title	**2. Expressing health needs in a search request**
Competence Description	A feeling and understanding when information about health is needed and how to express health needs in an efficient way.

Application level	User	Guide/Mentor
Knowledge examples	- Evaluate own needs for health information - Knowing how information is available online - Understand the difference between data and information - Understand how the web structures data	- Evaluate health information needs of target group - Define specifics information needs
Skills examples	- Adjust searches according to specific needs - identify information gaps - Expressing health needs - Follow information flows across different sources, devices or media	- Mediate user skills - Fostering user skills - Teach how to express health needs in a search request
Attitudes examples	- Realise that information can help to solve problems related to health issues - Be reflective about own information needs	- Be reflective about information needs and how to put it into words for an appropriate search request

Competence Domain	A
Competence Area	Information
Competence Title	**3. Ability to understand, evaluate and prioritise health information; clearance if information about health issues fulfills the needs**
Competence Description	Selecting information of the search results. Evaluate which information is reliable and trustworthy and refers to the researched needs.

Application level	User	Guide/Mentor
Knowledge examples	- Understand that health sources need to be cross-checked - Analyse retrieved health information - Evaluate and prioritise health content	- Describe how uncritical adoption of health information found online can put users at risk - Give examples of reliable sources of information
Skills examples	- Judge the validity of the researched content - Interpret health information - Transform information into knowledge - Analyse the usefulness, actuality, accuracy and integrity of health information - Compare, contrast and integrate health information from different sources	- Provide the low-skilled users with the user competencies - Supporting the low-skilled users in acquiring user competencies
Attitudes examples	- Be critical about information found - be aware that search engine mechanisms and algorithms are not necessarily neutral in displaying information	- Protect low-skilled users from perils related to unreliable or biased information

DHeLiDA

Competence Domain	A
Competence Area	Communication
Competence Title	**4. Health-Netiquette**
Competence Description	Knowledge about behavioral norms while creating and dealing with digital media content; awareness of diversity aspects related to expressed health problems; acting responsibly towards the shared health content for your own safety and that of others

Application level	User	Guide/Mentor
Knowledge examples	- Understanding appropriate behavior in digital communications in terms of health - Knowing the consequences of personal behavior in the digital sphere - Understanding of ethical matters related to digital media such as unacceptable websites, networks, cyberbullying	- Identify ethical issues and threats concerning health data in digital interactions (e.g. online fraud, misconduct, hoax, misuse of personal data)
Skills examples	- Protection against online threats - Report abuse and threats - Strategies for handling inappropriate conduct	- Mediate the User skills - Support low-skilled users in adopting the User skills
Attitudes examples	- Consider ethical principles of use and publication of health information	- Prioritizing safety over the functional requirements of technologies, applications, and online environments

Competence Domain	A	
Competence Area	Progression	
Competence Title	**5. Ability to ask for help and give feedback**	
Competence Description	Knowing where to ask for help on online health services if there is unclearency; giving feedback to eHealth devices in cooperation with professionals of the eHealth sector	

Application level	User	Guide/Mentor
Knowledge examples	- Understand self-reflection principles - Recognize own strengths and weaknesses in the area of digital competence	- Recognize the benefits, and challenges, that digital technology offers to the lives of low-skilled users - Understand the key principles of constructive feedback and motivation - Appropriate reinforcement of skills
Skills examples	- Recognize benefits, as well as challenging issues, that digital technology poses - Understand the basic concepts of constructive feedback - Formulating positive and negative feedback	- Consider with low-skilled users specific obstacles and change needs related to their digital activities - Provide constructive and sensitive feedback - Suggest alternative learning methods - Show examples for ehealth services or platforms - Reinforce the digital use and learning strategies of the low-skilled users
Attitudes examples	- Integrity and authenticity in self-reflection	- Maintain integrity and authenticity in reflecting on others

Competence Domain	A
Competence Area	Safety
Competence Title	**6. Privacy and Data Acknowledgement in consideration of health information**
Competence Description	Safe exchange of personal health data online; understanding of online terms and services; protecting personal data

Application level	User	Guide/Mentor
Knowledge examples	- Ascertain terms of online services (e.g. collection of personal data) - Up-to-date security services to protect system and data - Awareness for the visibility of personal digital footprint - Comprehend the risks of theft of personal health data	- Explain possible vulnerability to online misconduct, fraud and other threats - Share examples of assistance and protective measures to protect data
Skills examples	- Install and use various anti-virus systems and applications - Take steps to mitigate risks of fraud by using strong passwords for ehealth services - Monitor own digital footprints - Alter or delete personal health information	- Mediate the User skills to care recipients - support care recipients in adopting the User skills
Attitudes examples	- Regard the fundamentals of online privacy and safety - Thoughtfulness in sharing personal health information	- Ensure that low-skilled users start to keep track of security measures (e.g. passwords and PIN codes, user accounts)

DOMAIN B

Domain B	Competence Area	Single Competences
SPECIAL ACKNOWLEDGEMENTS AND NEEDS OF LOW SKILLED CITIZENS	- Acceptance - Adaption - Support - Communication	1. Encouragement and confidence building 2. Empowering to access health information and eHealth services 3. Identification of digital and health related needs 4. Awareness of personal disadvantages in the field of digital health literacy 5. Cultural awareness related to health topics

Competence Domain	B
Competence Area	Acceptance
Competence Title	**1. Encouragement and confidence building**
Competence Description	Encourage openness for digital eHealth services/technology; lower fear and mistrust of technology; promoting self-esteem and interest in relation to digital health

Application level	User	Guide/Mentor
Knowledge examples	- Comprehend social, economical and psychological factors that impact the use of digital health services	- Understand social, economical and psychological factors that efect lower-skilled users - Knowing how to reduce prejudices against ehealth services
Skills examples	- Communicate information on digital technology clearly, objectively and confidently	- Demonstrate a realistic understanding of the risks associated with digital technologies - Help in overcoming digital problems - Support in approaching digital complexity - Strengthen the self-esteem and motivation of lower-skilled users through an appropriate and targeted learning strategy - Uncover and reflect on common myths and misconceptions about digital health information
Attitudes examples	- Demonstrate willingness to overcome own reservations towards ehealth services	- Address low-skilled users are concerns seriously and objectively - Act as an informed and trustworthy advisor - Cultivate understanding for the concerns and worries of others

Competence Domain	B
Competence Area	Communication
Competence Title	**2. Empowering to access health information and eHealth services**
Competence Description	Research easy to read content; have the knowhow to register to platforms; learn about health topics throughout text, video or images.

Application level	User	Guide/Mentor
Knowledge examples	- Knowledge of how ehealth information can be obtained (videos, text, images)	- Understanding that low-skilled users have application difficulties (sign-up, research, log-in) - Knowing how to find simplified and understandable content
Skills examples	- Ability to use the internet confidently and competently to answer health-related questions	- Support in the use of ehealth platforms or services - Understanding what help is needed when researching content (simple text, tutorial videos, image descriptions) - Keeping low-skilled users motivated
Attitudes examples	- Willingness to engage with ehealt services and content - Pursuit of learning goals in the health sector - Motivation due to the everyday life facilitation by the digital health systems	- Encouraging attitude towards low-skilled users in dealing with ehealth conent or services

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Competence Domain	B
Competence Area	Adaption
Competence Title	**3. Identification of digital and health related needs**
Competence Description	Identifying the needs related to digital health; Identify personal practices, routines, interests and wishes in order to find out which digital health services are needed and work effective for you.

Application level	User	Guide/Mentor
Knowledge examples	- Understand digital technologies tools to address specific needs - Knowledge about digital health service offers	- Support in how to analyse lower-skilled users common and individual needs - Develop daly practices and routines
Skills examples	- Identifying personal health needs - Ability to perceive own needs - Ability t develop a practice and routine to research for health related interests and needs	- Communicate with lower-skilled users about their needs, wishes and interests - Include information about the daily life of the lower-skilled users, based on observation, in the formulation of needs - Show which needs can be addressed by digital technology
Attitudes examples	- Motivated to take preventive and aftercare measures for one's health - Interest in personal health and well-being - Commitment to look into the different e-health services in order to find the appropriate service - Use digital solutions where they are effective and efficient	- Consider the digital needs of lower-skilled users to provide satisfaction and convenience

Competence Domain	B
Competence Area	Support
Competence Title	**4. Awareness of personal disadvantages**
Competence Description	Find strategies to overcome disadvantages to obtain information (for example reading difficulties etc.)

Application level	User	Guide/Mentor
Knowledge examples	- Awareness of personal disadvantages and handicaps - Everyday strategies for dealing with disadvantages - Knowledge of how to find help and support	- Identify characteristics and causes of disadvantages - Knowledge to circumvent the barriers low-skilled disadvantaged users face - Assistance and strategy development for low-skilled users
Skills examples	- Flexibility to find alternatives for the difficulties encountered in dealing with ehealth services, platforms or websites - Adaptability	- Sensitive perception of the disadvantages of low-skilled users - Appropriate handling of the disadvantages and pointing out of alternatives and possibilities in the area of ehealth services - Support in the use of ehealt services with limited abilities of the users
Attitudes examples	- Willingness to overcome obstacles - Open minded for different strategies in the use of ehealth services - Sharing needs with ehealt services to give them the possibility to improve	- Willingness to help and empathy with low-skilled users with disadvantages - Appropriate learning pace

DHeLiDA

Competence Domain	B
Competence Area	Support
Competence Title	**5. Cultural awareness related to health**
Competence Description	Being aware of different cultures; understanding of how to deal with health of people if you are for example from non-European cultural backgrounds and have different health needs.

Application level	User	Guide/Mentor
Knowledge examples	- Awareness of cultural differences in health care - Understanding of European health care system especially for non-european lower-skilled users - Consideration of different health needs based on origin - Recognition of culturally specific diseases	- Awareness of foreign cultural aspects in health care. - Provide understanding of different concepts of illness and explanatory models of disease
Skills examples	- Reflecting on one's own needs in relation to cultural origins and their specific disease patterns - Comparison of different health platforms according to personal origin	- Appropriate handling of different health issues due to original origin of users. - Ability to recognize the needs of users coming from the non-European health area
Attitudes examples	- Demonstrate sensitivity for different communication cultures	- Open-minded attitude towards different health care systems and health care delivery methods