Supplemental Material

Material Development Process

Internal Team Review Questions

1. Are the documents consistent (within each document and across documents)?
   a. Check for differences in terms, etc.
   b. Consider design within and across documents
2. Is language appropriate for veterans and clinicians? (formal reading check conducted)
3. What suggestions do you have about design elements?
4. Is anything missing from the documents?
5. What other feedback do you have about documents?

Informal Needs Assessment Questions

- We are working on a project to develop educational handouts to help providers use mobile apps with older Veterans. Imagine that you were to use a mobile app with a veteran to help the Veteran manage mental health symptoms? *If you already do this, draw from your own experience.*
   o What kinds of questions do you think your patients might have about using a mobile app?
   o What would you be less comfortable explaining about using a mobile app?
      ▪ Follow up prompts (if needed): Logistics, problem domains, practical use
   o What other barriers do you foresee in using apps?

Local Stakeholder Survey

The program, **Geri-Mobile Health,** builds on our findings that older Veterans are interested in using mobile apps, but may need support from a provider and instructional materials to use the apps. We developed instructional materials to help older Veterans use VA mental health apps, specifically *Mindfulness Coach, Mood Coach*, *and PTSD Coach*, to manage mood, anxiety, and PTSD symptoms.

We are reaching out to you as a key local stakeholder with expertise in geriatrics or technology/mobile apps to seek your feedback on the materials we developed.

> **Typical use of materials**: An older Veteran experiencing mild to moderate anxiety, depressive, or PTSD symptoms is interested in using a VA mobile app to improve his/her well-being (e.g., to have less stress related to medical conditions). This program might benefit Veterans who either do not want or cannot commit to weekly therapy (e.g., due to travel, mobility issues). A provider would meet with the Veteran in person to select an app to help meet the Veteran's goal. The provider would follow up with the Veteran by phone or in person. This is a guided self-management approach to mental health. This program is not recommended for those who exhibit dementia, suicide ideation, psychosis, or active substance use.

We have enclosed the materials and a brief survey that we hope you would be willing to complete to help us improve the materials. Please mark up the materials as well if you have specific edits/suggestions.

1. Overall, the materials would help an older Veteran use a VA mental health app. *Please circle your response.*

    Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree

2. Please respond to the following questions about type of material that we enclosed for your review.

How to Download and Accessibility Fold-out	
What do you like about this item?	
What concerns do you have about this item? (e.g., content, readability, design)	
What suggestions do you have?	
I would use this item to teach an older Veteran about a VA mental health app.	*Please circle your response.* **Strongly Disagree Disagree Neutral Agree Strongly Agree**

App Step-by-Step Guides	
What do you like about these items?	
What concerns do you have about these items? (e.g., content, readability, design)	
What suggestions do you have?	
I would use this item to teach an older Veteran about a VA mental health app.	*Please circle your response.* **Strongly Disagree Disagree Neutral Agree Strongly Agree**

Technology Reference	
What do you like about this item?	
What concerns do you have about this item? (e.g., content, readability, design)	
What suggestions do you have?	
I would use this item to teach an older Veteran about a VA mental health app.	*Please circle your response.* **Strongly Disagree Disagree Neutral Agree Strongly Agree**

3. What other information should we be giving to older Veterans?_____

_____

_____

4. We are working on a manual for providers. What other information should we give to providers who work with older Veterans?_____

_____

_____

Provider Survey

We are reaching out to you as a VA provider with expertise in geriatric mental health to seek your feedback on the materials we developed. We also would like to know if these materials would be helpful to you in your practice.

> **Typical use of materials**: These materials are geared towards older Veterans experiencing mild to moderate anxiety, depressive, or PTSD symptoms who are interested in using a VA mobile app to improve well-being (e.g., to have less stress related to medical conditions). This program might benefit Veterans who either do not want or cannot commit to weekly therapy (e.g., due to travel, mobility issues). When using these materials, a provider would meet with the Veteran in person to select an app to help meet the Veteran's goal. Then, the provider would follow up with the Veteran by phone or in person. This is a guided self-management approach to mental health. This program is not recommended for those who exhibit dementia, suicide ideation, psychosis, or active substance use.

2. What type of setting do you work in?
   - ☐ Community Living Center
   - ☐ Home-based Primary Care
   - ☐ Inpatient or Sub-acute Unit
   - ☐ Mental Health Clinic
   - ☐ Primary Care
   - ☐ Other _____

3. Of the patients you see, what percentage are aged (60 years or older)? _____

4. Have you ever recommended a mobile app to an older Veteran?   **Yes**   **No**

Informational Materials - Evaluation:

5. Overall, the materials would help an older Veteran use a VA mental health app. (*Please circle your response.* ==*Highlight*== *or* <u>underline</u> *if using computer.*)

   Strongly Disagree   **Disagree**   **Neutral**   **Agree**   **Strongly Agree**

6. Please respond to the following questions about each type of material enclosed for your review.

How to Download and Accessibility Fold-out: This reference could be used by providers to teach Veterans about how to download an app and how to make adjustments to their device settings.	
What do you like about this item?	
What concerns do you have about this item? (e.g., content, readability, design)	
I would use this item to teach an older Veteran about a VA mental health app.	*Please circle your response.* ==*Highlight*== *or* <u>underline</u> *if using computer.* **Strongly Disagree Disagree Neutral Agree Strongly Agree**

App Step-by-Step Guides: These guides could be used by a provider when teaching a Veteran about a mobile app to help manage symptoms such as anxiety or stress.	
What do you like about these items?	
What concerns do you have about these items? (e.g., content, readability, design)	
I would use this item to teach an older Veteran about a VA mental health app.	*Please circle your response.* <mark>Highlight</mark> or <u>underline</u> *if using computer.* **Strongly Disagree Disagree Neutral Agree Strongly Agree**
Technology Reference: This reference is aimed at helping Veterans understand terms and symbols used in relation to mobile devices and apps.	
What do you like about this item?	
What concerns do you have about this item? (e.g., content, readability, design)	
I would use this item to teach an older Veteran about a VA mental health app.	*Please circle your response.* <mark>Highlight</mark> or <u>underline</u> *if using computer.* **Strongly Disagree Disagree Neutral Agree Strongly Agree**

Overall Questions:

6. Having these materials would help me use mobile apps with older Veterans. *Please circle your response.* <mark>Highlight</mark> or <u>underline</u> *if using computer.*

Strongly Disagree   Disagree   Neutral   Agree   Strongly Agree

7. In what types of situations would you use these materials in your practice? _____

_____

_____

8. What barriers do you anticipate in using these materials in your practice? _____

_____

_____

9. We are working on a manual for providers. What information should we include in the manual to help providers use mobile apps with older Veterans?_____

_____

_____

Pre-Interview Questions for Veteran Stakeholder

We have a few brief questions to ask you to help us prepare for your visit:

1. How old are you? _____ [targeted for Veterans aged 60+]

2. Do you own a smartphone or tablet?
    Yes   No   (Circle one)

3. If yes, what type of   **Smartphone**   or   **Tablet**   do you have?* (Circle one)
    Android   iOS   (Circle one)

Invite Veteran to bring their own device to the feedback session. If they do not own a device, assure them that we can lend them a device during the session if it would be helpful.

Feedback Interview with Veteran Stakeholder

Thanks for taking the time to help evaluate these materials we created for Veterans. We welcome your open and honest feedback. You may stop this interview at any time. You may also take a break whenever you would like. We anticipate that this interview will take about one hour.

Opening questions:

1. In general, how comfortable are you in using mobile apps? (Circle one)

Very Uncomfortable	**Somewhat Uncomfortable**	**Somewhat Comfortable**	**Very Comfortable**

2. What health or well-being apps do you use?

Review of Materials:

Instructions: We created materials to help people learn about mobile devices and mobile applications or "apps". We would like your feedback on these materials. Your suggestions will help us improve these materials. You may use your device/the borrowed device if it is helpful. Do you have questions for me?

Interviewer selects handouts for device type: **ANDROID   APPLE/iOS** (circle one)

1. Let's start with the **Technology Reference Guide**. We created this guide in response to Veterans' feedback about how symbols and terms related to mobile devices can be confusing. Would you take a few minutes to review this guide? Please let me know if you have questions or suggestions as you go through it.

   - Would this guide help you when using a mobile app on a mobile device?
     - [*Prompt if Veteran is very knowledgeable about apps/devices:* In your opinion, who would benefit from this guide?]
       ___ **yes**   ___ **no**   _____ (other response)

   - What would you change about this guide? [*Probe*: confusing, unclear, missing anything?]

2. We created a foldout explaining **How to Download an App**. The backside has information about special accessibility features on devices. Would you take a few minutes to review this foldout? Please let me know if you have questions or suggestions as you go through it.

   - Would this foldout help you when using a mobile app on a mobile device?
     - [*Prompt if Veteran is very knowledgeable about apps/devices:* In your opinion, who would benefit from this foldout?]
       ___ **yes**   ___ **no**   _____ (other response)

   - What would you change about this foldout? [*Probe*: confusing, unclear, missing anything?]

3. Now we are going to show you some **Step-by-Step Guides** that we developed for VA mobile apps for mental health. [Show only 2 per person to minimize burden; Android owners: PTSD Coach & Mindfulness Coach; iOS owners: rotate 2 of 3 (PTSD Coach, Mindfulness Coach, Mood Coach).

Guides Reviewed: [Android]   **PTSD Coach   Mindfulness Coach**

(Please circle)   [Apple/iOS]   **PTSD Coach   Mindfulness Coach   Mood Coach**

   a. Here is the Step-by-Step Guide for **PTSD Coach**. Please review it and let me know if you have questions or suggestions.
      - Does this guide help you understand how to use PTSD Coach? (Prompt: Explain why)

        ___ **yes**   ___ **no**   _____ (other response)

      - What would you change about this guide? [*Probe*: confusing, unclear, missing anything?]

   b. Here is the Step-by-Step Guide for **Mindfulness Coach**. Please review it and let me know if you have questions or suggestions.

- Does this guide help you understand how to use Mindfulness Coach?
(Prompt: Explain why)

___ **yes** ___ **no** _____ (other response)

- What would you change about this guide? [*Probe*: confusing, unclear, missing anything?]

c. [iOS only] Here is the Step-by-Step Guide for **Mood Coach**. Please review it and let me know if you have questions or suggestions.
  - Does this guide help you understand how to use Mood Coach?
(Prompt: Explain why)

  ___ **yes** ___ **no** _____ (other response)

  - What would you change about this guide? [*Probe*: confusing, unclear, missing anything?]

4. Overall, would you recommend these materials to others? (Prompt: Explain why)
___ **yes** ___ **no** _____ (other response)

5. We will be using these materials as part of a program in which VA providers would help Veterans meet their health and well-being goals by using VA mobile apps. Would you be interested in receiving more information about the program once it begins?
___ **yes** ___ **no** _____ (other response)

6. We are collecting information on people's educational background as part of this evaluation. What is the highest level of education that you received?
   - ☐ Some high school
   - ☐ Completed high school
   - ☐ Some college
   - ☐ Associates Degree
   - ☐ Bachelors Degree
   - ☐ Completed Advanced/Professional Degree (e.g., Masters, MBA, JD, PhD)

7. Do you have any other comments or questions for our team?