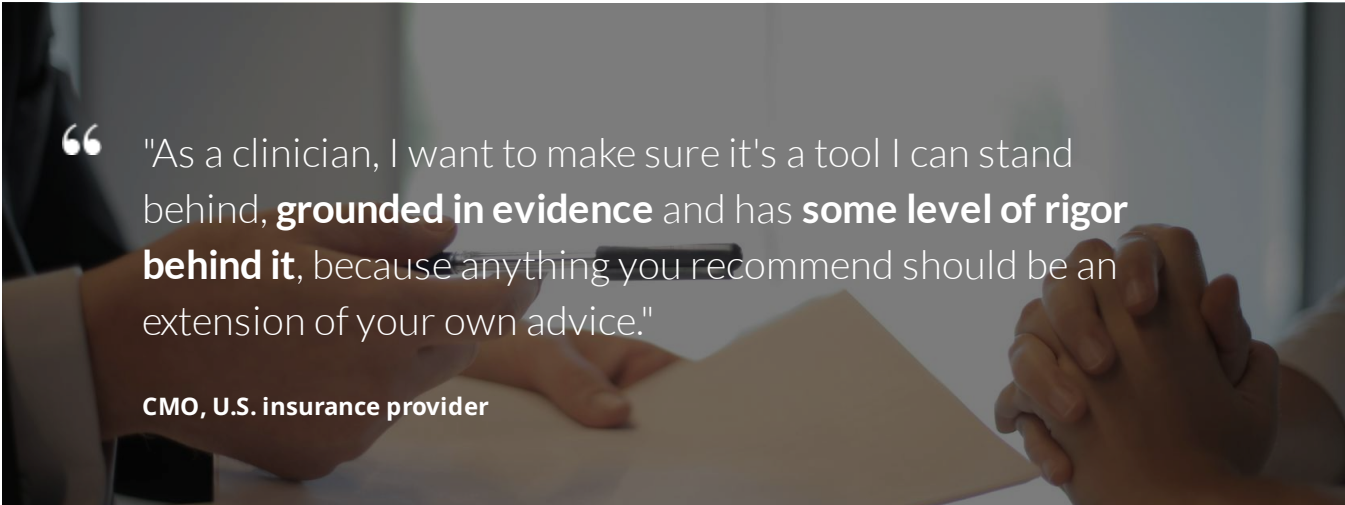


# The evaluation framework



“As a clinician, I want to make sure it's a tool I can stand behind, **grounded in evidence** and has **some level of rigor behind it**, because anything you recommend should be an extension of your own advice.”

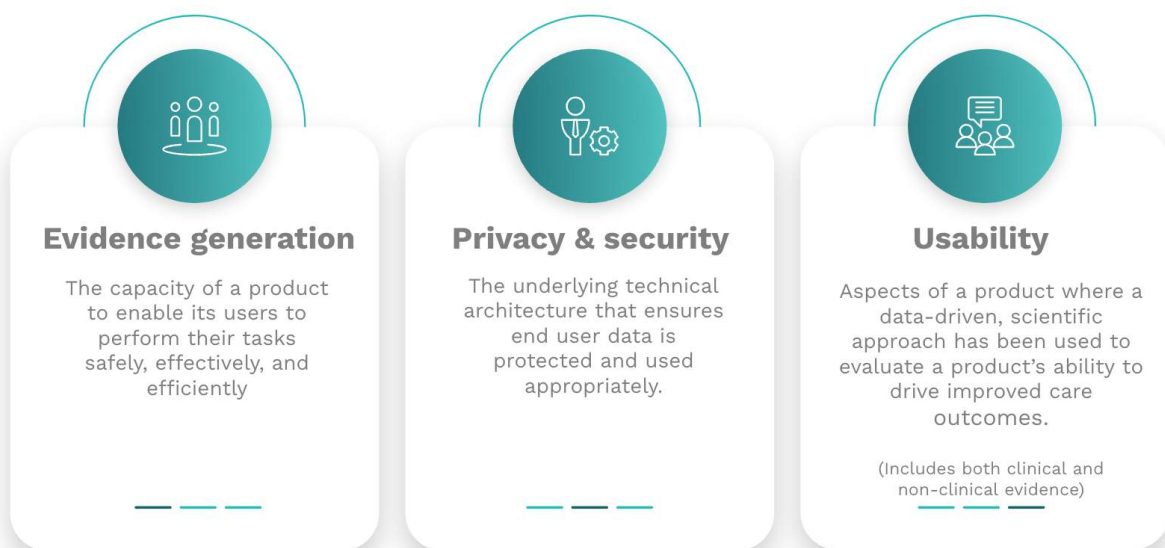
CMO, U.S. insurance provider

## How are DHSPs being evaluated?

Federal regulatory bodies do an excellent job of evaluating the safety and efficacy of software products that meet the definition of a medical device. Similarly, many product evaluation programs place emphasis on privacy and security. The DiMe Seal is the only program that evaluates **privacy and security**, in addition to domains of **evidence** and **usability** for the broader category of DHSPs.

The DiMe Seal sets a new paradigm by employing a standardized **evaluation framework** to evaluate DHSPs across multiple domains of trust and value. By measuring DHSPs against the criteria and benchmarks that compose these domains, the DiMe Seal harmonizes best practices and eases the recognition and adoption of high-quality, trustworthy digital health software products.

## The three domains of the DiMe Seal Evaluation Framework



Defining the three domains of the DiMe Seal Evaluation Framework

Select the (+) below to learn more.

### Domain —

Domains are the general characteristics of a DHSP that are evaluated individually to assess its overall quality. For example, the **usability** domain captures how an end-user accesses, learns, and operates a DHSP.

## Criteria —

Criteria are the specific categories within each domain that are examined. More precise than domains, they help focus the assessment. For example, the usability domain includes the criteria of **user experience**. User experience refers to end-users' overall satisfaction with and ability to operate a DHSP.

## Benchmark —

Benchmarks are the agreed-upon standards used to evaluate how well a DHSP meets each criterion. For example, in the usability domain, under the user experience criteria, one benchmark is **accessibility**. Accessibility captures how a product can be accessed and used by disabled people.