

Consolidated Principles for Equitable and Inclusive Digital Health and Virtual Care Co-Design

Paula Voorbeis, Jennifer Major, Jennifer Stinson, Ron Beleno, Colleen Ferris and Carolyn Steele Gray

Table 2. Considerations from published articles to support meaningful engagement and partnership to inform equitable and inclusive DH/VC co-design

| Author (year) | Title | Considerations to promote equitable DH/VC co-design as shared by the article authors |
|-----------------------|---|---|
| Sayani et al. (2021) | Building equitable patient partnerships during the COVID-19 pandemic: Challenges and key considerations for research and policy | <ul style="list-style-type: none"> • Use an equity-oriented approach to engagement • Co-build sustainable safe spaces for engagement • Consider issues of accessibility • Build capacity one relationship at a time • Do no harm |
| Kuluski et al. (2019) | Twelve principles to support caregiver engagement in health care systems and health research | <p>Policies and structures</p> <ul style="list-style-type: none"> • Use policy levers, incentives and tools to support engagement • Make structural changes <p>Culture and mindset</p> <ul style="list-style-type: none"> • Face fears; do not wait for perfection • Use formal approaches to identify and engage partners • Define what quality engagement means • Avoid tokenism by including the “usual suspects” • Address language and power issues by creating comfortable spaces to open up <p>Procedures</p> <ul style="list-style-type: none"> • Engage early during the problem identification stage • Listen and act on what you hear; be honest about actions • Meaningfully measure; do not just survey people and focus on capturing stories • Create a learning community by establishing learning competencies for all stakeholders |

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| Chauhan et al. (2021) | Optimising co-design with ethnic minority consumers | <p>Ensure that diverse, seldom-heard groups are invited</p> <ul style="list-style-type: none"> • Liaise with community representatives and support groups • Employ peer lead community engagement <p>Meet partner needs and allocate resources</p> <ul style="list-style-type: none"> • Use multilingual fieldworkers • Arrange financial remuneration • Identify technical, access and support needs • Schedule around cultural and religious practices <p>Enable a diversity of contributions</p> <ul style="list-style-type: none"> • Co-develop a terms of reference • Co-develop workshop design, content and scheduling • Contribute to the evaluation of the co-design process |
| Brewer et al. (2020) | Back to the future: Achieving health equity through health informatics and digital health | <p>Placeholder caption for list</p> <ul style="list-style-type: none"> • Increase recruitment and retention of diverse populations throughout the research and development process • Leverage established leaders and trusted social networks to understand communities • Understand the social context of potential users, including social determinants of health and health inequalities • Integrate community engagement into user-centred design practices • Understand community partner technology infrastructure to support capacity building • Plan the appropriate amount of time and recourses for community engagement for intervention development and sustainability |
| Noorbergen et al. (2021) | Using co-design in mobile health system development: A qualitative study with experts in co-design and mobile health system development | <p>Placeholder caption for list</p> <ul style="list-style-type: none"> • Understand participant vulnerabilities and diversity • Plan for assessing health behaviour change • Identify and involve co-design facilitators that have an authentic, empathetic understanding of the context • Plan for immersion into the mHealth ecosystem by identifying key partners and processes • Identify and involve post-design advocates who can aid in implementation, evaluation and championing • Use health-specific evaluation criteria to understand impacts on the health system and end users • Analyze usage data to understand impact |
| Tremblay et al. (2020) | Engaging Indigenous patient partners in patient-oriented research: Lessons from a one-year initiative | <p>Placeholder caption for list</p> <ul style="list-style-type: none"> • Initiation of a partnership (meet people in their community and build on existing relationships with local organizations and key community members) • Interest development (build trusting relationships and emphasize potential impacts for patients and communities) • Capacity building (establish a clear understanding of the patient partner's role and provide orientation and support skill development) • Involvement in research (offer diverse opportunities for engagement, be accessible and flexible in all aspects of involvement and value patient involvement in and contributions to the project) |