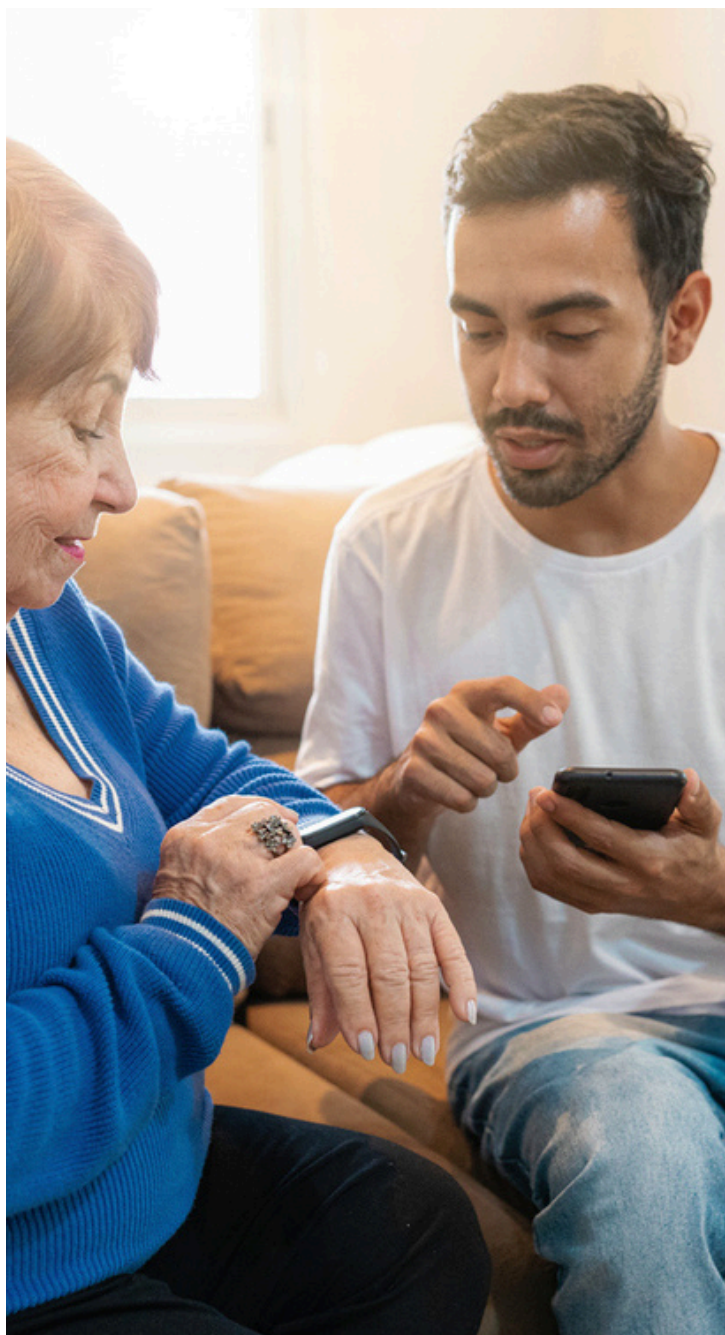


GUIDELINES FOR EQUITABLE AND EFFECTIVE TELERESEARCH ENGAGEMENT



OVERVIEW

These best practices were developed by researchers and participants involved in teleresearch. They aim to guide research teams in effectively engaging participants remotely for activities like recruiting, enrolling, collecting data, and providing interventions.

BACKGROUND AND GOALS

The COVID-19 pandemic increased the use of remote methods for healthcare and research. While these methods can make participation easier and more accessible, they can also worsen inequities, particularly for underrepresented groups, children, and older adults in rural or low-income areas. The goal of these practices is to help researchers use remote technologies in ways that encourage participation from diverse populations and reduce barriers.

KEY BEST PRACTICES



Assess Participants' Tech Skills



- Check how comfortable participants are with the technology used in the study.
- Ask about any challenges they face and what helps them engage virtually.
- Continuously monitor for new challenges as they arise.

Use Familiar Technology

- Find out what technology participants already use (e.g., Zoom and other HIPAA compliant platforms) and consider using those platforms for study interactions.
- Be flexible and accommodating based on each participant's comfort with the technology. Some may prefer help from friends or family.



KEY BEST PRACTICES



Provide Resources and Training

- Offer devices or Wi-Fi hotspots to participants who need them.
- Give clear instructions on how to use the technology. This could include:
 - Written guides with screenshots
 - Video tutorials
 - Self-paced training modules
 - One-on-one help from study staff
- Allow participants to practice with the technology before study activities.



Ensure Technology Works Smoothly

- Keep all devices and software updated and functioning properly.
- Be aware of any biases in the technology used and have a plan to address them.



KEY BEST PRACTICES



Support Participant Interaction

- Facilitate easy communication between participants and study staff for troubleshooting.
- Whenever possible, assign the same staff member to work with each participant to build trust.



Address Privacy Concerns

- Reassure participants about the legitimacy of the study and their privacy.
- Clearly state who is conducting the research and link to credible sources (e.g., your institution's website).
- Be ready to answer any questions participants have about data use and privacy safeguards.



KEY BEST PRACTICES



Engage Community Partners

- Collaborate with trusted community organizations to gain insights into their experiences and suggestions for effectively engaging with the populations they serve virtually.
- Ensure your research team is trained in cultural humility to connect meaningfully with participants, as this can be more challenging in virtual settings.



By following these best practices, research teams can enhance engagement and create a more equitable teleresearch experience for all participants.



ACKNOWLEDGMENTS

These best practices were developed from the IRB approved study at University of Washington Institutional Review Board on 12/2/2022 (STUDY00016826) and Seattle Children's Institutional Review Board on 1/26/2023 (STUDY00004131).

The best practices were designed in collaboration with the Health Equity Research Community Advisory Council and with academic research teams using remote research methods.

Funding for development of this tool was provided by the National Center for Advancing Translational Science of the National Institutes of Health under award number UL1TR002319. The content is solely the responsibility of the authors and does not necessarily represent the official views of the National Institutes of Health.

Recommended Citation

ITHS Integrating Special Populations (ISP) Team. Guidelines for Equitable and Effective Teleresearch Engagement. Institute of Translational Health Sciences. 2024.

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