

Use of Experience-Based Co-design Methodology for Developing Health Care Services in Oncology

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1 Background

- Health services that are co-designed with end users are more acceptable and effective.
- When using the 8 steps of the Experience-Based Co-Design (EBCD) methodology steps are often omitted and methods use vary greatly without consideration for the impact on the steps' efficacy.
- Clear recommendations are needed (e.g., sample size, stakeholder type, observation time, and interview time).

2 Objectives

- 1) Describe how EBCD steps have been used in oncology to develop healthcare services.
- 2) Identify the methods used.



3 Methods

- Articles that used EBCD for developing health services in oncology were identified using terms related to "Experience-based co-design," "Oncology," and "Healthcare".
- Data were extracted for each of the EBCD steps: 1) observation, 2) individual interviews, 3) trigger film, 4) staff feedback events, 5) patient feedback events, 6) patient-caregivers-staff feedback events, 7) a co-design group, 8) celebration.
- Data were compared across articles to identify commonalities and differences.

4 Results

- 10 articles were found.
- None used all steps, with omissions often of steps 1 and 8 often because of lack of time and resources and participation restrictions.
- Step 1: in the 4 articles where observations were done, time ranged between 39 and 219 hours.
- Step 2: purposive and snowball sampling methods were common. In 1 article, individual interviews were replaced with focus groups. 2 articles used both interviews and focus groups.
- Step 3: 6 articles developed the trigger film (15-35 minutes long).
- Step 4-5-6: 5 articles used steps 4-5-6 separately, and 4 combined them in one step.
- Step 7: this step was implemented in most articles.

5 Conclusion

- The 8 proposed steps of EBCD are rarely used altogether and there is great variation in terms of methods used.
- Future research using EBCD needs to determine the impact of omitting steps and potentially developing a shorter process that would be more feasible.

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