



McMaster Forum Citizen Partners for Evidence Synthesis

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Objectives



- **Introduce you to the McMaster Forum Citizen Partners for Evidence Synthesis**



- **Describe how the Citizen Partners are involved** in reviewing evidence syntheses and, in some cases, reviewing (or contributing to the preparation of) related plain-language summaries or infographics and walk you through the steps



- **What to expect when we collaborate with your research team** (process, compensation, support, etc.)
- Point you to our **resources** for citizen engagement in evidence syntheses

Who are the McMaster Forum Citizen Partners for Evidence Synthesis?



- A diverse group of 18-25 citizen partners from across Canada



- Interested in a variety of non-disease specific evidence syntheses such as topics on public health, health systems, pandemic preparedness, environmental issues
- Trained and supported to join research teams conducting evidence syntheses requested by policy-makers, decision makers, and institutions

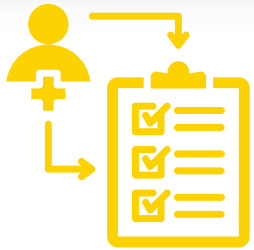


- Committed to working within tight timelines
- We began collaborating with citizen partners for evidence syntheses conducted for COVID-END and have grown our program since then, continually adapting it to meet the needs of both research teams and citizen partners

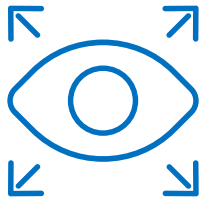


- McMaster citizen partner Maureen Smith co-leads the Citizen Partners with Mike Wilson, serving as a liaison between research teams and citizen partners

Why does citizen engagement in evidence synthesis matter?



- Reflects outcomes that matter to citizens



- Includes a citizen perspective when interpreting findings



- Identifies knowledge gaps important to citizens and communities



- Clearly communicates how evidence informs policymaking

Partnering with citizens to make evidence more relevant, inclusive, and useful



- There are many roles that citizen partners can play when they join an evidence synthesis team. These roles can depend on the timeline and the nature of the request.



- Citizen partners understand that many requests address specific questions to inform the decision-making process which can limit their role in shaping the research question. In these situations, there are opportunities to provide insights that can be taken into account in framing the question, organizing the evidence identified, and interpreting the results.



- Citizen partners can provide valuable input about areas where future research was needed. This can be very important for living evidence syntheses where future versions can include enhancements to what has already been done.



- Citizen partners can be involved in producing or co-producing plain language summaries, infographics, and videos

What topics and types of evidence syntheses have citizen partners been engaged with in the past year?

- **Rapid evidence syntheses**
 - Equity, diversity, and inclusion training
 - Conscientious objection policies
 - Mobile laboratories
 - Emergency preparedness
 - Pharmacist-led medication programs
 - Public trust
 - Community resilience during pandemics
 - Anti-virals for prevention and stockpiling of anti-virals
 - Optional delivery models in laboratory medicine
 - Pharmacy-led community based service models
- **Rapid evidence profiles**
 - Specialized health services for diverse populations
 - One-health approach
 - Reducing contacts for respiratory diseases
- **Living evidence profiles**
 - Five-part series on the use of evidence in everyday life
 - Scientific advisory committees
- **Living evidence synthesis**
 - Misinformation
 - Reducing Contacts to Prevent the Transmission of COVID-19 and Other Respiratory Infectious Diseases (update)
- **Evidence maps** – wildfires
- **Rapid scoping review** - maintaining essential services during pandemics

Step 1 – Citizen engagement request form



- Submit a citizen engagement request form to Maureen Smith, who liaises with citizen partners and research teams. Maureen will review the form and add information about the type of evidence synthesis and ensure that the language is “citizen-friendly”.
 - Citizen partners have asked for the following information to determine if the synthesis is a good fit for them: topic, type of evidence synthesis, reason for the synthesis and how it may be used (if known), funder, estimated time commitment, and timelines I then do my best to match you with a project.



- Maureen will match your team with two citizen partners (usually done in 48 hours or less)

Citizen engagement request form – Example of a completed form



Evidence synthesis



Citizen engagement request form

Principal researcher and evidence-synthesis team institution

Name: Peter DeMaio and Michael Wilson

Institution: McMaster Health Forum

Email: demaio@mcmaster.ca; wilson2@mcmaster.ca

Contact person for citizen engagement

Name: Maureen Smith

Institution: McMaster Health Forum

Email: wilson2@mcmaster.ca
smitm105@mcmaster.ca (logistics)

About the evidence synthesis project

Topic: Pharmacist-led community-based service models

Questions addressed:

- 1) What are the effects of community-based pharmacist-led screening programs on clinical, patient experience, provider experience, cost, and health equity outcomes?
- 2) What features and implementation considerations of community-based pharmacist-led services are associated with successful screening, intervention, assessment, monitoring, and adherence support?

Type of evidence synthesis document: Rapid evidence synthesis

Requestor: British Columbia Ministry of Health

The goal of a **rapid evidence synthesis** is to synthesize evidence and experiences quickly. It is a synthesis of findings (rather than a profile of key insights) from all relevant evidence syntheses and primary studies identified (with scope depending on the timeline specified by the requestor).

Why is this evidence synthesis being conducted? Who will use the findings?

- Previous evidence has demonstrated that community pharmacists can support chronic disease management and the

Are there specific requirements or experience that citizens who will be involved in this project should ideally bring?

It would be ideal to engage citizens with lived experience accessing extended pharmacist-delivered services. It is always great to have individuals from British Columbia participate, however this is an issue that affects many provinces and territories in Canada.

At what step(s) to you foresee engaging with citizen partners?

- ☒ At the start – to review question, approach, outcomes
- ☐ At the analysis stage – to contribute to interpretation
- ☒ Towards the end – to review key messages
- ☐ At the plain language summary stage

What is the anticipated time commitment?

- 30-minute onboarding meeting to review and discuss feedback on the project scope, likely the first two weeks of June
- 2-3 hours in the first two weeks of July to review and provide feedback on the draft report.

How will we work together?

- ☒ Virtual onboarding meeting (Zoom, Teams, etc.)
- ☐ What'sApp
- ☒ Email
- ☐ Telephone
- ☒ Dropbox link to the evidence synthesis document to provide your comments at your convenience during the feedback timeline period

Step 2 – Onboarding meeting



- Maureen will work with you to set up a virtual onboarding meeting (usually 30 minutes but can be longer for more complex topics) with a member (or members) of your team
- Please note that we are a pan-Canadian group and there could be up to 4.5 hour time difference
- Maureen usually attends these meetings as a support to the citizen partners



Goals

- Get to know each other
- Review the reason for the evidence synthesis and add any information that was not in the citizen engagement request form
- Introduce the framework for the synthesis and ask for feedback. Please review our citizen partner resource on the use of frameworks and how they can contribute.
- Answer any questions about the process



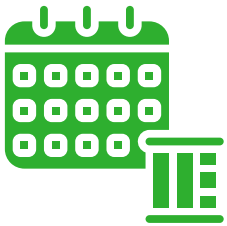
Step 3 – Your draft evidence synthesis is ready for citizen partners' feedback



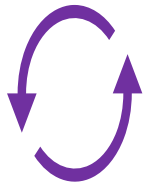
- Contact **Mike Wilson (please copy Ileana Ciurea)** at the Forum) to let them know that your evidence synthesis draft is ready for review by citizen partners.



- Mike will ensure that the report and appendices are posted on Dropbox and send the citizen partners a link. Maureen will follow up. This allows our citizen partners to work asynchronously and see each other's comments.



- We usually allow **two weeks** for citizen partner feedback but let us know if you need a shorter timeline and we'll accommodate that. The citizen partners provide their feedback in the "Comment" option on Word for the web.



- If citizen partners contact you directly, please copy us so that we are in the loop. This really helps us to see what type of questions arise and how we can improve the process for everyone.

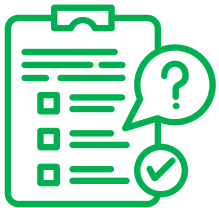
Step 4 – Responding to citizen partners’ feedback and brief survey



- You’ll receive an email from Mike Wilson when the citizen partners have completed their feedback.



- Citizen partners highly value your responses to their comments. This helps them with providing feedback on future evidence syntheses. Please let us know when your team has responded to citizen partners’ comments so that we can send this to them.



- Complete a brief survey to help us improve the process for everyone!
- Closing the loop: the Forum will arrange compensation for citizen partners, ensure that they are acknowledged in the final report, and that the report is disseminated to them.

Examples of responses to citizen feedback

Nurse-to-patient ratios

Are there no relevant studies from Canada?

2024-09-28 11:14 PM

It would be good to state in this section that you found no Canadian literature.

2024-10-06 11:23 AM

Bain, Teja

We did find single studies conducted in Canada and indicated this in Appendix 3. However, for the jurisdictional scan, the requestors were only interested in the countries and US states listed here.

Question

- What is the impact of nurse-to-patient ratios for mental health and substance use, primary care and public health nursing on patient care, nurse job satisfaction, and systems-level health human resource challenges?

Another piece of this question to suggest would be the policies the nurses need to follow, e.g. comfort care nursing homes and fluid replenishment policies and their ability to differentiate between comfort and acute.

2024-10-06 11:08 AM

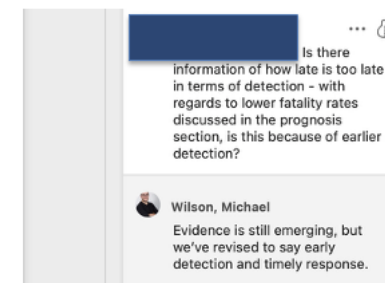
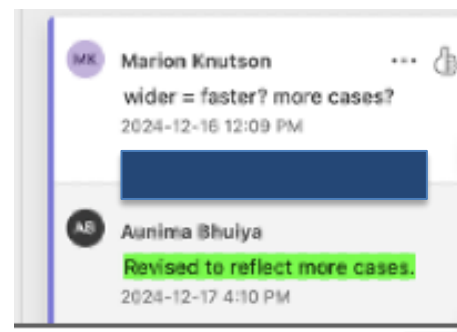
Teja Bain

Thank you for this suggestion. We can pass this along to the requestor as a suggestion for future research.

Clade II

A global genomic analysis reported that clade IIb appears to have shown wider human-to-human transmission across different geographical regions spread than clade I.(121) Clade IIb may have faster transmission dynamics compared to clade I and subclade Ib.(104)

M-Pox



M-Pox

Questions to guide citizen partners' feedback

Background and set up

- a. Does the background provide you with enough information to understand the policy issue or question that is being asked?

Key messages

- a. Do the key messages provide a high-level understanding of what the profile/synthesis found?
- b. After reading the full report, do you think they focus on drawing the reader's attention to the right points?

Overview and gaps (what was found)

- a. Are any gaps in the evidence identified clearly noted?
- b. Are there areas within the organizing framework or in the write up that you would have expected to see evidence or a greater emphasis based on your experience/understanding with the policy area?
- c. Do you have questions about any of the identified evidence or its findings?

Overall language and tone

- a. Keeping in mind that this is often written for a government decision-makers, do you think the language is accessible?
- b. Do you have suggestions that would improve the clarity of the document for the reader?

The only real piece that is **out of scope** is the direct ask of inclusion of personal experience/subjective conclusions. Sometimes there are requests for changes that we can't make for various reasons but I still think it is useful to have these comments so we are aware of how it may be interpreted/understood.

Plain language summaries & infographics

Let us know if there are opportunities for our citizen partners to produce or co-produce dissemination products!

- ✓ Review, co-produce, or produce plain language summaries and/or infographics, videos
- ✓ We are running a pilot project to train 3 citizen partners in producing plain language summaries
- ✓ Our citizen partners have already made significant contributions to the template we use at the McMaster Health Forum



How we support our citizen partners

Challenges	Solutions
Quick turnaround and tight timelines. Some products are completed in less than 2 weeks, others in days.	• We'll give you the best estimate of the timeline • Only accept to join a team when the timelines work for you • If it's not a good time, take a pass and wait for another invitation
I'm not a scientist or a researcher!	• The team already has scientist and researchers • They are looking for your perspective as a citizen or a person with lived experience in a specific area
Training for citizen partners and researchers	• We're offering training and resources so to help with basics • Please contact us if you need help once you get started on a review
Building a researcher/citizen relationship in short time frames is challenging	• Things will move quickly and that's the reality of the requests for these products • But we know that you are ready to "jump in" and you may engage with the same team on other reviews

Compensation policy

- The Forum will take care of citizen partner compensation
 - Citizen partners keep track of their hours (preparation time and meeting time). Our compensation rate is \$40/hourly.
 - We are flexible as to how often citizen partners submit the form (for example, after each project, after a few months, every 6 months)

McMaster University | Health Forum

Citizen engagement appreciation form
(Last updated 9 September 2024)

The McMaster Health Forum offers compensation for participation in citizen engagement activities as follows at a rate of **\$40 CAD/hour** for activities conducted in agreement with the McMaster Health Forum project staff.

Although unlikely, should travel be necessary, at the request of the McMaster Health Forum, travel expenses will be covered according to the McMaster University travel policy.

Incidental/office expenses may also be covered, as approved by the McMaster Health Forum.

Below in this document we have included a separate form to help you keep a record of all your activities conducted in your role as citizen partner.

This form should be submitted to the forum@mcmaster.ca with a copy to the Forum's Lead of Operations, Julie Baird at jbaire@mcmaster.ca. For citizen partners involved in many activities with the McMaster Health Forum and the Global Evidence Commission or other programs hosted at the Forum, we suggest submissions every three months, but you are welcome to submit more frequently, or less frequently (e.g., every six months).

Notes:

- For members residing in Canada, payment will be provided by cheque, mailed to the address provided with your submission. Please allow 2-4 weeks for our payment to be processed.
- The Social Insurance Number is required to receive payment. Please note that a T4A form will be issued by McMaster University for each taxation year if your total compensation received from the university for the year exceeds \$500 CAD. No income tax is withheld.
- For members residing in the United States, cheques will be mailed in USD to the address provided with your submission. Please allow 2-4 weeks for our payment to be processed.
- For members residing outside of North America, payments will be made via wire transfers. The information required for your payment via wire transfer is included in this document.

Privacy & Confidentiality
Information provided will be strictly used for payment purposes and will be stored securely in the Evidence Commission secretariat files on the McMaster Health Forum network drive. They will be accessible only to the secretariat staff team and finance staff, all of whom are bound by McMaster University's confidentiality policy. Should there be any breach of privacy, you will be informed right away, but the chance that this information will be accidentally released is judged to be very small.

If you have any questions, please contact us at forum@mcmaster.ca.

Thank you for your support and contribution to the McMaster Health Forum citizen engagement activities. We are truly grateful to have your partnership!

Citizen partners meeting outside North America

First and Last Name: _____
Meeting Address: _____

Activity log and submission form

Description (optional)	Date of activity	Number of hours or half hours
Individual		
Work-in-progress meetings		
Meetings (1-2 days)		
Work-in-progress meetings		
Meetings (3-4 days)		
Meetings (5-6 days)		
Meetings (7-8 days)		
Meetings (9-10 days)		
Meetings (11-12 days)		
Meetings (13-14 days)		
Meetings (15-16 days)		
Meetings (17-18 days)		
Meetings (19-20 days)		
Meetings (21-22 days)		
Meetings (23-24 days)		
Meetings (25-26 days)		
Meetings (27-28 days)		
Meetings (29-30 days)		
Meetings (31-32 days)		
Meetings (33-34 days)		
Meetings (35-36 days)		
Meetings (37-38 days)		
Meetings (39-40 days)		
Meetings (41-42 days)		
Meetings (43-44 days)		
Meetings (45-46 days)		
Meetings (47-48 days)		
Meetings (49-50 days)		
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Meetings (71-72 days)		
Meetings (73-74 days)		
Meetings (75-76 days)		
Meetings (77-78 days)		
Meetings (79-80 days)		
Meetings (81-82 days)		
Meetings (83-84 days)		
Meetings (85-86 days)		
Meetings (87-88 days)		
Meetings (89-90 days)		
Meetings (91-92 days)		
Meetings (93-94 days)		
Meetings (95-96 days)		
Meetings (97-98 days)		
Meetings (99-100 days)		

Total hours contributed: _____

If amount in Canadian dollars (indicated at \$40 CAD per hour) \$CAD: _____

By signing that you completed the activities above in your role as citizen partner and that you are a citizen partner, please check the box below:

☐ I am a citizen partner.

☐ I am not a citizen partner.

For residents ONLY
Please provide your full name and address to the Lead of Operations, at 226-237-2388.

Name: _____
Address: _____
City: _____
Province: _____
Country: _____

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Resources - Citizen engagement in evidence synthesis

Contact us – we're here to support you and our citizen partners



Mike Wilson - for the evidence syntheses
wilsom2@mcmaster.ca



Maureen Smith - questions or concerns about the logistics
smitm105@mcmaster.ca

**Just let us know if you'd like to meet with us
to discuss citizen engagement!**