

PLEX Engagement in Research Community of Practice

March 2026: Patient Partners in Learning Health Systems: The Centre for Digital Health Evaluation

This document provides a summary of engaging people with lived experience (PLEX) in digital health evaluation.

Key Presentation Points

- The Women's College Hospital Centre for Digital Health Evaluation and the Patient Advisors Network (PAN) formed a partnership which facilitates patient partner evaluation of digital tools (e.g., AI Scribes, AI Clinical Decision Support Tools)
- Patient Partner Evaluators: People who have received health services or cared for those who have and are committed to improving healthcare as advisors
- Through using a Living Lab model, the team is able to efficiently assess digital health tools in artificial settings, followed by natural settings, before moving to spreading and scaling up

What did we discuss?

- **Openness to feedback:** To be able to make meaningful change, teams need to be open to constructive feedback and create opportunities for PLEX to share feedback early in research processes and often
- **Involve PLEX in several stages of the research:** PLEX can be involved in the preparation of surveys, data analysis (e.g., generating themes from qualitative interviews), and review of materials
- **Engage PLEX in evaluation:** Involving PLEX in the evaluation process is an important and growing area in this space. Ensure to document and share the evaluation process and findings formally (e.g., reports, presentations).
- **Acknowledge PLEX contributions:** Formally acknowledge contributions such as listing PLEX as co-authors on reports, publications, and presentations
- **Focus on the PLEX experience:** A lot of research has focused on the healthcare provider's experience with digital health tools, but it is important to also evaluate PLEX's experience with digital health tools

Relevant Resources on PLEX Engagement in Research:

1. [Patient Advisors Network \(PAN\)](#): A link to the PAN website.
2. [PAN Reimagining the Research Landscape](#): A link to the PAN report.