

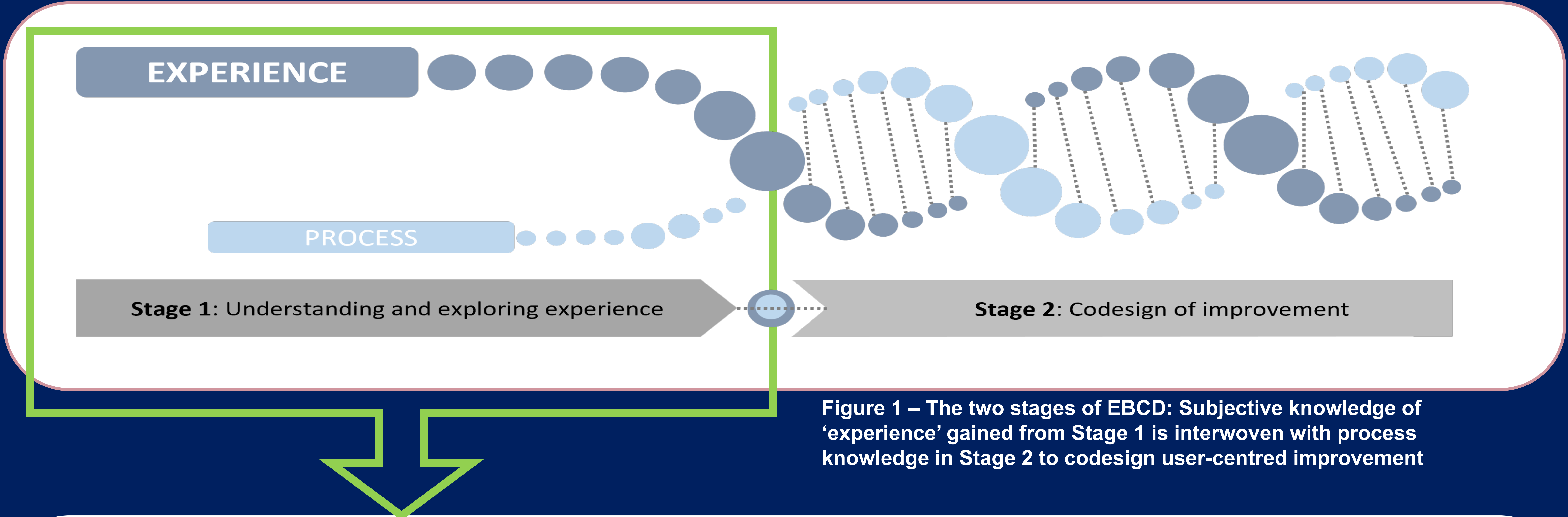
THE “EXPERIENCE” IN EXPERIENCE-BASED CO-DESIGN

A state-of-the-art literature review of how experience is represented in published empirical studies

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Four principles for exploring and understanding user and provider experience in EB CD¹:

1. Immersive understanding: sought in ethnographic paradigms (Non-participant observations)
2. Emic understanding: involves taking the view of the insider and calls for thematising and structuring that is open or grounded in the lifeworld of the subject (Non-participant observations, user and provider interviews)
3. Reflexivity: requires the inquirer to consider their own biases and beliefs and mitigate against these skewing others’ experience (Non-participant observations)
4. Empathy: requiring the investigator to consciously take on the role of the naïve observer; listening, inquiring, and imagining what it is really like for the participant (Non-participant observations, user and provider interviews)

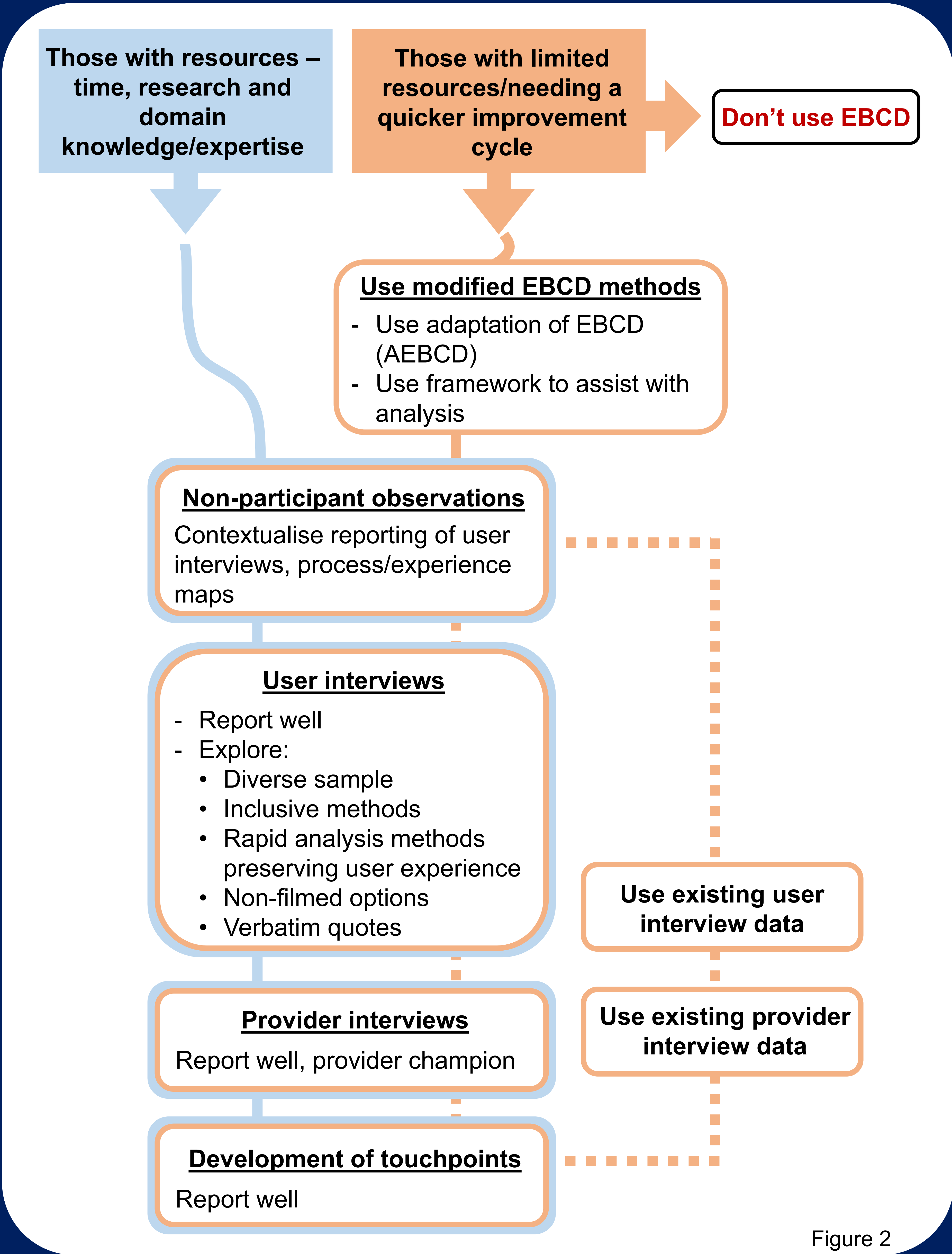


Figure 2

How do we make EB CD accessible to both researchers and quality improvement teams?

State-of-the-Art Review:

- Fifty-three of 64 (83%) scholarly EB CD articles reviewed were published since 2017.
- Methods are evolving to promote inclusivity of diverse user groups and move more rapidly to codesign.
- Omitted steps in the methodology undermined fulfilment of core principles of the EB CD approach which may diminish its value as an accepted form of codesign.

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