Real Talk

Engaging patients in end of life talk.

Acceptability and design of video-based research on healthcare communication: Evidence and recommendations

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We conducted a literature review study to answer two questions:
- In the context of building knowledge and training about healthcare communication, is research that involves video-recording real-life healthcare practice acceptable?
- If it is acceptable, what are the risks, and how can these be managed and reduced?

Methods & Findings
We gathered and integrated research findings and written guidance relating to video-based research. There are three main areas of concern that are examined in the literature: coercing people into being recorded, affecting the communication amongst them, and compromising their anonymity and confidentiality. We concluded that these concerns are valid and should be taken seriously when designing a study. Importantly though, the available evidence indicates that this form of video-based research can be ethically acceptable, provided adequate measures are taken to minimise disruption of the healthcare interactions being recorded, and to protect participants' safety and autonomy.

In the paper, we discuss the research evidence about the risks of video-based research on communication, and summarise prior guidance on how to minimise these risks. We provide detailed recommendations on designing acceptable, robust, safe research. The recommendations should be adapted to the specifics of each setting and study. It seems to us that video-based research calls for 'situated ethical judgment': decisions rest on the type of setting, patient populations, activities being recorded, and intended uses of the data. Our recommendations provide a framework for systematically considering these matters. The recommendations are in Table 2 here: **Bit.ly/ParryEtAlAcceptabilityDesignVideoResearch**

Conclusion
High quality video-recordings are the essential ingredient for rigorous research on human communication – we hope our recommendations will help researchers design ethically sound research protocols and build persuasive arguments about the importance and acceptability of video-based research aiming to better understand communication in

healthcare. We also hope the recommendations will help ethics committee members in their deliberations on video-based studies of healthcare communication.

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