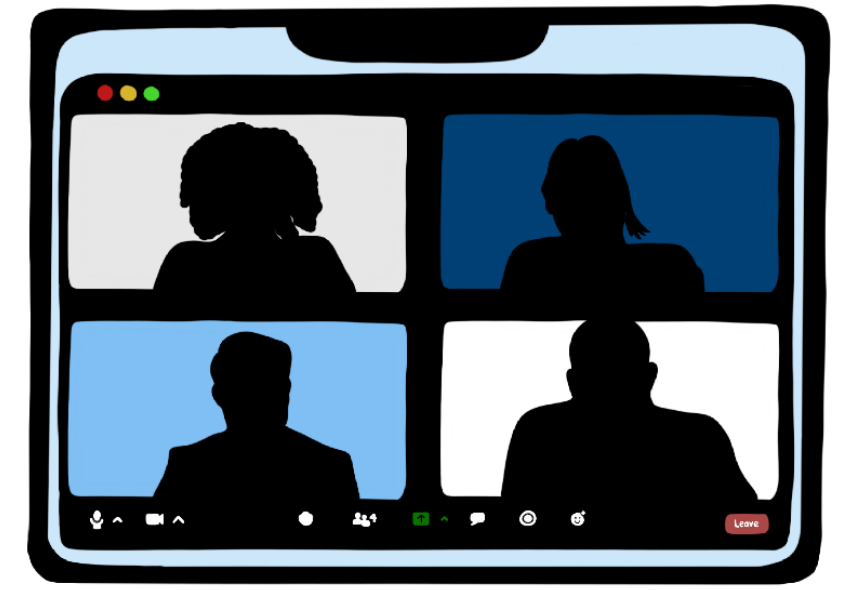


The Digital Determinants of Health Study



Health care is changing fast. More and more services are moving online, like booking appointments, getting test results, or signing up for programs. But not everyone has equal access to the internet, digital devices, or the skills needed to use digital technology. These differences, called the digital determinants of health, can make it harder for some people to get the healthcare they need, especially people who are already facing other barriers.

This study is looking at how the digital world affects access to health services for populations in British Columbia that are more likely to be affected by sexually transmitted and blood-borne infections (STBBI), such as HIV or hepatitis C. It also explores how community organizations are helping people navigate digital systems—and what support they need to do this well.

What is the goal of this study?

To better understand how digital factors like access to devices, internet, digital skills, and trust in technology affect:

- how people access health and social services, including STBBI-related services
- the work of community-based organizations (CBOs) that support these people

We also want to understand what actions are needed for digital determinants of health to improve access to services.

Why is this study important?

As more services move online, it's crucial to make sure *everyone* can access them.

This study will help identify gaps and support solutions—led by communities—for making health services accessible to all.

What will happen in the study?

The study has three phases:

- 1. Focus groups with community organization staff**
To learn how the digital world affects their work and the people they serve.
- 2. Interviews with clients of community organizations**
To hear directly from clients about how digital tools help or make it harder to access and receive care.
- 3. Workshops with community members and service providers**
To share what we've learned and work together to set priorities for action and future research.

Join our Community Advisory Board!

We're looking for people from key populations affected by STBBI (e.g., Indigenous, 2SLGBTQ+, migrants from HIV-prevalent regions, people who use drugs, sex workers, etc.) and who have experienced challenges using technologies to access health and social services.

If you are interested, please email us at dishiresearch@bccdc.ca or scan to sign up.

