



[Public Health Innovators, LLC](#) provides consulting services to support development and adoption of digital health tools to benefit individuals and population groups that have been historically excluded from the opportunity to use the internet to transform their lives and their communities.



The Problem

- » Digital health tools have been optimized for the digitally privileged, and health systems are struggling to reach patients that lack access to the internet, devices and skills needed for digital medicine.
- » The health and technology sectors have limited awareness of digital inclusion organizations and methods, and digital inclusion experts have limited experience applying their methods to health applications and settings.



The Resources

- » Public Health Innovators is using the [DATAcc](#) Toolkits for Inclusive [Development](#) and [Deployment](#) of Digital Health Technology to adapt the [National Digital Inclusion Alliance's](#) (NDIA) [Digital Navigator model](#) for health care.
- » Currently, public health organizations in Northeast Ohio are disseminating the DATAcc Toolkits to those accessing their [Digital Access Indicators Dashboard](#).
- » One health system is incorporating tools such as the [Guide for Developing Community Partnerships](#) and the [Digital Readiness Workflow](#) as they prepare to test a model to screen and refer patients lacking digital health readiness to community resources. The health system is also incorporating the [Inclusive Communications Guide](#) and the [End User Onboarding Checklist](#) as they prepare providers and patients for an impending transition to a new electronic health record system.
- » The [Flowchart of Calls for User Support](#) within the [Workbook for Inclusive Support](#) is intended to ensure that tech support can help patients with basic digital skill and device barriers.

The DiMe toolkits have been invaluable for my work helping health systems and technology companies ensure that digital health products mitigate, rather than exacerbate health inequities. The synergistic power of the digital health and the digital inclusion ecosystems can now be leveraged at scale.”

—Amy R Sheon, PhD,
President, Public Health Innovators



The Impact

- » By adapting digital inclusion best practices for health care, health systems can deliver digital solutions to all patients. Groups that have been historically marginalized can begin to leverage digital tools to improve their health and communities. Collectively, the DATAcc Toolkits enabled Public Health Innovators to help facilitate:
 - ✓ Greater patient centricity
 - ✓ Clearer communication and team cohesion
 - ✓ Operational efficiencies and faster decision making
 - ✓ Improved health outcomes and reduced health disparities