

# MI-CRE 2025 Annual Research Symposium and Policy Forum

## ***Co-designing a consumer-focused digital reporting health platform to improve adverse drug event reporting: a multimethod research project (the ReMedi Project)***

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## Abstract

**Research Context:** The ReMedi project addresses the under-detection and under-reporting of adverse drug events (ADEs) by developing a consumer-facing digital platform for reporting ADEs directly to healthcare professionals (HCPs) and the Therapeutic Goods Administration (TGA). The project brings together a multidisciplinary team of researchers, HCPs, designers, software developers, consumers, and regulators to create a practical, user-centred solution for ADE reporting.

**Engagement Process:** The partnership, initiated by Dr Renly Lim with UniSA design and IT experts, later expanded to include Monash University, the University of Adelaide, the University of Texas, and, through Prof Nicole Pratt and MI-CRE, the TGA. Dr Lim engaged HCPs and consumers via networks such as the Pharmaceutical Society of Australia, RACGP, and consumer organisations (Consumers Health Forum and U3A).

The ReMedi project uses a co-design approach where stakeholders are engaged at critical stages of the design process and as experts of their own experience, ensuring their needs and interests are fully represented and explored. We conducted 22 interviews, two focus groups, and three iterative workshops with 39 consumers, HCPs, and regulators to define user requirements, identify reporting barriers, and inform design decisions and concept development. Additional engagement through two online user tests and two workshops with over 200 participants enabled iterative review and ongoing prototype improvement.

**Project Outcomes:** The project has delivered an intuitive, co-designed digital platform prototype enabling consumers to report ADEs to HCPs and the TGA. The next stage – feasibility testing in clinical practice – will assess usability, workflow integration, and acceptance by stakeholders.

By partnering with key stakeholders through an inclusive and iterative co-design process, the ReMedi project has fostered a sense of ownership and sustained engagement, enhancing the potential for long-term impact.

**Reflection and Implications:** Testing of the platform in healthcare settings is scheduled for 2026, with ongoing collaboration involving consumers, HCPs, and the TGA. While adoption, usability, and effectiveness are yet to be evaluated, the process to date has highlighted the importance of intentional, well-structured stakeholder engagement to foster sustained interest and participation. The collaboration remains strong, laying the foundation for ongoing refinement of the platform and its potential for broader application across healthcare settings.