# The Dish | Building Bridges of Trust: Why Community Relationships are Vital to *All of Us*

<https://allofus.nih.gov/news-events-and-media/videos/dish-building-bridges-trust-why-community-relationships-are-vital-all-us>

## Scene

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Eric Dishman on screen.

## Mr. Dishman:

Almost everywhere I go, I talk about the strategic objectives of the *All of Us* Research Program, and I wanted to focus on the first one today. And that first strategic objective is that we need to nurture relationships with people from all walks of life as participant partners in our program for decades.

Now, if we’re going to build that relationship, it’s got to be built upon a premise of trust, and that means starting out and admitting in very open and candid ways that quite frankly, government-funded research in the past has been used not to help people but to actually harm people. Now, many federal laws have been passed since then, research ethics capabilities in place, and there are a lot of checks and balances to make sure that that never happens again. But we need to be open about that and speak about that very candidly and directly with communities, and invite people to ask challenging questions in candid ways to really understand that we have truly learned from the past and truly changed.

The second way for really building that trust and nurturing those relationships for me is just the general transparency that we’re trying to do about everything from the program. That means posting our protocol online so people can understand it and critique it. That means not just asking people if you’re willing to share your electronic health record data but really helping people understand what might be in there that you might be a little bit nervous about sharing and coming into the program fully informed about the risks. That means being transparent with the people about what are we doing to make sure that their data is protected from a security and privacy standpoint and being very open and transparent should there ever be a breach of that information, and getting that out to participants immediately.

And then the third piece of this to me about building and nurturing these real relationships is not just preaching at participants but having participants involved meaningfully in our entire governance and our entire process.

At the end of the day, this is not, you know, sort of at participants. This is by participants, for participants. And that’s a key principle of our program, and I think we’re living that out every single day of the program.

## Closing slide

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*Logo of the* All of Us *Research Program*

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