



Healthinfo4u

Working with public libraries to
enhance access to quality-assured
health information for the lay public:
The interim report

EAHIL Conference September 2002

10/09/02

Jill Beard & Bruce Madge
<http://www.healthinfo4u.org.uk/>

- Background
 - the UK health agenda
 - the information agenda
 - patient information
- Partnerships involved in the project
- The resource
- Interim feedback
- The challenges

- Health of the Nation
1991
 - target health areas
 - acute to community
 - information to the patient
- Information for Health
1998
 - strategy for health information
 - National Electronic Library for Health (NELH)
- Saving Lives *1999*
 - healthy citizens' programme
 - NHS direct online
 - expert patient
 - health inequalities
- The Expert Patient
2001
 - value of knowledge
- eEurope 2005 *2002*
 - efficient services & QA

- Increased demand for patient orientated health information
- The need for information to support the social care agenda
- Evidence based practice
- Evidence based patient choice
- NHS direct; NELH

Healthinfo4u The Information Agenda

British Library

- increased access
- partnerships
- concord funding

Technology

- Internet access
- Security
- E-commerce

Full-text online access

- publisher deals
- intermediary deals

Document access

- library led
- individual transactions

- Barriers to decision making
 - uncertainty about the desire for participation
 - the type of information needed
 - problems of accessibility
 - availability of suitable materials

(Sowden and Forbes 2001)

- Hypotheses
 - all barriers can be overcome by re-purposing access to existing quality assured information
 - it is possible to use existing professional literature to provide the relevant content for the lay user and contribute to the development of the expert patient

Healthinfo4u Issues

- Public using the Internet to access health information
- Quality assurance & ethics
- Part of the information chain to foster the 'Expert patient'
- Clinician/patient/advocate/carer partnerships
- Conventional and complementary

- Primary content providers
 - publishers
- Secondary content providers
 - *Amed, BNI*
- Technical partner
 - OVID
- Intermediaries
 - BLDSC
- Access sites
 - 4 public library authorities
 - 1 patient information service

- First pilot November/December 01
- Second pilot April/May 02
- Re-purposing the resource
- Demonstrator phase July/October 02
- Dissemination
- The report and beyond

- 200+ categories
- Selection criteria
- 3,000 references
- Document supply & full text
- Dictionary/encyclopedia
- Simple design



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Access the site by choosing a topic, then see a set of recently published articles written for the healthcare community, but understandable by all.

Use the [link](#) to see all the topics you can search through, or click on one of the examples below.



[Cancer](#)

We carry articles relating to many different forms of cancer.



[Arthritis](#)

30% of the population suffer from this condition.



[Stress](#)

Affects most people, and can affect your health.



[Asthma](#)

Affects 3 million people in the UK.

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Hot Topic

[Diabetes](#)

30% of the population suffer from this condition.



Hot Topic

[MMR](#)

has been in the news recently. For more information search the results.



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[acne](#)
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[addiction](#)
[ageing](#)
[AIDs](#)
[alcohol misuse](#)
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[bed wetting](#)
[bereavement](#)
[bladder cancer](#)
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[blood disorders](#)
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[body image](#)
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Topic: Diabetes

Last Updated: 12-Mar-2002

Results 1 - 20 of 30

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Order this article:

Title: New therapies: a guide to recent advances affecting your daily practice, part 1: the glitazones. (New drug for treatment of patients with type 2 diabetes).

Source: Practice Nurse. 2001 25 May. 21(10). p27-30.

Order this article:

Title: Type 2 disease in children. (Type 2 diabetes in children and adolescents in minority populations in the USA. 9 refs).

Author: Ruiz, F.

Source: RN. 2001 Oct. 64(10). p44-8.

[Link to this article](#)

Title: Recent advances in treatment of youth with Type 1 diabetes: better care through technology. (Use of continuous subcutaneous insulin infusion, insulin analogues, inhaled insulin and glucose sensing. 42 refs).

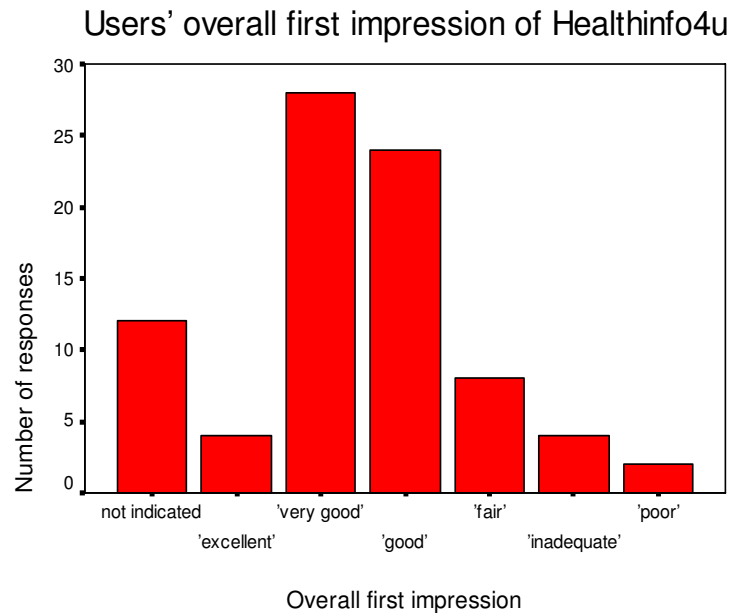
Author: Tamborlane, W; Bonfig, W; Boland, E.

Source: Diabetic Medicine. 2001 Nov. 18(11). p864-70.

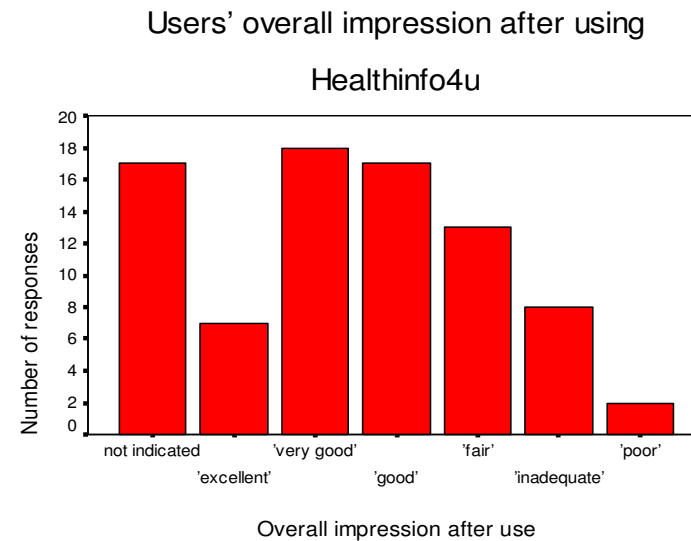
- Population Sample
 - age and gender balance
 - some ethnic diversity
 - majority not employed in health care
 - good internet skills
- 83 questionnaires
- Focus group and telephone comments
- Impressions
- Name & likelihood of repeat use
- Ease of finding information
- Full-text and document supply
- Content satisfaction
- Likely places for access
- Demonstrator phase

- 89% of respondents rated it “a good idea”
- 65.1% would use again rising to 81.5% after asking for and receiving articles
- 85% rated articles easy, moderate or understandable
- 59% said the articles fulfilled expectations with another 32% being fairly or partly satisfied
- 52% rated the information indispensable, valuable or significant with another 24% rating as helpful

- First impressions

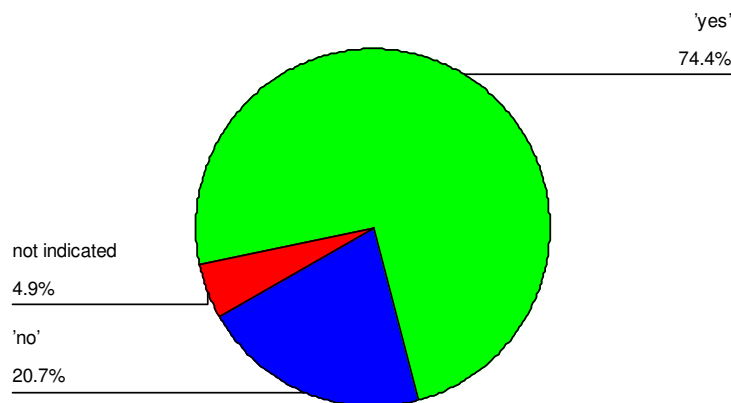


- Impressions after use



- Ease of finding information

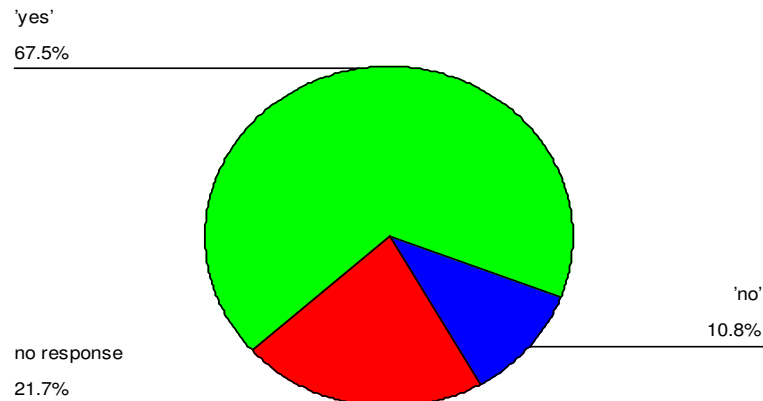
Healthinfo4u users who found their health topic immediately



- Preference for free text search feature
 - just over 50% suggest it would be useful
 - no one variable associated with those comments
 - the free text search feature does not seem to affect comments on using the product again

- Full text or document supply

Chart 20. Expressed acceptance of postal delivery after site had been used



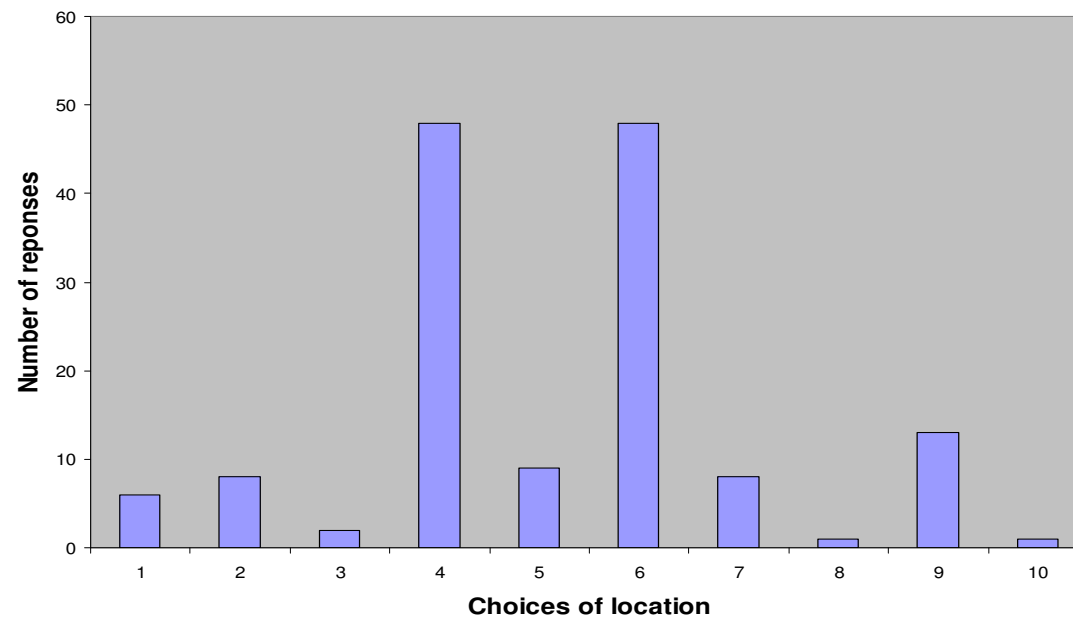
- 84 people requested 341 articles between them
- 5% full text in pilot 2
- 9.5% agreed from 2 publishers
- Maximum unlikely to exceed 20%
- 6% of document access was full-text

- Access Preferences

Chart 23. Expressed preferred future locations for use of Healthinfo4u

Legend

- 1 – cyber café
- 2 – doctors' surgery
- 3 – high street chemist
- 4 – home
- 5 – hospital
- 6 – public library
- 7 – school or college
- 8 – supermarket
- 9 – work
- 10 - other



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- Demonstrator Phase
 - July to October
 - More evaluation
 - access
 - value of information
 - costs
 - practitioners
- Product enhancements
 - more headings and cross references
 - add dictionary
 - *CHIQ Triangle Mark*
 - more full text
 - automate document supply

- Content validity & ethical considerations
- More access sites
- Cultures, communication & acceptance
- Document access
- Free at the point of use
- Long term sustainability



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