



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



# Healthinfo4u

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## Welcome

to Healthinfo4u, a project to explore giving you access to [quality assured journal articles](#) normally only available to health professionals.

## Topics

Access the site by choosing a topic, then see a set of recently published articles written for the healthcard 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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- [T](#) - [U](#) - [V](#) - [W](#) - [X](#) - [Y](#) - [Z](#)

#### **A**

[abortion](#)

[acne](#)

[acupuncture](#)

[addiction](#)

[ageing](#)

[AIDs](#)

[alcohol misuse](#)

[allergies](#)

[alzheimer's disease](#)

#### **B**

[back pain](#)

[bed wetting](#)

[bereavement](#)

[bladder cancer](#)

[blindness](#)

[blood disorders](#)

[blood pressure](#)

[body image](#)

[bone disorders](#)

#### **C**

[cancer](#)

[cardiovascular](#)

[diseases](#)

[cataract](#)

[cerebral palsy](#)

[cervical cancer](#)

[cervical smears](#)

[childbirth](#)

[chlamydia](#)



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## Topic: Diabetes

Last Updated: 12-Mar-2002

Results 1 - 20 of 30

### Help

To order a article if you cannot view it now, please tick the check box next to the article you want and complete the form at the bottom of the page.

To link to an article and view it immediately on the screen, you will need this [password](#)

Go to page... [1](#) [2](#)

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.

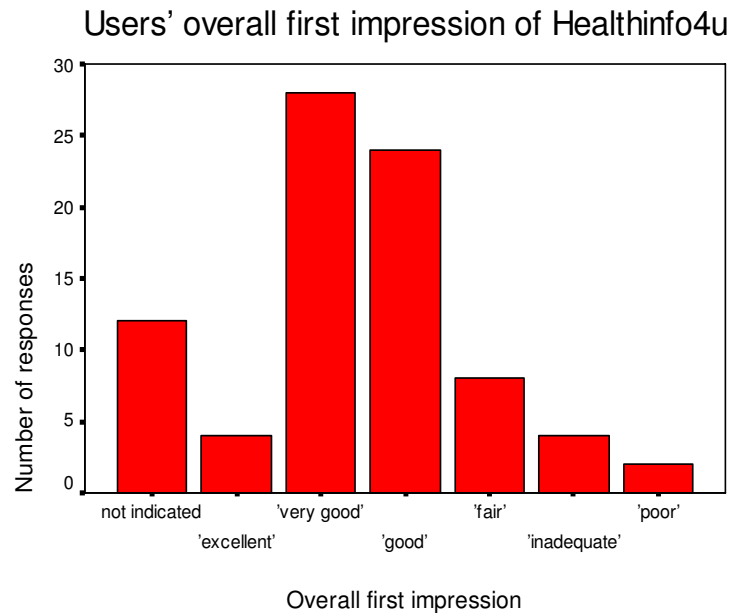
**Source:** Diabetic Medicine. 2001 Nov. 18(11). p864-70.

- 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

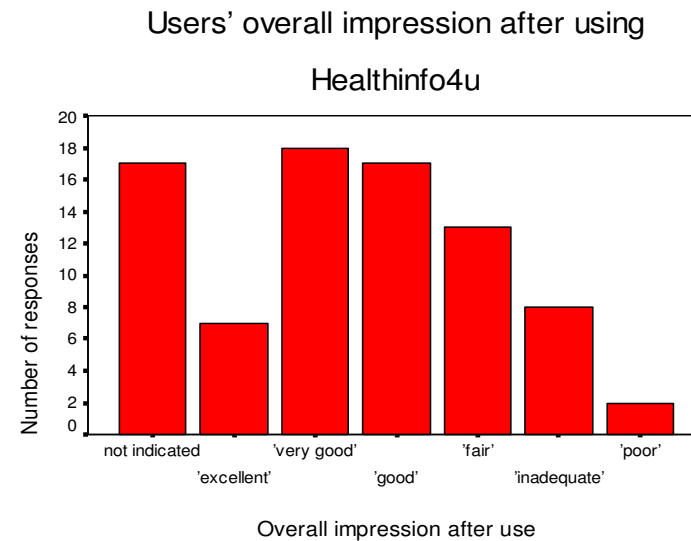
- 89% of respondents rated it “a good idea”
- 65.1% would use again rising to 81.5% after asking for and receiving articles
- 85% rated articles easy, moderate or understandable
- 59% said the articles fulfilled expectations with another 32% being fairly or partly satisfied
- 52% rated the information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



- First impressions

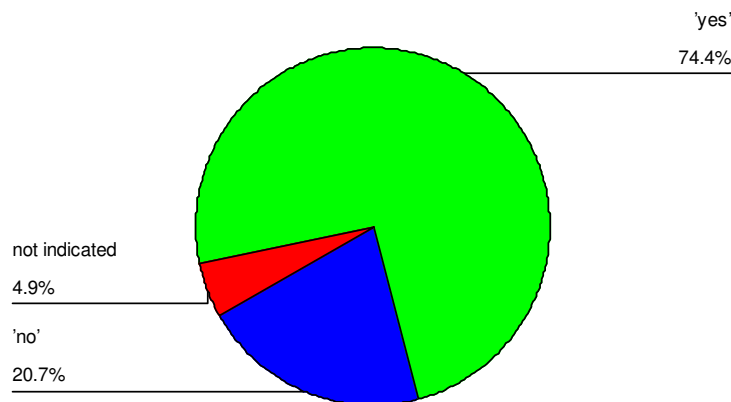


- Impressions after use



- Ease of finding information

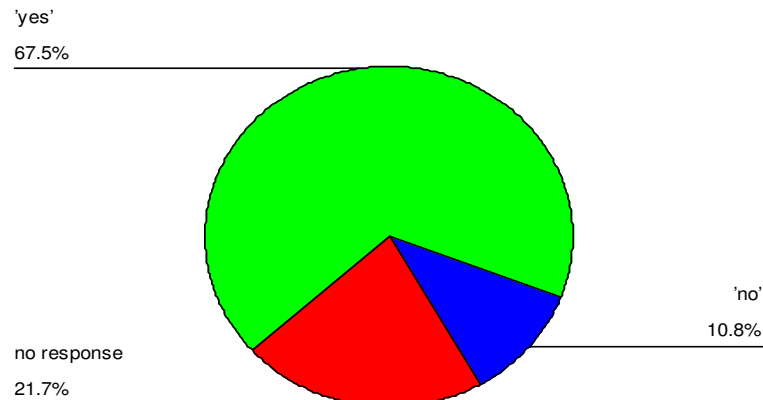
Healthinfo4u users who found their health topic immediately



- 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



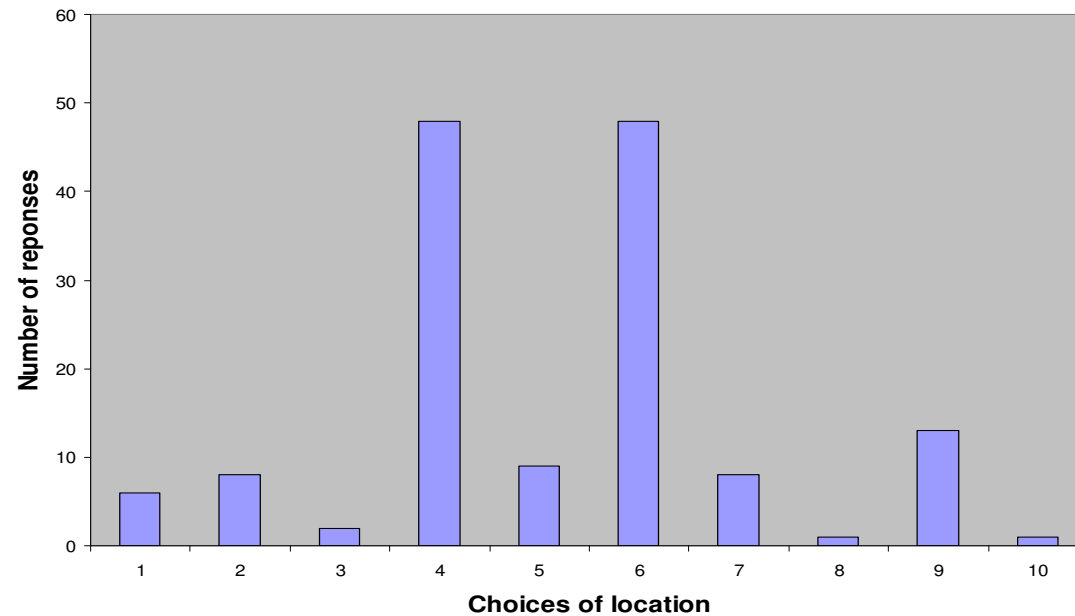
- 84 people requested 341 articles between them
- 5% full text in pilot 2
- 9.5% agreed from 2 publishers
- Maximum unlikely to exceed 20%
- 6% of document access was full-text

- 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



10/09/02

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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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