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| **Instructor:** Claudia J. Gollop, PhD  **Office:** 215, Manning Hall  **Email:** [gollop@ils.unc.edu](mailto:gollop@ils.unc.edu)  **Office Hours:** Wednesday, 2:00-3:00 pm **and by appointment** | **Class:** Monday, 12:20-3:05 pm  **Location:** 303, Manning Hall |

**NOTE: this schedule is subject to change, so please review it regularly**

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| **Date** | **Topic** | **Due** |
| 8/24 | **Class introductions**, course overview, expectations, and requirements (assignments, readings, etc.).  Introduction Consumer Health Information  **Definitions:**  \*What is Consumer Health Information?  \*What is Consumer Health Informatics?  \* What is Patient Education?  Background: Consumerism and Consumer Health Information movement  **----------------**  **Health Information databases: Searching for CHI**  *Evaluating Internet Health Information: A Tutorial from the National Library of Medicine.*  <http://www.nlm.nih.gov/medlineplus/webeval/webeval_start.html>  We will discuss some of the evaluation issues mention in the tutorial. |  |
| 8/31 | **Consumer Health Information Literacy** – part I  **Reading/discussion**  Huber, J.T., Shapiro, R.M., & Gillaspy, M.L. (2012). Top down versus bottom up: The social construction of the health literacy movement. *Library Quarterly*, 82, 4, 429–451.  Weaver, J.B., et al. (2010). Health information-seeking behaviors, health indicators, and health risks. *American Journal of Public Health,* 100, 8, 1520-1525.  **Video/discussion**  *The Challenge of Healthcare Literacy* (video): <http://search.alexanderstreet.com/view/work/1665690>  NC Health Literacy Council <http://www.readingconnections.org/nchealthliteracy/>  Planetree Model  [**http://www.patient-centeredcare.org/index.html**](http://www.patient-centeredcare.org/index.html)  Explore this site and comment on some aspect of it that stood out for you.  Be prepared to discuss in class. |  |
| 9/7 | **LABOR DAY HOLIDAY – NO CLASS** |  |
| 9/14 | **Consumer Health Information Literacy – part II**  **Reading/discussion**  Huff, C. (2011). Does your patient really understand? *Health & Hospital Networks*, October, 34-38.  Malachowski, M. (2011). Public libraries and health literacy. *Computers in Libraries*, December, 5-9.  Mancuso, JM. (2008). Health literacy: A concept/dimensional analysis. *Nursing and Health Sciences*, 10, 248–255.  **UnityPoint Health:** <http://www.unitypoint.org/health-literacy.aspx>  **NIH Plain Language:** <http://www.nih.gov/clearcommunication/plainlanguage/index.htm>  **Medical Library Association:** <https://www.mlanet.org/for-health-consumers/medspeak>  **Question:** Are providers of CHI doing as much as possible to assure that materials are comprehensible by most, if not all their users? What else can be done?  **Health information behavior**  **Reading/discussion**  Health Belief Model –[**http://www.jblearning.com/samples/0763743836/chapter%204.pdf**](http://www.jblearning.com/samples/0763743836/chapter%204.pdf)  **Questions:**  What are the strengths and weaknesses relative to the Health Belief Model? |  |
| 9/21 | |  |  | | --- | --- | | **Consumer Health Information in North Carolina**  Role of Consumer Health Librarian (scroll down to this heading): <http://nnlm.gov/outreach/consumer/hlthlit.html#A7>  --------------------------------  **Please bring your laptops to class today**  UNC Libraries: <http://library.unc.edu/>  Consumer Health Complete – **in CH section**: <http://eresources.lib.unc.edu/eid/>  MedlinePlus - <http://www.nlm.nih.gov/medlineplus/>  NC Health Info - <http://hsl.lib.unc.edu/nchealthinfo>  **Also:**  PubMed - <http://www.ncbi.nlm.nih.gov/pubmed>  CINHAL – listed alphabetically in: <http://eresources.lib.unc.edu/eid/>  **Exercises and discussion** |  | |  |
| 9/28 | **CHI in the media**: print, broadcasting, internet, etc.  **Reading/discussion**  Sullivan, H.W. and Campbell, M. (2015). Do prescription drug ads tell consumers enough about benefits and side effects? Results from the Health Information National Trends Survey, fourth administration. *Journalof Health Communication: International Perspective,* Published online: 29 Jun 2015.  Ventola, C.L. (2011). Direct-to-consumer pharmaceutical advertising: Therapeutic or toxic? *Pharmacy and Therapeutics*, 36, 10, 669-684.  Think about the health and medical information you encounter in everyday, non-research related media of print, television, radio and on the Internet.  **Assignment:** Please write a one-page piece reflecting on a CHI item or two you’ve seen recently and your thoughts about it. What is significant about your selected item? Be prepared to discuss in class.    Also review the below website on  evaluation of CHI materials on the web.  Health on the Net Foundation. HONCode. <http://www.hon.ch/HONcode/Patients/Visitor/visitor.html> |  |
| 10/5 | **Student selected reading**  \*each student will select a journal article (or book chapter, report, etc.) for presentation and class discussion.  \*the article is of your choosing and is to be relevant to CHI. Each student will provide the class with a citation to the article selected (via email), so that everyone can access all of the readings later.  \*each student will give me a brief abstract of the article  **\*presentations should be no longer than 10 minutes.**  **-----------------------------------------------------------**  **Consumer Health Information Technology – CH IT**  **Readings/discussion**  Ricciardi (2013). A National Action Plan to Support Consumer Engagement Via E-Health. *Health Affairs,*  32, 2, 376*–*384.  <http://www.healthit.gov/> review this website, paying particular attention to the section on **For Patients and Families**  Question: based on what you’ve read so far, would you want health IT to have a role in your life or the life of your loved ones? If so, in what ways?  Committeeon the Role of Human Factors in Home Health Care. (2011). *Consumer Health Information Technology in the Home: A Guide for Human Factors Design Considerations*. *[electronic resource]* **Available via UNC Library Catalog.**  **Question:** Are there types of health IT that you can envision being used in the home that are not in the home currently? If so, please describe/discuss them. | Due today |
| 10/12 | **No class today. However, Please respond** to readings and question below in Sakai forums by Wednesday, October 13, 2015.  **Complementary and Alternative Medicine (CAM)**  **Readings/website reviews/discussion**  Si-Yuan Pan, et al. (2012). New perspectives on complementary and alternative medicine: An overview and alternative therapy. *Alternative Therapies*, July/August, 18, 4, 20-36.  Treister-Goltzman, Y. and Peleg, R. (2015). Trends in publications on complementary and alternative medicine in the medical literature. *Journal of Complementary & Integrative* ***Medicine,*** 12 (2), 111-115.  National Institutes of Health. National Center for Complementary and Alternative Medicine. <http://nccam.nih.gov/> **Note: focus on the Health Info section.**  People’s Pharmacy: <http://www.peoplespharmacy.com/>  Tieraona Low Dog, MD - <http://www.drlowdog.com/index.html>  **Discussion Questions:** Please respond to the Forums on Sakai by October 19, 2015.   1. How would you compare use and attitudes of CAM in the US with that of other countries? 2. What do **you** consider alternative therapies? 3. How might different cultures define and accept therapies in different ways?   **-----------------------------------------**  **Reading/question**  **Review these Websites**  Healthy People 2020: <http://www.healthypeople.gov/2020/default.aspx>  Consumer eHealth Program  <http://www.healthit.gov/policy-researchers-implementers/consumer-ehealth-program>  **Question:** Both websites express objectives for improving healthcare outcomes. Which objective(s) seem the most feasible to achieve and which objective(s) seem to be more challenging? |  |
| 10/19 | **Health & cultural competence**  **Readings/discussion**  Lettenberger-Klein, C.G. and Fish, J. (2013). Cultural competence when working with American Indian populations: A couple and family Therapist perspective. *Journal of Family Therapy*, 41, 2, 148-159.  Ingram, R.R. (2012). Using Campinha-Bacote’s process of cultural competence model to examine the relationship between health literacy and cultural competence. *Journal of Advanced Nursing*, 68, 3, 695–704.  NIH, Cultural Competency: <http://www.nih.gov/clearcommunication/culturalcompetency.htm>  Question: Are there any concepts mentioned in these readings that can be adapted to LIS services?  **--------------------------**  **Patient Education and Patient Empowerment issues**  **Reading/discussion**  Topol, E. To what extent are consumers empowered?: Clicks and tricks. In The creative destruction of medicine: How the digital revolution will create better health care, 33-55, Basic Books. NY, NY, 2012.  View these sites:  **View this site:**  Society for Participatory Medicine - [http://participatorymedicine.org**/**](http://participatorymedicine.org/) MEDscape - <http://www.medscape.com/author/eric-topol> - **look at ‘’ Topol: 20 Years Down; What's in Store for the Next 20?**” Dr. Eric Topol on NBC's Rock Center - <http://www.youtube.com/watch?v=0B-jUOOrtks> **– NOTE: Please watch before class. It is about 10 minutes long.**    **Question: How would you respond to the question and title of the reading: “**To what extent are consumers empowered?” | MIDTERM assignment  Is due today |
| 10/26 | **Student selected websites**  -Each student will select a website for review, presentation, and class discussion.  -the website is of your choosing and is to be relevant to CHI.  -each student will provide the class with a title and URL to the website selected (via email), so that everyone can access all of them later.  -each student will give me a brief abstract of the website.  -**presentations should be no longer than 10 minutes**  ------------------------------------  **Outreach Services**  Dyer-White, M., Choate, C., and Markel, D. S. (2015). Increasing health research literacy through outreach and networking: Why translational research should matter to communities. *Health Education Journal*, 74 (2), 144-155.  **1:50-3:05 Guest –** Brenda Linares, Outreach Liaison, UNC Health Sciences Library | Due today |
| 11/2 | **Evidence Base Medicine and CHI**  Read the article below and review the **Center for Evidence Based Medicine’s** website and offer your response to the questions below on the discussion board on Sakai.  **Reading/website review/discussion forum**  Carmen, K.L., et al. (2010). Evidence that consumers are skeptical about evidence-based health care. *Health Affairs*, 29, 7, 1400-1406.  <http://www.cebm.net/> - be sure to click on the header **EBM Resources** and go to the **Finding the Evidence** section **Tools** section  **What is EBM? -** [**http://www.cebm.net/?o=1014**](http://www.cebm.net/?o=1014)  Question**:** If EBM for consumers is here to stay, how might it be enhanced or improved to benefit them?  **-----------------------------------**  **Support groups as Sources of Health Information**  ***Support Groups: Make connections, get help:***[**http://www.mayoclinic.org/healthy-living/stress-management/in-depth/support-groups/art-20044655?pg=1**](http://www.mayoclinic.org/healthy-living/stress-management/in-depth/support-groups/art-20044655?pg=1)  **Readings/website review/discussion**  Chen, A.T. Exploring online support spaces: Using cluster analysis to examine breast cancer, diabetes and fibromyalgia support groups. Patient Education and Counseling, *87.*2: 250-257, (2012).  Osei, D.K., Lee, J.W., Modest, N.N., & Pothier, P.K.T. (2013). Effects of an online support group for prostate cancer survivors: A randomized trial. *Urologic Nursing, 33*(3): 123-133.  Patients Like me: <http://www.patientslikeme.com/>  Daily Strength: <http://www.dailystrength.org/>  MedHelp (<http://www.medhelp.org>) |  |
| 11/9 | **CHI user groups: Children and** **Adolescents**  **Readings/website review/discussion**  Kell, B. [Young people's experiences of online health information.](http://ehis.ebscohost.com/ehost/viewarticle?data=dGJyMPPp44rp2%2fdV0%2bnjisfk5Ie46bNQsKmuSK6k63nn5Kx95uXxjL6urUm3pbBIr6ieSbCwsku4q644zsOkjPDX7Ivf2fKB7eTnfLunskm2r69Qrqi0PurX7H%2b72%2bw%2b4ti7e7bepIzf3btZzJzfhruorkmvqrBNtaa1PuTl8IXf6rt%2b8%2bLqjOPu8gAA&hid=115) British Journal of School Nursing, 6.10:489-98, Dec. 2011.  Please review these Websites:   **Note:** In addition to the usual evaluation criteria, specifically note presentation and design features related to any multimedia or animation, color, pop-up boxes (tooltips), etc. Be prepared to discuss your thoughts on these websites.  Centers for Disease Control. Tobacco Information and Prevention Source – “Youth Tobacco Prevention”. <http://www.cdc.gov/tobacco/tips4youth.htm>   Columbia University. Health Education Program. Go Ask Alice. <http://www.alice.columbia.edu/> Food & Drug Administration: Kids and Teens. <http://www.fda.gov/oc/opacom/kids/html/7teens.htm>   Teens Health: <http://teenshealth.org/teen/>  **---------------------------------------------------------------------**  **CHI user groups: Older adults**   **Readings/website review/discussion**  Barrett, F.A. (2009). Connecting older adults to quality health information on the internet: A select annotated bibliography. *Reference Services Review*, 37, 4, 451-462.  Review these Websites: Be prepared to discuss them.  NIH SeniorHealth: <http://nihseniorhealth.gov/>  Health for Seniors: <http://www.usa.gov/Topics/Seniors/Health.shtml>  National Institute on Aging: <http://www.nih.gov/nia/>  AARP/Health: <http://www.aarp.org/health/>  Center for Disease Control and aging: <http://www.cdc.gov/aging/>  **Guest:** Christie Silbajoris, Director of NC HealthInfo, UNC-CH Health Sciences Library |  |
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| 11/16 | **Affordable Care Act (ACA)**  **Readings/discussion:**  Malachowski, M. (2014). Obamacare and the proper role of the [public](http://ehis.ebscohost.com/ehost/viewarticle?data=dGJyMPPp44rp2%2fdV0%2bnjisfk5Ie46bNQsKmuSK6k63nn5Kx95uXxjL6urUm3pbBIr6ieSbCwsku4q644zsOkjPDX7Ivf2fKB7eTnfLunskm2r69Qrqi0PurX7H%2b72%2bw%2b4ti7e7bepIzf3btZzJzfhruorkmvqrBNtqe0PuTl8IXf6rt%2b8%2bLqjOPu8gAA&hid=115) libraries in health literacy. *infotoday.com*, Jan-Feb; 34 (1): 4-9. Retrieved from Ebsco CINAHL Plus  Patel, K.K., West, M.L., Hernandez, L.M., Wu, V.Y., Wong, W.F., Parker, R.M. 2013a. Helping Consumers Understanding and Use Health Insurance in 2014. Discussion Paper. Institute of Medicine: Washington, D.C. <http://iom.edu/Global/Perspectives/2013/HelpingConsumersUnderstandandUseHealthInsurance.aspx>  Victor Y. Wu, V.Y, et al. (2013). Let’s Ask 4: Questions for Consumers and Providers About Health Insurance. Discussion paper. Participants in the Collaborative on Health Literacy and Access, Health Care Coverage, and Care of the Institute of Medicine Roundtable on Health Literacy – Accessed August 8, 2013:  <http://iom.edu/Global/Perspectives/2013/LetsAsk4.aspx#sthash.gAZN68Vs.dpuf> Also, includes a video and links to other materials. Review if you wish.  **Questions:**  It has been noted that large portions of the population do not understand the ACA. Please be prepared to discuss which aspects of each of the above documents you found to be more accessible or understandable ***and*** which you found to be less understandable?  ---------------------------------------------------------------------------  **Consumer Health Informatics**  **Reading/discussion**  Knight, E.P. and Shea, K. (2014).A Patient-Focused Framework Integrating Self-Management and Informatics. *Journal of Nursing Scholarship*, 46 (2), 91–97.  **Electronic Health Records**  **Reading/discussion**  Kern, LM, Edwards, A., & Kaushal, R. (2014).The Patient-centered m**edical** home, e**lectronic** h**ealth records**, and quality of c**are**. *Annals of Internal Medicine*, 160, 11, 741-749.    **Guest:** Laura Marcial, PhD |  |
| 11/23 | **Student selected organization**  \*each student will select an agency or organization for review, presentation, and class discussion.  \*the organization is of your choosing and is to be relevant to CHI.  \*each student will provide the class with a name and purpose/function of the agency/organization selected (via email).  \*each student will give me a brief abstract describing the organization.  \***presentations should be no longer than 10 minutes**  ------------------------  Mobile Health Issues and Applications  **Readings for discussion:**    Roney, K. (2012). 4 Ways Mobile Technology can Improve Care. Becker’s Hospital Review (online). <http://www.beckershospitalreview.com/healthcare-information-technology/4-ways-mobile-technology-can-improve-care.html>  Pearl, R. (2013). Mobile Technology Could Put Health in the Hands of Patients. *Forbes* (online) <http://www.forbes.com/sites/robertpearl/2013/08/22/mobile-technology-could-put-health-in-hands-of-patients/>  mHealthCoach\_One in a Million Hearts Challenge (funding submission)  <http://www.youtube.com/watch?v=CwIdwHnfIqc&feature=youtu.be> | Due today |
| 11/30 | **Final paper/project presentation**  The final term project will be the design of a Consumer Health Information-related proposal, product or service. You may create it for a specific audience, health condition, environment, etc.    **Note: In** addition to submitting the full project/paper, including background literature review, a brief summary of the project will be prepared for presentation in class.  -------------------------------------  **Patient Portals**  **Reading/discussion**  Perna, G. (2013). Exploring the Impact of Patient Portals. *Healthcare Informatics*. 30, 1, 46 and 66 (2 pages)  Delbanco, T., et al. (2012). Inviting Patients to Read Doctors’ Notes: A Quasi-experimental Study and a Look Ahead. *Annals of Internal Medicine*, 157, 7, 461-70.  Please review these sites on Patient Portals:  What is a Patient Portal? - <http://www.healthit.gov/providers-professionals/faqs/what-patient-portal>  Blue Button initiative - <http://www.healthit.gov/buzz-blog/consumer/launching-fall-national-blue-button-consumer-campaign/>  ------------------------------------------  **WRAP-UP**  **Consumer Health Information: What’s Next?**  Policy issues will continue play a prominent role as the Affordable Care Act, health professional, and healthcare insurers work through the implementation of changes in the Nation’s healthcare system. | w |
| 12/4 | **DUE: Final Projects** | By 5:00 pm |
|  | **HAVE A GREAT HOLIDAY BREAK!!** |  |