Consumer Health Information – INLS 515 -------   Fall 2017

Syllabus

Instructor: Claudia J. Gollop, PhD **Office:** 215, Manning Hall **Email:** gollop@ils.unc.edu **Office Hours:** Wednesday, 2:00-3:00 pm **and by appointment**	**Class:** Monday, 12:20-3:05 pm **Location:** 304, Manning Hall

Items written in RED will be edited and finalized over the next week or so. Please revisit the syllabus for updates.

Date	Topic	Due
8/28	**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 --- Finding and Evaluating Online Resources https://nccih.nih.gov/health/webresources *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.	
9/4	**LABOR DAY HOLIDAY ==== NO CLASS**	
9/11	**Consumer Health Information Literacy** – part I **Reading/discussion** Wolpin S.E., et al. (2016). Redesigning pictographs for patients with low health literacy and establishing preliminary steps for delivery via smart phones. *Pharmacy Practice*. 14(2), 1-9	STUDENT QUESTION-NAIRE Due today

	Foster, J., et al, (2016). Applying Health Literacy Principles: Strategies and Tools to Develop Easy-to-Read Patient Education Resources. *Clinical Journal of Oncology Nursing [*Oncology Essentials*].* 20 (4), 433-436. **Video/discussion** *The Challenge of Healthcare Literacy* (video): http://search.alexanderstreet.com/view/work/1665690 North Carolina Program on Health Literacy http://nchealthliteracy.org/index.html Quick Guide to Health Literacy https://health.gov/communication/literacy/quickguide/factsbasic.htm Explore these sites and comment on aspects of them that stood out to you. Be prepared to discuss in class. 2:45 = Guest: Matt Johnson, Community Workshop Series Coordinator.	
9/18	**Please respond** to readings and question below in Sakai Forums by 9:00 am, Monday, September 25, 2017**:** **Consumer Health Information Literacy – part II** **Reading/discussion** Rubenstein, E.L. (2016). Health Information and Health Literacy: Public Library Practices, Challenges, and Opportunities. *Public Library Quarterly*, 35, 1, 49–71. 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. **UnityPoint Health:** http://www.unitypoint.org/health-literacy.aspx **NIH Plain Language:** http://www.nih.gov/clearcommunication/plainlanguage/index.htm	

	Role of Consumer Health Librarian (scroll down to this heading): http://nnlm.gov/outreach/consumer/hlthlit.html#A7 **Question:** Based on the readings and other information you may have encountered, please discuss the following: - Are providers of CHI doing as much as possible to assure that materials are comprehensible by most, if not all their users? - In efforts to improve CHI literacy, what challenges do you think may exist? - What else can or should be done?	
9/25	**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 in North Carolina and Beyond** Flaherty, M.G. (2016). From Google to MedlinePlus: the wide range of authoritative health information provision in public libraries. *Library & Information Science Research*, 38, 2, 101-107. ------------------------------- Be sure to review the websites below before class for discussion and . . . **Please bring your laptops to class today** NC Health Info - http://www.nchealthinfo.org/ UNC Libraries: http://library.unc.edu/ **Health Source: Consumer Edition** – **in CH section**: http://guides.lib.unc.edu/az.php?s=1160d/ A to Z Databases: Consumer Health http://guides.lib.unc.edu/az.php?s=1160 MedlinePlus - http://www.nlm.nih.gov/medlineplus/	Due today

	NC Health Info - http://www.nchealthinfo.org/ **Also:** PubMed - http://www.ncbi.nlm.nih.gov/pubmed CINHAL – listed alphabetically in: http://guides.lib.unc.edu/az.php?s=5413 **Exercises and discussion**	
10/2	**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. *Journal of 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 in print, on television, radio and on the Internet. <u>Assignment:</u> Please write a one-page piece reflecting on a CHI item or two you've seen or read about recently and your thoughts about it. What is significant about your selected item(s)? Be prepared to discuss in class. I will collect this assignment at the end of class. Also, review the website below on evaluation of CHI materials on the web. Health on the Net Foundation. HONCode. http://www.hon.ch/HONcode/Patients/Visitor/visitor.html	
10/9	**Medical Errors** 20 Tips to Help Prevent Medical Errors: Patient Fact Sheet **https://www.ahrq.gov/patients-consumers/care-planning/errors/20tips/index.html** Makary, M. and Daniel, M. (2016). Medical error—the third leading cause of death in the US. *BMJ*, 353, i2139, 1-5. (In Sakai or link below). **http://www.bmj.com/content/353/bmj.i2139**	

Medical Errors Are No. 3 Cause Of U.S Deaths, Researchers Say.
http://www.npr.org/sections/health-shots/2016/05/03/476636183/death-certificates-undercount-toll-of-medical-errors

Question: Think about what else can be done to address this important issue? What kinds of changes do think could be made to health care system to reduce the number of medical errors?

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?

Committee on 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.

| 10/16 | --
 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** | Due today |

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.

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/

Discussion Questions:
1. What do **you** consider alternative therapies?
2. How do you think different cultures might define and accept CAM therapies differently than they are defined and accepted in the U.S.?

Reading/question

Review these Websites
Healthy People 2030: 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. How would you evaluate these websites in terms of their usefulness for consumers and patients?

| 10/23 | **Health & Cultural Competence   ==SLIDES?**

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. NIH, Cultural Competency: http://www.nih.gov/clearcommunication/culturalcompetency.htm **Question:** Are there any concepts mentioned in these readings that can be adapted for providing information services? What are they? --------------------------- **? TELEHEALTH? 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/ 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?"**	
10/30	**Outreach and Community Engagement** Dwyer-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	MIDTERM assignment Is due today

11/6	**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 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 **Tools** section.	
	What is EBM? - http://www.cebm.net/?o=1014	
	Cochrane - http://www.cochrane.org/ - Click and read the 'Our Evidence' and 'About us' sections.	
	Also review the link below **http://www.cochrane.org/what-is-cochrane-evidence**	
	Question**:** If EBM for consumers is here to stay, how might it be enhanced or improved to benefit them?	
	Consumer Health Informatics and Electronic Health Records **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. Defining the Patient-centered medical home (PCMH) **https://pcmh.ahrq.gov/page/defining-pcmh**	
	Silverstein, D. (2017). Meaningful Use, the Patient-Centered Medical Home and Other Oxymorons. *New York Family Medicine News*, 5(4): 27-30.	
	Guest: Laura Marcial, PhD	

11/13	**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** --- **CHI user groups: Children and Adolescents** **Readings/website review/discussion** Kell, B. Young people's experiences of online health information. 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". https://www.cdc.gov/tobacco/basic_information/youth/ 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/	
11/20	**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/

National Institute on Aging: https://www.nia.nih.gov/

AARP/Health: http://www.aarp.org/health/

Center for Disease Control and aging: http://www.cdc.gov/aging/

**Health Insurance Issues / Affordable Care Act (ACA) =
Readings/discussion:**

Malachowski, M. (2014). Obamacare and the proper role of the public libraries in health literacy. *infotoday.com*, Jan-Feb; 34 (1): 4-9. Retrieved from Ebsco CINAHL Plus

Vardell, E. and Charbonneau, D. (2017). Health Insurance Literacy and Roles for Reference Librarian Involvement. *Reference Librarian*, 58 (2), p124-135,

Optional readings for more detailed information**:**

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://nam.edu/perspectives-2013-helping-consumers-understand-and-use-health-insurance-in-2014/

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: *nnlm.gov/sites/default/files/atoms/files/bph-**letsask4***.pdf* - 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? **Guest, Emily Vardell, PhD**	
11/27	**Support groups as Sources of Health Information** **Readings/website review/discussion:** Support Groups: Make connections, get help: **http://www.mayoclinic.org/healthy-living/stress-management/in-depth/support-groups/art-20044655?pg=1** Turner, J. (2017). Online Support Groups: The Good, the Bad, and the Motivated. *Journal of Consumer Health on the Internet*, 21 (1), 11–25. Penrod, J. (2017). Redesign Consumer Health Information through Information Architecture. https://medium.theuxblog.com/redesign-consumer-health-information-through-information-architecture-73dde0e9d4a0 *The UXBlog*, Retrieved August 24, 2017. Patients Like me: http://www.patientslikeme.com/ Daily Strength: http://www.dailystrength.org/ MedHelp (http://www.medhelp.org) **Optional reading:** Chen, A.T. (2012). Exploring online support spaces: Using cluster analysis to examine breast cancer, diabetes and fibromyalgia support groups. Patient Education and Counseling, *87*.2: 250-2, 57. **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	Due today

	Blue Button initiative - http://www.healthit.gov/buzz-blog/consumer/launching-fall-national-blue-button-consumer-campaign/ 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/ Guest:	
12/4	**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. --- **WRAP-UP** **Consumer Health Information: What's Next?** Policy issues will continue play a prominent role as the Affordable Care Act, health professionals, Health IT developers, and healthcare insurers work through the implementation of changes in the Nation's healthcare system. How do you envision the future of CHI?	
12/8	**DUE: Final Projects**	By 5:00 pm
	HAVE A GREAT HOLIDAY BREAK!!	