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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:** Thursday, 3:00-4:00 pm **and by appointment** | **Class:** Tuesday/Thursday, 11:00-12:15 pm  **Location:** 303, Manning Hall |

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

D R A F T

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| **Date** | **Topic** | **Due** |
| 8/19 | **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  **Medical Library Association Code of Ethics**: <https://www.mlanet.org/about/ethics.html> |  |
| 8/21 | **Health Information databases: Searching for CHI**  Please listen to this tutorial prior to class: *Evaluating Internet Health Information: A Tutorial from the National Library of Medicine.*  <http://www.nlm.nih.gov/medlineplus/webeval/webeval_start.html>  Be prepared to discuss some of the evaluation issues mention in the tutorial  **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** |  |
| 8/26 | **Consumer Health Information in North Carolina**  Role of Consumer Health Librarian (scroll down to this heading): <http://nnlm.gov/outreach/consumer/hlthlit.html#A7>  **Guest:** Christie Silbajoris, Director of NC HealthInfo, UNC-CH Health Sciences Library |  |
| 8/28 | **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.  **Please watch this video before class and review the next website.**  *The Challenge of Healthcare Literacy* (video): <http://search.alexanderstreet.com/view/work/1665690>  NC Health Literacy Council <http://www.readingconnections.org/nchealthliteracy/> |  |
| 9/2 | |  |  | | --- | --- | | **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? |  | |  |
| 9/4 | **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?  What is it’s predictability of health behavior?  Weaver, J.B., et al. (2010). Health information-seeking behaviors, health indicators, and health risks. *American Journal of Public Health,* 100, 8, 1520-1525. |  |
| 9/9 | **CHI in the media**: print, broadcasting, internet, etc.  **Reading/discussion**  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> |  |
| 9/11 | **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** (link on the right of the screen)  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? |  |
| 9/16 | **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.** | Due today |
| 9/18 | **Health & cultural competence**  **Reading/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? |  |
| 9/23 | **Complementary and Alternative Medicine (CAM)** – ONLINE RESPONSE  **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/>  People’s Pharmacy: <http://www.peoplespharmacy.com/>  Tieraona Low Dog, MD - <http://www.drlowdog.com/index.html>    Quack Watch: <http://www.quackwatch.com/01QuackeryRelatedTopics/quackweb.html>  **Discussion Questions:** Please respond to the Discussion Forum on Sakai by September 25th   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? |  |
| 9/25 | **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**  White, P.J. (2002). Evidence-based Medicine for Consumers: a role for the Cochrane Collaboration. *Journal of the Medical Library Association,* 90, 2, 218-222.  Carmen, K.L., et al. (2010). Evidence that consumers are skeptical about evidence-based health care. *Health Affairs*, 29, 7, 1400-1406.  **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? |  |
| 9/30 | **Support groups as Sources of Health Information**  **Guest: Annie Chen, SILS doctoral candidate**  ***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>) |  |
| 10/2 | **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 |
| 10/7 | **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/> |  |
| 10/9 | **The Cochrane Library and Systematic Reviews**  **Review these sites for discussion**  The Cochrane Collaboration: <http://www.cochrane.org/>  <http://www.thecochranelibrary.com/view/0/index.html>  **Click on link below and review:** [Consumer & communication strategies](http://www.thecochranelibrary.com/view/0/browse.html?cat=ccochconsumercommunicationstrategies)  **Systematic Review evaluations = Cochrane**  [**http://www.testingtreatments.org/wp-content/uploads/2013/03/cochrane\_logo\_explained.m4v**](http://www.testingtreatments.org/wp-content/uploads/2013/03/cochrane_logo_explained.m4v)  **Please bring your laptops to class today** |  |
| 10/14 | **Affordable Care Act (ACA) TENTATIVE READINGS BELOW**  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:**  Whether one agrees or not with the ACA, it has been noted that large portions of the population do not understand it, or even know that it is a law.  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? | Midterm Assign-ment |
| 10/16 | **FALL BREAK \*\*\*\*\*\*\*\*\*\*\*\* NO CLASS** |  |
| 10/21 | **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/> |  |
| 10/23 | **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:  <http://www.healthit.gov/providers-professionals/faqs/what-patient-portal>  <http://en.wikipedia.org/wiki/Patient_portal> |  |
| 10/28 | **Electronic Health Records**  **Reading/Discussion**  **Kern, LM, Edwards, A., & Kaushal, R. (2014).** The Patient-centered m**edical** home, e**lectronic** h**ealth** r**ecords**, and quality of c**are**. *Annals of Internal Medicine*, 160, 11, 741-749.  **Guest:** Laura Marcial, PhD |  |
| 10/30 | **CHI and Healthcare Costs TENTATIVE**  **Reading**  Brill, S. (2013). Bitter Pill. *Time Magazine*, 181, 8,16-55.  AND . . . |  |
| 11/4 | **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 | Due today |
| 11/6 | **Consumer Health Information Settings and Services**  Malachowski, M. (2011). [Public libraries and health literacy.](http://ehis.ebscohost.com/ehost/viewarticle?data=dGJyMPPp44rp2%2fdV0%2bnjisfk5Ie46bNQsKmuSK6k63nn5Kx95uXxjL6urUm3pbBIr6ieSbCwsku4q644zsOkjPDX7Ivf2fKB7eTnfLunskm2r69Qrqi0PurX7H%2b72%2bw%2b4ti7e7bepIzf3btZzJzfhruorkmvqrBNtqe0PuTl8IXf6rt%2b8%2bLqjOPu8gAA&hid=115) *Computers in Libraries*, 31, 10, 5-9.  Charmel, P.A. and Frampton, S.B. (2008). Building the business case for patient-centered care. *Healthcare Financial Management*, 62, 3, 80-85.  Strube, K., et al. (2007). Patient information rounds in a hospital system. *Journal of Hospital Librarianship*, 10, 7, 13-28.  Planetree Model 🡪 *Patient-Centered Care*.  [**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. |  |
| 11/11 | Issues in Health Information Technology  **Readings**  Emani, S., et al. (2012). Patient Perceptions of a Personal Health Record: A Test of the Diffusion of Innovation Model. *Journal of Medical Internet Research*, 14 (6):71-85. Available at: <http://www.jmir.org/2012/6/e150/>  Wright, A. et al. (2011). Randomized controlled trial of health maintenance reminders provided directly to patients through an electronic PHR. *Journal of General Internal Medicine*, 27, 1, 85-92.  **View this site:** Society for Participatory Medicine [http://participatorymedicine.org**/**](http://participatorymedicine.org/)  **------------------------------------------------------------------**  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> |  |
| 11/13 | **No Class Today - Please work on final project** |  |
| 11/18 | 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>  **----------------------------------------------------------------------------------**  **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 by or about Eric Topol:  <http://www.medscape.com/author/eric-topol>  <http://www.youtube.com/watch?v=0B-jUOOrtks>    **Question: How would you respond to the question and title of the reading: “**To what extent are consumers empowered?” Please think about this question and submit a response to the **Discussion forum on Sakai by Tuesday, November 25th.** |  |
| 11/20 | **Clinical Decision Support (CDS)**  **Reading/Discussion**  Cribb, A. and Entwistle, V.A. Shared decision making: (2011). Trade-offs between narrower and broader conceptions. *Health Expectations*, 14, 2, 210-219.  Review this website  [**http://www.healthit.gov/policy-researchers-implementers/clinical-decision-support-cds**](http://www.healthit.gov/policy-researchers-implementers/clinical-decision-support-cds)  **Question: How would you like to see the trade-offs mentioned in the article resolved (think inside or outside the box)?** |  |
| 11/25 | **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.**  **Reading/Discussion**  **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?  Please respond to the forum by Tuesday, December 2rd. |  |
| 11/27 | **THANKGIVING DAY ======== NO CLASS**  Have a great Thanksgiving break!!! |  |
| 12/3 | **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. |  |
| 12/5 | **DUE: Final Projects** | By 5:00 pm |
|  | **HAPPY HOLIDAYS!!!!!** |  |