



# Taking Health Information Behaviour into Account

Implications of a neglected element for successful  
implementation of consumer health technologies on  
older adults (HIBA)

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# HIBA

- Financed by the Academy of Finland 2015-2019
- Involves postdoctoral researchers in information studies from the University of Oulu (Heidi Enwald, Noora Hirvonen, Helena Käsäkoski) and Åbo Akademi University (K Eriksson-Backa, Hai Nguyen)
- Project leader: prof. Isto Huvila
- <http://blogs2.abo.fi/hiba/>

# Motivation

- Not everyone has the needed skills or motivation to succeed in receiving, processing, and acting on information disseminated by healthcare providers through online health services.
- As science advances and society develops, dependence on technology for health counselling, provision of care and communication becomes greater.

# Motivation

- We posit that the current crucial challenge for healthcare and medicine is not the lack of available treatments, but rather a deficit of patient involvement and consumer-focused provision of health information.

- To study how citizens' health information behaviour influences the use of consumer health technologies and how these technologies can be effectively tailored to fit the everyday health information behaviours and practices of a growing ageing population.

# Objective

- To interact with older adults (born 1946–1960) to develop comprehensible, manageable and, in particular, more meaningful and user friendly health information systems in the future.

# Research questions

1. How do older adults (born 1946–1960) experience the usefulness, effectiveness, trustworthiness and privacy of e-health services?
2. Do existing e-health services have an impact on issues related to older adults' health information behaviour?
3. How can e-health services be tailored to effectively fit older adults' everyday health information behaviour? What are characteristic features of such tailored services?

# Research methods

- Focus group interviews
- Semi-structured interviews
- Large scale surveys
- Systematic literature review



# Expected practical impact

- The practical contribution of the project builds on an improved understanding of human information behaviour and it uses this new knowledge and evidence to highlight how individual factors should be taken into account in the design of consumer health technologies and their information contents.
- The novel knowledge obtained in HIBA will be deployed for wider use through the devising of recommendations for the development of more efficient and qualitative ICT-based services in order to enhance the wellness and empowerment of, in particular, older adults.

# Current stage: systematic review

- Working title: *Older adults' perceptions of the information contents of e-health services: a systematic review*
- Searches in
  - PubMed,
  - CINAHL,
  - Library, Information Science & Technology Abstracts (LISTA),
  - Applied Social Sciences Index and Abstracts (ASSIA)
  - Library and Information Science Abstracts (LISA)
  - Computer and Information Systems Abstracts
  - EBM Reviews:
    - Cochrane Database of Systematic Reviews (CDSR)
    - Database of Abstracts of Reviews of Effects (DARE)
    - Cochrane Central Register of Controlled Trials (CCTR)
    - ACP Journal Club (ACP)
    - Health Technology Assessment (HTA)

# Search strategy

- (information OR content\* OR message\* OR feedback OR knowledge OR communication\* OR interaction OR "consumer health information"[MeSH Term])
- AND (health\* OR well-being OR wellbeing OR OR “well being” OR wellness OR disease\* OR illness\* OR sickness\* OR self-management OR “self management” OR chronic OR self-care OR “self care”)
- AND (“Older adult\*” OR “elderly” OR “aging” OR “ageing” OR “baby boomer\*” OR senior\* OR geriatric\* OR “older people” OR “old people” OR “old adult\*”)
- AND (technolog\* OR ICT OR e-health OR eHealth OR “health information technology” OR HIT OR telehealth OR telemedicine OR internet OR informatics OR software OR “social media” OR web\* OR mHealth OR m-Health OR “mobile health” OR “social networking site\*” OR SNS OR app OR apps OR application\* OR "health information technology"(MeSH Term) OR telehealth[MeSH Term])

# Search results

- The search produced 3,554 references and after the removal of duplicates 3,011 unique publications were identified.
- The abstracts are currently examined.
- Inclusion criteria:
  - e-health, mHealth, social media, peer support as part of e-services
  - Age group 50-70 y
  - User experience/content, also perceived benefits of use, perceived impact on life, perceived usefulness, needs satisfaction, perceived benefits, perceived convenience of content
  - Original research, peer-reviewed, English

# Next step

- Examining how the customer health technologies have been implemented in Finland, and which technology/application is popular for the patients so we can use it as a case-study for our research
- Thinking of possible groups to study, e.g. people with chronic pain, foreigners in Finland, residents of Hämeenlinna (ODA – Omahoito ja digitaaliset arvopalvelut)
- <http://www.kunnat.net/fi/palvelualueet/projektit/akusti/akustiprojektit/omahoito/Sivut/default.aspx>



# Thank you! Kiitos!

Questions? Comments?  
Kysymyksiä? Kommentteja?