

# CHIPIG

## Minutes #28

**Date:** Wednesday, June 6, 2012  
**Chair:** Mary Anne Howse

**Location:** Homewood Health Centre  
**Recorder:** Erica Lee

**Present:** Lavern Gravis (Toronto General Hospital), Jose Gregorio (Homewood Health Centre), Ella Gregorio (Homewood Health Centre), Mary Anne Howse (Women's College Hospital), Erica Lee (CATIE), Ekaterina Lolova (The Scarborough Hospital), Tonya Mahar (The Scarborough Hospital), Marg Muir, Johanna Partnoy (Homewood Health Centre), Joyce Pharoah (Homewood Health Centre), Solaiman Talut (The Scarborough Hospital), Tara Zarrin

**Please note:** Minutes will be approved at next meeting.

Item	Agenda	Discussion/Decisions/Action Summary	Person Responsible
1	Call to order	<ul style="list-style-type: none"> <li>• Welcome &amp; introductions</li> </ul>	
2	Guest speaker Julia Harrington University of Western Ontario	<ul style="list-style-type: none"> <li>• Julia Harrington reviewed the information seeking behavior and needs of informed patients and reviewed strategies for meeting their information needs</li> </ul> <p>Presentation highlights:</p> <ul style="list-style-type: none"> <li>• Definition of informed patient, focusing on patients taking a very active role in their health using information from medical resources</li> <li>• Results of a qualitative interview with a patient looking for health information following the diagnosis of an uncommon health condition, considering patient's: <ul style="list-style-type: none"> <li>➤ Motivations</li> <li>➤ Search strategy</li> <li>➤ Resources found and used</li> <li>➤ Evaluation criteria</li> <li>➤ Challenges and positive experiences with information searching</li> </ul> </li> <li>• Literature review on information seeking of informed patients, highlighting themes including: <ul style="list-style-type: none"> <li>➤ Current trends in online information searching</li> <li>➤ Medical community reaction to the idea of an "expert patient"</li> <li>➤ Role of information in promoting patient empowerment and engagement</li> <li>➤ Use of expert sources</li> <li>➤ Application of theoretical framework to informed patient information seeking</li> </ul> </li> <li>• Reasons to support in-depth research by patients including: <ul style="list-style-type: none"> <li>➤ Empowerment and reassurance</li> <li>➤ Increased patient engagement</li> <li>➤ Anxiety reduction</li> <li>➤ Better health outcomes</li> <li>➤ Role of expert resources as most "trusted"</li> <li>➤ Championing patient's right to know</li> </ul> </li> <li>• Tips for assisting the informed patient <ul style="list-style-type: none"> <li>➤ Provide consumer health info as friendly intro to</li> </ul> </li> </ul>	

		<p>topic</p> <ul style="list-style-type: none"> <li>➤ Use reviews of literature, especially to provide references to key resources</li> <li>➤ Access to user friendly medical dictionaries</li> <li>➤ Introductions to assessing studies</li> <li>➤ Refer to support groups and related organizations</li> </ul>	
3	Round table discussion	<ul style="list-style-type: none"> <li>• Shared sources for finding patient support groups; examples include: <ul style="list-style-type: none"> <li>➤ Self Help Resource Centre - <a href="http://www.selfhelp.on.ca">http://www.selfhelp.on.ca</a></li> <li>➤ Patients Like Me - <a href="http://www.patientslikeme.com">http://www.patientslikeme.com</a></li> <li>➤ Aphrodite's Women's Health - <a href="http://www.aphroditewomenshealth.com">http://www.aphroditewomenshealth.com</a></li> </ul> </li> <li>• Considered that in practice, encounters with informed information seekers are few; possible reason for this is that informed patients may rely more on online resources</li> <li>• Considered impact of informed patients on doctor/patient relationships <ul style="list-style-type: none"> <li>➤ Can facilitate medical appointments, but also present challenges when addressing patient misinformation</li> </ul> </li> <li>• Comment on case study patient's doubt of consumer health sources; Julia expanded by saying the patient perceived consumer health resources as focusing on common "authorized" treatments while believing that medical resources would provide information on newer treatment options in development</li> <li>• Discussed literature and options for health care providers giving health information to patients; Julia reviewed the idea of "decisions counselors" who could potentially be used to help with information provision and understanding, with other options provided by the group included: <ul style="list-style-type: none"> <li>➤ Hospital developed information packages</li> <li>➤ Use of prescription pads</li> <li>➤ Clinical librarians joining rounds to assess and fulfill patient information needs</li> <li>➤ Discussed doctors' potential use of patient information portals from medical databases to provide patients with information; suggestion that this just helps with providing point of care resources and is not a substitute for patient education</li> </ul> </li> <li>• Mentioned potential government involvement in prevention <ul style="list-style-type: none"> <li>➤ Trend for governments to promote active patient involvement in health care and patient self management</li> <li>➤ Some concern that this puts too much pressure on</li> </ul> </li> </ul>	

		patients and could be a way of reducing health costs and offloading health care on consumers ➤ Potential to target younger audiences and instill preventative habits from a young age	
<b>Next meeting: Wednesday, September 12, 2012, Location: To be determined</b>			

## Roundtable Sharing

<b>Location: Faculty of Information, University of Toronto</b>	
<b>Report given by: Christine Marton</b>	
Publications:	Christine Marton, Chun Wei Choo, (2012) "A review of theoretical models of health information seeking on the web", Journal of Documentation, Vol. 68 Iss: 3, pp.330 – 352. <a href="http://www.emeraldinsight.com/journals.htm?articleid=17030675">http://www.emeraldinsight.com/journals.htm?articleid=17030675</a>
<b>Location: Humber River Regional Hospital</b>	
<b>Report given by: Carmen Alcalde</b>	
Public Events:	Support the GEM (Geriatric Emergency Management Nurses) in health promotion activities target to the aging population in the Jane and Finch Area. The HRC provides pamphlets and education materials on patient safety, falls prevention and services for seniors in the area.
Publications:	<ul style="list-style-type: none"> <li>• HRC Annual report for the period April1, 2011-March 31, 2012</li> <li>• VICKI trial – evaluation report (VICKI, a video remote interpreting service on trial at the Church St. and Finch Ave. sites)</li> <li>• Multilingual poster for Emergency and Minor Clinic procedure (this poster provides common question asked in these areas and its translations into the top 5 languages most requested in the hospital.)</li> </ul>
Website projects:	<ul style="list-style-type: none"> <li>• Updates to the Health Resource Centre website, <a href="http://www.hrrh.ca/healthresourcecentre">http://www.hrrh.ca/healthresourcecentre</a></li> <li>• Updates to the Wellness at Work website (intranet)</li> <li>• Updates to the Interpreter Program website (intranet)</li> </ul>
Staffing:	1 full time
Other news:	<p>Partnerships and support to hospital programs:</p> <ul style="list-style-type: none"> <li>• HRC staff chairs and participates in the Patient Education Working Group, which reviews, makes recommendations and approves Patient Education Publications.</li> <li>• HRC staff provides support for the wellness initiatives by participating in the wellness committee. The HRC staff organized in partnership with Toronto Public Health the "Walk into Health" program, a health promotion initiative for staff to become more active. There were 212 staff members registered and participated in a competition for the Golden Shoes Award among the three sites of the hospital.</li> </ul>
<b>Location: Homewood Health Centre</b>	
<b>Report given by: Joyce Pharoah</b>	
Website projects:	Homewood Health Centre has launched a new website. Check it out.
Staffing:	We are in the process of hiring a .66 Library Technician. The previous incumbent retired!
Other news:	This summer will be a summer of transition. Please be patient with my workers and I while we try to fit in everyone's vacation and also train the new technician.