Development of the CUE tool through an e-Delphi study: The credible and usable evaluation of patient education tool for web-sites

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On behalf: CESAR Network

Topic(s):
Cardiovascular Nursing - Other

Citation:
Introduction: Patients are increasingly searching for information about their medical condition on the Internet. The information available on the Internet is excessive and not all information that can be found on the internet is of acceptable quality or can be recommended. Therefore, it is important for clinicians to be able to assess the quality of websites which contain information for patients or are intended to educate patients.

Purpose: To develop a clinical tool for health care professionals to help them assess the quality of websites containing medical information for patients

Method: The method used in this study was a e-Delphi in three rounds. In round one, items on usability and content were created based on available literature on website evaluation and the general information needs of patients to assess the quality of patient information and important aspects for usability of web-sites. The theoretical perspective of empowering patient education guided the development of the tool. These items created from the literature search were sent out for evaluation to 34 health-care professionals in 6 countries. Health care professionals were selected based on their publications within patient education and/or were members of the CESAR network, a professional research network in Sweden. Items were selected for round 2, if more than half of the participants rated them as important or very important and the same method applied for round 3. Additionally, in round three, participants were asked if the remaining items were clear, if they missed any important items and to give suggestions on a scoring system of the tool.

Results: In total 19 of 34 health-care professionals responded to the invitation of participating in the study. Of the 67 items initially created 41 items (29 on usability, 12 on content) were rated as important or very important and selected for further evaluation in round two. In round 2, a total of 18 health-care professionals responded and 19 items were selected (9 usability, 10 content) for further evaluation. As a result of round 3, two items were put together as one, leaving the instrument with 18 items in total (figure). The scoring system preferred was a summative score for usability and content ranging from 0-100.

Discussion: Because patients are more and more searching for information about their medical condition online, it is important to develop a tool for healthcare professionals so they can advise patients on suitable and reliable websites from which they can seek information. The CUE tool developed in this study will be further tested within the clinical setting.
Abstract:

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