Outcomes associated with online consumer health information in primary health care: A mixed studies review with a framework synthesis and the Configurational Comparative Method

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1. Background and Objectives

- Online consumer health information (OCHI) associated with improved knowledge, involvement, and health
- Little is known about its “value” in primary care
- No comprehensive tool to assess information-use

Objectives:
- Identify types of OCHI outcomes
- Revise conceptual framework
- Identify conditions associated with positive outcomes

2. Methods

Eligibility criteria
- Qualitative, or quantitative, or mixed methods study, French or English (1990-2014), Community-based primary health care setting, OCHI use

Information sources
Medline, Embase, PsycINFO, CINAHL, LISA, grey literature (librarians)

Selection & Appraisal
2 reviewers (DistillerSR & Mixed Methods Appraisal Tool (MMAT))

Data extraction and synthesis
Phase 1:
- Deductive-inductive thematic analysis (Nvivo)
- Harmonization of themes to develop terminology
- Card sorting exercise to organize influencing factors
- Framework synthesis

Phase 2:
- Configurational Comparative Method (Boolean analysis)

3. Phase 1 Results

Influencing factors
- Individual characteristics: e.g. age, health status, health information literacy
- Socio-technical factors: e.g. social support system, access to Internet
- Patient-clinician relationship: e.g. perception of clinicians towards OCHI
- Healthcare system: e.g. access to health care services

Individual health outcomes
- Positive: increased involvement in health care, health improvement, better communication with health care providers
- Negative: deterioration of the patient-clinician relationship, increased worry, overuse or misuse of health services

Health services outcomes
- Increased physician’s responsibilities, excessive ER visits and longer wait times

Revised model: Factors and outcomes of online consumer health information

4. Phase 2 Preliminary Results

- 3 conditions: health problem, health information literacy, and confidence in OCHI
- Outcomes were positive individual health outcomes

5. Conclusions

NEXT STEPS: Results will be used to develop a Patient Information Aid to help people find and use relevant OCHI

6. Références