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# Nurses' Experiences and Perceptions of Using Online Resources for Patient and Family Education: A Qualitative Interview Study

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## ***Nurses' experiences and perceptions of using online resources for patient and family education:*** *a qualitative interview study*

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### **Study objectives**

- Gain in-depth understanding of nurses' experiences using resources such as Krames Online, MedlinePlus, or other websites to educate patients and their families
- Identify themes that can be used to design questionnaires and outreach education for nurses, managers, and administrators

### **METHODS**

1. Recruit participants at Providence St. Joseph Medical Center in Burbank, CA
2. Conduct semi-structured interviews
3. Transcribe and code interviews as they are completed
4. Share coded transcripts with nurse co-investigators
5. Re-code transcripts incorporating feedback from nurses
6. Identify and synthesize major categories and themes

Nurses educate patients and families.

Nurses use resources from the Internet to provide education.

(Pretty much) **everyone** uses the Internet to look for health information (1).

But...

# little is known about nurses' actual experiences using online educational resources and discussing them with patients



## **References**

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## **SELECTED LITERATURE**

- **2005 study of oncology nurses identified**
  - a division between nurses who "were insulted when patients challenged their expertise based on information gleaned from the Internet," and nurses who viewed Internet health information as a catalyst for change and a facilitator of patient-provider relationships (2)
  - nurses' function as "knowledge consultants," facilitating patients' searches, evaluating information needs, individualizing information, and correcting misinformation (2)
- **2011 observational study of nurses in practice found that**
  - nurses had very little time to search for information (3)
  - hospital policy often required the use of particular educational materials (3)
  - lack of knowledge and previous negative experiences hampered use of online resources (3)

## **PRELIMINARY RESULTS**

The study has received IRB approval, and we are now recruiting and interviewing participants. Interviews will continue until thematic saturation has been reached.

*Interviews so far suggest that*

- Division identified by Dickerson et al. remains, nearly fifteen years later
- Nurses worry about inaccurate or inappropriate material found online by patients and families
- Google, disease-specific websites, and organizationally mandated material (Krames online) are common sources for patient education materials
- Nurses use their own knowledge and experience, and reach out to colleagues, to educate patients