A Methodological and Technical Approach to Web-based Multi-method Evaluation

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Motivation

Who?
- Potential Patients
- Health Care Providers
- Health Economics
- Other Stakeholders

What?
- Decision Making on Health Related Questions

Does

On

With

Hospitals
- The largest medical service
- Continuously changing setting in health care

Web-based Information Systems
Requirements
- Flexible
- Easy to use
- Comprehensive overview
- ... 

Goal: Evaluation
- Insights on user’s behavior and satisfaction and on the usability
- Web-based
- Applicable also in other settings

Methods and Results

Requirements Analysis

Triangulation
- Collection of quantitative and qualitative data
- Multiple Methods
- Multiple perspectives
- Multi-disciplinary

Ethics
- Privacy (e.g. no collection of personal data)
- Informed Consent – Information on:
  - Purpose of the project
  - The conduct
  - Which data will be collected and how
  - How will they be used and analysed
  - How and when will they be published

Stability and Maintenance
- Data collection and storage
- Documentation and Transparency
- Expert to computer-assisted data analyses for both quantitative and qualitative data

Evaluation

Data analysis
- Quantitative
  - Reproducible
- Qualitative

Correlation

Interpretation

Report

Parts of the questionnaire
A General information on the participant (socio-demographic data, computer experience etc.)
B Quantitative questions on the website
C Open questions on good, bad or missing facilities of the website
D Global assessment of the website
E Assessment of the questionnaire (validation in the lab)

Conclusion and Outlook

Websites on health care related data are a central resource, used by health care professionals and potential patients during their decision making. The data and information help to achieve transparency in health care and to support the informed consent. Concise evaluation approaches and procedures are needed to assess the quality of such information systems and to identify necessary adaptations. With the described methodological and technical approach, we want to contribute to Web-based multi-method evaluations. By evaluation of the described Web-based information system on hospitals, we expect insights about how far we meet users’ needs on up-to-date, location-independent and easily accessible data, which is suitable for supporting their own decision making – and necessary improvements.

Acknowledgment

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References