

# *Examining the role of patients' experiences as a resource for choice and decision-making in health care.*

## **iPEX Briefing Paper 4**

### **Work package 1c – Develop and pilot an assessment tool to capture the health effects of exposure to online patient experience**

#### **Background**

Trials to evaluate the impact of online patient experience need to identify the most appropriate outcomes to be measured. The range of outcomes is potentially large and may be addressed, in part, by some existing measures – e.g. health status and health-related quality of life, emotional adjustment, coping and decisional conflict. However, as research on online patient experiential information is in its infancy, no valid and reliable assessment tool existed that is appropriate to capture the effects of using websites which contain patient experiences as well as 'facts and figures' information.

#### **Objective and approach**

To develop a tool to measure the impact of using health-related websites which contain experiential and factual information. Our approach was:

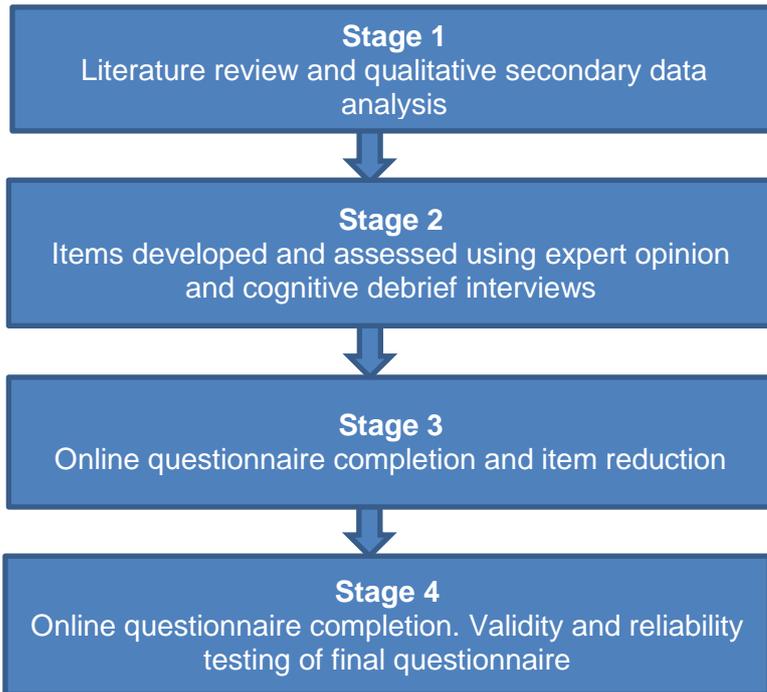
- To inform and construct questionnaire items using a conceptual literature review and secondary qualitative analysis of interviews relating to patient and carer experiences of using health information on the internet.
- To refine and reduce the number of questionnaire items using expert and user opinion followed by statistical analysis.

The tool needed to be suitable for use across a range of health groups (for example, people with long term conditions, carers and those viewing websites aimed at changing health behaviour. The questionnaire also needed to be suitable for use with various styles of online information (for example, 'facts and figures' information, patient experiences information and discussion forums).



Laura Kelly, Sue Ziebland and Crispin Jenkinson

## Development of the e-Health Impact Questionnaire (e-HIQ)



The assessment tool, referred to as the ‘e-Health Impact Questionnaire’ (e-HIQ), was designed to assess the impact of using health-related websites. This online self-report questionnaire consists of two independent parts which have undergone numerous stages of development. The use of existing literature, qualitative analysis, expert/patient opinion and psychometric analyses provide evidence of the validity and reliability of the measure.

Kelly L, Jenkinson C and Ziebland S. (2013). Measuring the effects of online health information for patients: Item generation for an ehealth impact questionnaire. *Patient Education and Counseling*. 2013 Dec; 93(3):433-8.

Kelly L, Ziebland S, & Jenkinson C. (in press). Measuring the effects of online health information: scale validation for the e-Health Impact Questionnaire. *Patient Education and Counseling*.

### Contact

Health Experiences Research Group,  
Nuffield Department of Primary Care Health Sciences,  
University of Oxford.  
Tel: 01865 289373  
email: [angela.martin@phc.ox.ac.uk](mailto:angela.martin@phc.ox.ac.uk)  
[www.ipexonline.org](http://www.ipexonline.org)

The e-HIQ-Part 1 consists of 11 items asking about a person’s general attitudes towards health-related websites.

The e-HIQ-Part 2 consists of 26 items asking about a person’s views regarding a specific health-related website.

Both parts of the questionnaire have a five point response category for all items ranging from ‘strongly disagree’ to ‘strongly agree’. A person’s score for identified domains (or sub-scales) within the questionnaire can be calculated.

A summary score for each questionnaire part can also be calculated.

A translatability assessment of the e-HIQ was performed on questionnaire items to confirm cultural and linguistic suitability for translation in the future.

## Use of the eHIQ

The e-HIQ demonstrates good psychometric properties and enables the measurement of the impact of using health-related websites across a range conditions. This tool has been used in the final work package, the randomised controlled trial which compared websites using ‘facts and figures’ to websites containing ‘facts and figures’ plus experiential information. It has been translated into other languages by members of DIPEX International. Since spring 2015 the questionnaire has been introduced as part of routine feedback on HealthTalk.org

The **iPEX** programme presents independent research funded by the National Institute for Health Research (NIHR) under its Programme Grants for Applied Research funding scheme (RP-PG-0608-10147). The views expressed in this briefing sheet are those of the authors, representing **iPEX**, and not necessarily those of the NHS, the NIHR or the Department of Health.

