



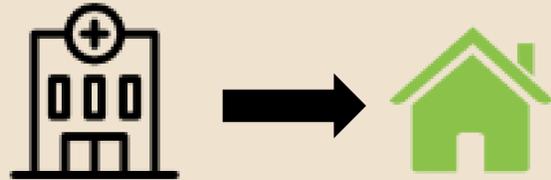
# EVALUATING RESOURCES FOR CANCER CAREGIVERS ON CANCER HOSPITAL WEBSITES

Erica Brody, MPH, MSLS candidate  
Jennifer Walker, MLS

## CONTEXT

CANCER CARE happens at home:

Medication & pain management | Nutrition |  
Physical symptoms | Hygiene |  
Equipment | Positioning & mobility |  
Professional support | Emergency resources



## RESEARCH OBJECTIVES

Recommendations for online resources for cancer caregivers

- Content
- Organization

## IMPLICATIONS

- Cancer caregiver information on hospital web-sites can be improved
- Library professionals can assess online information & suggest enhancements
- Opportunity to build partnerships between librarians and hospitals

## METHODS



Sites evaluated  
May & June  
**2015**



**1** Librarian  
**2** library science students



**8** tasks

MAC  
Region



## RECOMMENDATIONS

- Assess caregiver information needs
- Create webpage devoted to caregivers.
- Link to the caregiver page on hospital home page.
- Break caregiver information into sections with meaningful titles
- Provide how-to guides for in-home tasks (ex. wound care.)
- Use responsive web design

## LESSONS LEARNED

- Screencast to capture screens viewed, possibly sound to capture think aloud
- Difficult for “expert” to keep mindset of persona
- Conduct evaluation with members of target population

## RESULTS

Scenario	Hospital #1	Hospital #2
Wound Care	Not Found	Not Found
Transport to Treatment	Difficult	Difficult
Prostate Cancer: Treatment	Difficult	Difficult
Prostate Cancer: Disease	Not Found	Not Found
Caregiver Support Group	Difficult	Easy
Caregiver Self-Care	Difficult	Difficult
Home Healthcare	Difficult	Difficult
Low-Cost Lodging	Difficult	Difficult

### Caregiver information PROBLEMS

Key information unavailable or difficult to find

Home page has no links with term “caregiver”

Broken links

Ambiguous page titles / page titles do not match page content

Contact information missing for some services

## REFERENCES

Bee, P. E., Barnes, P., & Luker, K. A. (2009). A systematic review of informal caregivers' needs in providing home-based end-of-life care to people with cancer. *Journal of clinical nursing*, 18(10), 1379-1393.  
Sharp, H., Rogers, Y., & Preece, J. (2011). *Interaction design: Beyond human-computer interaction*. Chichester: John Wiley.  
Icons made by [Freepik from www.flaticon.com](http://www.flaticon.com)

## ACKNOWLEDGEMENTS

Barbara Wildemuth, Tina Shaban, Loretta Muss, Jenny Hanspal, Laura Dimmit, Francesca Allegri