

Using the Internet for professional and patient communication

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'Information' from 'webpages'

- Clearly great scope for using Internet to give people (tailored) information.

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Computer-tailored dietary behaviour change interventions: a systematic review

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Abstract

Improving dietary behaviours such as increas-

change interventions is fairly strong, the uncertainty lies in whether the reported effects are generalizable and sustained long term. Further

Person-person Internet communication

- For example, social networks, message boards, chat rooms, and virtual worlds
- For example, this is a live interactive webcast. You could be on any broadband connected computer anywhere in the world. (It does not require videoconference equipment). You can ask me questions by the chat room.

Live webcasting

Chat message window

Webcast Window

User List

You entered room "Main"

Type /room [room name] to change rooms
Type /exit to leave

sbarrington (15:38:32)
Hello all

rayjones (15:38:43)
Hello all

sbarrington (15:39:05)
This is a test to show the audience how to take part in the discussion forum

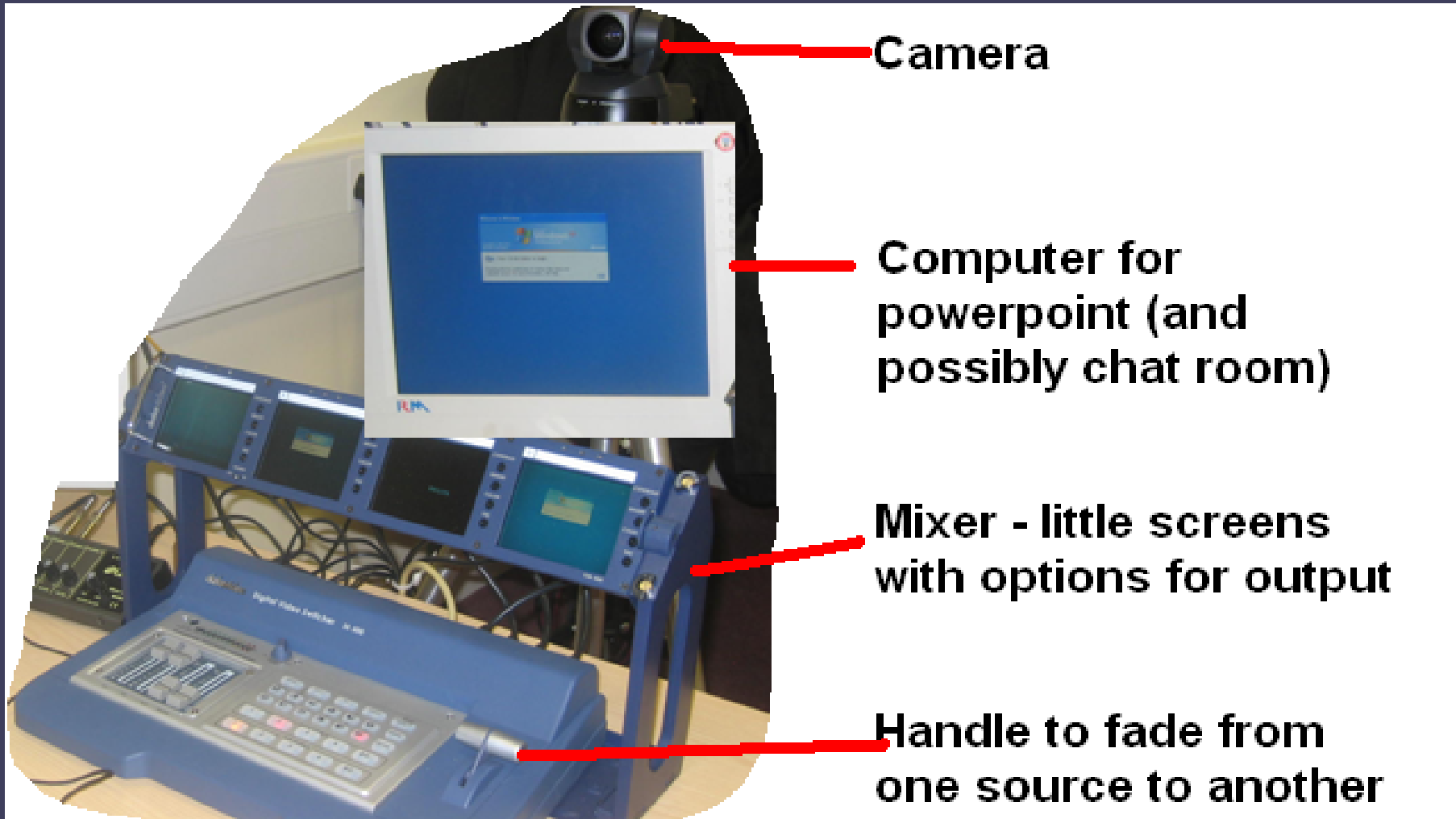
rayjones (15:39:18)
OK

glendateckan
ceyenne
sbarrington

When will ← TYPE YOUR COMMENTS IN HERE AND PRESS ENTER TO SUBMIT THEM

Chat input box

The presenter



Camera

**Computer for
powerpoint (and
possibly chat room)**

**Mixer - little screens
with options for output**

**Handle to fade from
one source to another**

Participant

- Just requires broadband connected computer that plays sound

University of Plymouth

Faculty of Health

Has been using webcasting for

- Open webcast seminars (webinars)
- Postgraduate modules (e-health, genetics)
- Undergraduate teaching
- CPD and short courses
- Engaging 'users' for research projects
- Marketing of courses

Benefits - 1

Interactivity

- Students say it is more interactive than normal lectures.
- Less inhibition to contribute.
- All can type at the same time.
- Use of break out groups.

Midwifery student comments

- *“I really enjoy the interaction you get from webcasting much better than in a lecture setting. Productive use of my time.”*
- *“..there is more feedback from group members who ordinarily wouldn't say anything during the lecture through dislike of public speaking, so this is perfect for those who are more at ease in typing a response..”*

Benefits - 2

Travel time and cost saving

- One seminar for 34 midwifery students saved 3672 miles of mainly car travel.
- If used more widely could have significant savings in
 - travel expenses
 - time spent travelling
 - carbon footprint

E-health module 2008

- 10 sessions, Wednesday afternoon 2-4.30
- 16 students: Malaysia, Mauritius, Saudi Arabia, UK, Canada, West Indies.
- International discussion without conference travel
- Development of 'group connection'

E-health module 2009 starts September 30th

- So far, 29 students from a number of countries
- (Advert ! If interested email me ray.jones@plymouth.ac.uk)

Small study with DIETS network

Synchronous Vs Asynchronous

- 36 participants (Dietetics Lecturers, Placement tutors, and Dietetics Students) expressed interest, 24 completed baseline questionnaire, 19 participated
- Live webcasts discussing advantages and disadvantages of synchronous (webcasts) with asynchronous (discussion forum) communication for placements.

Advantages of webcasting

- Ability to have scheduled sessions so that students and academics could use the computer clusters in their institutions
- Being 'forced' to do task at stated time without procrastination
- Interactivity.

Advantages of discussion forum

- Asynchronous methods thought better for being able to answer in your own time
- Especially better if English was being used.

Characteristics of person-person support

- Asynchronous Vs synchronous (illustrated with reference to professionals)
- Anonymity, size (illustrate with reference to patients)

Patient-patient or professional-patient support

- Need for anonymity may vary by patient characteristics: people with eating disorders may require absolute anonymity to participate while pregnant women may be happy to reveal their true identity.
- The size, membership, and level of moderation, are other factors that will influence the usefulness of the discussion for members.

Examples from self harm discussion forum

- Study of discussion forum for people who self harm
- A small forum (74 participants) in which research team were participant observers.
- Members were able to express, in great depth, their views because of anonymity, intimate 'size', and supportive environment.

Summary

- Person-person online communication can use variety of methods
- Thought is needed as to best method for each situation
- Examples:
 - advantages and disadvantages of synchronous Vs asynchronous in education
 - Need for anonymity, small forum size, and support for vulnerable patients