Contents

Consumer Connections

CAPHIS

Consumer & Patient Health Information Services

Message from the Chair

Margaret Ansell, MLIS, AHIP-S, Chair, CAPHIS 2022-2023
Associate Chair, Health Science Center Library
University of Florida
Gainesville, FL

Broadening Our Vision of the Future

As someone who has been nearsighted since middle school, I was astounded to learn recently that this wasn't necessarily something I was genetically predisposed to (though both my parents wear glasses, so I'm sure genetics didn't help): apparently, screen time, close-up activities, and time spent outdoors are all risk factors for myopia. Since the COVID-19 pandemic began, there has been a significant increase in the prevalence of myopia in children and adults, with the speculated cause being the increase in time spent learning and working online and the decrease in time spent outdoors.

There's a lesson to be learned in that: for all that one of the silver linings of the last few years have been all the revolutions in how we work, both as librarians and as a society, there's a real risk that working from day to day, dealing with each crisis as it comes, has caused a sort of nearsightedness in our own lives. I know that I've been struggling to think or plan more than a month into the future. At CAPHIS, as we look forward to the annual meeting in Detroit this May, now is a good time to cast our vision more broadly. What issues should we be prepared to tackle in the coming years? What new ways can we engage with each other and with our patrons?

(Message from the Chair Continued)

The **CAPHIS Crisis/Disaster Resources Guide Task Force** is exploring one new way, in the form of supporting ourselves and our colleagues by collecting and sharing timely resources for those in crisis. MLA's *Be Well* monthly programming series has also been discovering more sustainable ways of working and being. And at the CAPHIS Caucus spring meeting in April (exact time & date TBD), we'll celebrate our newly-elected officers, who will bring their own unique visions for the future.

With the weather warming up (much to the chagrin of Floridians like myself), I encourage you to all fight the good fight against myopia and spend some time outdoors broadening your vision, both literally and figuratively.

News & Announcements

Let us know about member news, publications, presentations, etc. – send to Sydni Abrahamsen, MLS, AHIP, section editor.

CAPHIS Caucus Elections

Be sure to vote in the caucus elections when you go to the MLA elections page! After logging in, you'll see a list of the caucus' you're a member of under Caucus Ballots. Each one is a link to the voting page for that caucus. Deadline is March 29th!

Health Humanities & CAPHIS Caucus' Cosponsor a Lecture

Under the auspices of the Health Equity & Global Health Hub, CAPHIS is proud to cosponsor the next Health Humanities Caucus' speaker series event *Graphic Public Health: Why Comics Work for Health Literacy, Health Promotion, and Health Advocacy* on March 30th, 2023, at noon CT via Zoom! This event is free and open to everyone – for more info see the posting in the CAPHIS forum. https://us02web.zoom.us/j/82678346763?pwd=bUVZU1ZWTW4rODllS2t4VkNrclA5QT09

Consumer Health Information Specialization

The CHIS specialization application fee is $75 and the certification is valid for 3 years, at which point it must be renewed. NNLM application fee sponsorships are available to residents of any NNLM region and U.S. citizens living outside the U.S. NNLM sponsors the CHIS application fee for level 1 or level 2 for library workers, including renewals. Once you've completed the necessary coursework, fill out the sponsorship form.

Member Publications

Brillant B Guessferd MR Snieg AL Jones JJ Keeler T **Stephenson PL.** Assessing diversity in hospital library collections. Med Ref Serv Q. 2022 Oct-Dec;41(4):424-38. doi: 10.1080/02763869.2022.2131185

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Phillips K. Alone we are rare, together we are strong: a review of the National Organization for Rare Disorders (NORD®). J Consum Health Internet. 2022 Oct-Dec;26(4):444-51. doi: 10.1080/15398285.2022.2139492

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Rios D Haugen K. Consumer health information for basic radiation safety. J Consum Health Internet. 2022 Jul-Sep;26(3):316-24. doi: 10.1080/15398285.2022.2100210

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"I Am MLA" Ambassadors

You Are MLA!

[Layal Hneiny](#)

Your fellow MLA members want to get to know you! Answer some brief questions about your career, interests, and hobbies to become our next featured [I Am MLA](#) profile. This program is a wonderful way to showcase our diverse membership and meet new people.

[Submit](#) your I Am MLA profile now.

Upcoming Events: March 2023 – June 2023

Conferences

[The Hawaii-Pacific Chapter Annual Meeting](#)
April 23rd, 2023
Hybrid, University of Hawaiʻi at Mānoa John A Burns School of Medicine's Health Sciences Library

NNLM Upcoming CHIS CE Classes – FREE:
For a complete schedule of NNLM classes visit: https://nnlm.gov/training

[#CiteNLM Spring 2023 Edit-a-thon](#) March 24, 2023

[NNLM National Virtual Health Misinformation Symposium](#) April 4 - 7, 2023 - April 7, 2023

[Exploring the Maternal Experience Survey: Addressing Racism and Informing New Models of Maternal Care to Promote Health Equity](#) April 13, 2023

[Preparing for the Next Infodemic: Fact-checking, Big Data Analysis, and Patient Conversations about COVID-19 Misinformation](#) April 13, 2023

[Supporting End of Life Care: Death Doulas & Death Cafes](#) April 18, 2023

[Using Technology to Combat Fake News: The Impact of Misinformation on Chronic Condition Self-Management Behaviors](#) May 24, 2023

[From Problem to Prevention: Evidence-Based Public Health](#) May 25, 2023

[Telehealth 101: What libraries need to know (June 12 - July 12, 2023)](#) June 12, 2023 - July 12, 2023

[Is Seeing Really Believing?: Visual Health Misinformation](#) June 20, 2023

[Reproductive Health and the Reference Desk: How libraries can provide information in a post-Roe country](#) July 18, 2023

NNLM Recorded CHIS CE Classes – FREE:
[Recorded Consumer Health Information Specialization (CHIS) Webinars](#)
List of current recordings and how long they are available.

NNLM Online Moodle Courses (CE credit available) – FREE:
[On-Demand Classes](#)

Other Webinars of Interest
American Public Health Association (APHA)
[Cultural Awareness & Health Equity Among Diverse Populations](#)
March 29 2023, 2:30 PM - 3:30 PM EST

Have a conference, meeting, webinar, workshop, or other event you'd like to promote? Contact [Karin Bennedsen, MLIS, AHIP](#), section editor.

Member Spotlight

Bridget Jivanelli, MLIS, AHIP
Medical Librarian, Kim Barrett Memorial Library
HSS Education Institute, Hospital for Special Surgery
New York, NY

Bridget has been a librarian since 2015 and has worked in healthcare since 2010. She began at HSS as an intern while in graduate school, stayed on as a temp, and was later welcomed as a full time library staff member.

While the library at HSS is for hospital staff only, Bridget has the opportunity to work with the public throughout the year. In collaboration with the Community Education & Outreach department, several times a year Bridget presents Health Information on the Web, a workshop for senior citizens covering how to access and evaluate

reliable health information online, creating a maintaining a personal health record, and how to find important information about doctors, prescriptions, and hospitals. This program began as an in person workshop and shifted to Zoom at the beginning of the COVID-19 pandemic. Bridget finds empowering these attendees to find their own answers and have meaningful conversations with their healthcare providers very rewarding. Bridget also has a forthcoming article on this program in *Journal of Hospital Librarianship*.*

The HSS library also houses the HSS Archives. Occasionally past patients or family members contact the archives to learn more about physicians who took care of them and patient events that were held. For Bridget, it is heartwarming to hear about the important impact HSS has had on their lives.

In addition to her role at HSS, Bridget edits two journal columns - the book review column for *Journal of Consumer Health on the Internet* and the consumer column *for Journal of Hospital Librarianship.*

Bridget finds that keeping up to date on consumer health information helps remind her who is most important in the healthcare environment - the patient. Bridget is a member of AHIP and has earned her level II credential in MLA's Consumer Health Information Specialization.

*The article has now been published:
https://www.tandfonline.com/doi/full/10.1080/15323269.2022.2159725

To be featured in the Member Spotlight contact Robin O'Hanlon, MIS, section editor.

Original Articles

**Changing Attitudes About Wikipedia as a Trusted Health Information Resource:
One Librarian at a Time**

Margie Sheppard, BSN, MLS, Community Engagement Coordinator, Network of the National Library of Medicine, Region 3, A. R. Dykes Library of Health Science. University of Kansas Medical Center and Jennifer Ortiz, MLS, Consumer Health & Membership Coordinator, Network of the National Library of Medicine, Region 3, Gibson D. Lewis Library, The University of North Texas Health Science Center at Fort Worth

The National Library of Medicine is known for being a trusted place to go for health information, but what about Wikipedia?

Wikipedia, the free online encyclopedia is one of the most popular websites on the Internet. Available in 329 languages, Wikipedia pages are viewed over 2500 times a second and average around 263 million visits each month. It falls in the top 15 most visited websites globally[1] and is currently #9 in the United States[2]. Library users go to Wikipedia frequently to access all types of information. If they don't directly go there, popular search engines most likely lead them there. Google searches feature Wikipedia snippets when applicable and Wikipedia articles appear near the top of Google search results, driving a huge amount of traffic to the website. The English version of Wikipedia alone records 200 million visits daily! It is also one of the most popular sources

of health information for physicians, professionals, medical students, and consumers. The quality of health information on Wikipedia and how people access and interact with the content is vital.

It is no surprise that librarians are some of the biggest critics of the popular online encyclopedia. Some maintain because anyone can edit it the information is not reliable. However, that argument can also be used to give Wikipedia more credibility. There are many reasons librarians should not just "write off" Wikipedia and ultimately utilize their skills to make it a more reliable resource. Wikipedia editors, like librarians, value open access, good citations, and accurate information – so librarians working on Wikipedia is a natural partnership.

Librarians can also lend support to Wikipedians, or Wikipedia editors, by connecting them to quality sources they may not be able to access themselves. Libraries, both public and academic, have collections that can add depth to Wikipedia articles and improve the overall quality of the encyclopedia. By becoming editors and actively engaging in editing, the quality of information will increase enormously by being backed up by citations from reliable resources.

Recognizing the importance of adding credible and reliable citations to medical and health articles on Wikipedia, the Network of the National Library of Medicine (NNLM) became active in #CiteNLM edit-a-thons in 2018. However, it was discovered that those events were attracting people who were already comfortable editing Wikipedia articles and were not representative of the library staff NNLM regions work with daily. We needed to give people more in-depth training so that we could reach people who were not already active Wikipedia editors. A free, self-paced, four-week course was developed by OCLC/WebJunction and then tailored to our needs by NNLM Coordinators and National Training Office support staff with input from a pilot group of users. The course was designed to assist library staff in gaining insight into the value of Wikipedia as a viable health information resource and offers MLA CE credit.

Emphasis was placed on building the skills and knowledge needed to evaluate articles on Wikipedia with a specific focus on health and medical topics. Students who enrolled tended to be dubious of Wikipedia overall. Participants were asked about their use and current perceptions of Wikipedia, especially as a source of health and medical information. Several students stated that they used Wikipedia personally but would never use it professionally and were surprised to see that the NNLM offered a course on it. They were curious to learn what NNLM had to say about it.

In week one, students learn about the history of Wikipedia and in the second week, they learn how to evaluate Wikipedia. Discussion forums, readings, and tutorials are used to assist participants in gaining insight into the value of Wikipedia. Students create a user account to make their first edits

during the class. Instructions on how to improve articles by adding citations are included, therefore leveraging librarians' research skills to make Wikipedia a better resource for all users. During week three we specifically discuss guidelines for health and medical topics, while the final week provides additional ideas on how to contribute to Wikipedia. Assignments include critiquing the quality of two health articles and making an edit to an article.

Data points to the course being successful in introducing librarians to Wikipedia as a reputable health information resource. Since October 2020 more than 190 participants have enrolled in five sessions with a completion rate of 47%. 100% of survey respondents stated they learned a new skill they will use in the future. 100% strongly or somewhat agree the training improved their ability to find useful online health information. Post-course comments include: "I now appreciate Wikipedia - based health information and feel I have the tools to contribute authoritative, reliable citations to improve articles" and "This course shifted my perspective on Wikipedia (in a positive way) giving me ideas for how to use Wikipedia to teach health information literacy and/or information literacy in general".

Some feedback we received was:

~   "One surprising takeaway from my experience in Wikipedia + Libraries: NNLM is the sense of hope I now feel when exploring Wikipedia. I have hope for the future of information and the internet."

~   "The course really opened my eyes to how Wikipedia works and to how it can be used to find accurate information."

~   "Learning how to add citations to Wikipedia was awesome! I'm excited to be able to contribute in the future."

Of the participants who completed the course and filled out the evaluation, several stated that they wanted more opportunities for editing and training on Wikipedia. We've now started to hold a national virtual #CiteNLM edit-a-thon a week after each course concludes to allow our participants to interact and ask instructors additional questions as they continue their editing journey.

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[1] Wikimedia Foundation. (2022, November 11). *List of most visited websites*. Wikipedia. Retrieved November 14, 2022, from https://en.wikipedia.org/wiki/List_of_most_visited_websites
[2] *Top 100: The most visited websites in the US [2022 top websites edition]*. Semrush Blog. (n.d.). Retrieved November 14, 2022, from https://www.semrush.com/blog/most-visited-websites/

Spice Up Your Career by Presenting and Publishing: Tips and Insights From the Field
(Based on an SCC/MLA'22 Round Table)

Adela V. Justice, AHIP, Senior Librarian, University of Texas MD Anderson Cancer Center, The Learning Center

I have been a librarian for almost 28 years but didn't start presenting at conferences or writing papers until late in my career. When I was in library school, I don't recall ever hearing that publishing and presenting is something that librarians do. Then once I started doing it at the suggestion/prodding of some colleagues when I was working at an academic medical library, I discovered that it is something I really enjoy doing. Designing posters, developing paper presentations, and writing all tap into my personal and professional need for creativity, as well as my love of research and storytelling.

You would think I had reached the point where I feel completely at ease with the publishing/presenting process by now. To date I have presented 25 posters, five lightning talks, and several papers at conferences. I've written four solo-authored papers and six co-authored papers (plus currently working on a seventh) in peer-reviewed journals. In addition, I've written multiple newsletter articles, conducted miscellaneous webinars, and participated in moderated panels. However, I still feel like I can learn from others and how they approach publishing and presenting. Part of the creative process is making decisions on things such as format and where to publish, and it can be a challenge finding or deciding on the next topic to tackle.

Therefore, I decided to use a round table format at the South Central Chapter of the Medical Library Association (SCC/MLA) 2022 annual meeting to both share my own publishing/presenting insights and tactics as well as garner ideas from others on how they approach the process. It was a lively, fruitful discussion, and as I predicted, I learned from the other participants. So, in the spirit of my publishing/presenting motto "Sharing is caring," I wanted to share the results.

I organized the round table into several sections for discussion:
- Where to find topics/ideas to publish/present on
- Format, e.g., should it be a conference poster or paper presentation or lightning talk, or is there enough here for a published paper, or could it even be a webinar?
- Writing an article to be published and where to submit your article
- Final thoughts/last takeaways

Here, in brainstorming list format, are the great ideas, thoughts, suggestions, and yes, tips and insights we came up with.

Topics/Ideas – Where to Find
- Things happening at your library
- Your own work projects, including your annual professional and development goals
- Research you'd like to see published
- Personal interest—topics you can bring into the library world
- Topics seen discussed on library listservs
- Gaps in service

- What do you enjoy about your librarianship?
- Tip: keep a "Publishing Topics Ideas" list

Thoughts/Tips on Format
- How best to tell the story?
  - Conference poster vs. lightning talk vs. conference paper?
  - What about published article or webinar?
- Library conferences vs. medical conferences also affects format decision (at a medical conference usually you'll collaborate with medical or clinician partners, so they'll adjust the story for that audience)
- Poster buddy—find one! This is not a collaborator, but rather someone who can review your poster when it's finished and provide feedback. They have fresh eyes and can help make your poster make sense and look good.
- It's totally possible to take a topic and make it a Lightning Talk—> Poster —> Conference Paper —> Published paper.

The Paper Writing Process
- Much more time-consuming than poster/conference paper
- Writing solo vs. writing with co-authors
  - Pros of solo: can work/write faster
  - Pros of collaborating: other brains/eyes can think of things/see things you won't
- Collaborate with whom?
  - Other librarians
  - Your faculty
- How to find collaborators?
  - At conferences (did someone present on a topic that you are also interested in publishing on?)
  - Social media
  - Listservs
- How much time does your organization allow for writing/publishing? Create your own writing discipline. Consider creating your own professional publication identity by writing in your free time about your own professional interests.
- Editors will come back with tweaks—just stick to those tweaks! Don't start to rewrite.
- You get better at writing the more you do it.
- MLA Academic Librarians caucus: they have a writing accountability group that meets regularly (https://www.mlanet.org/p/cm/ld/fid=1956)

Where to Publish and Why
- Ease into writing by writing a newsletter article (pay attention to any word limit parameters)
- Library journals – which ones to submit to?
  - Good/easy peer-reviewed journals to publish in: *Journal of Consumer Health on the Internet*, *Journal of Hospital Librarianship*, *Medical Reference Services Quarterly*
- The library publishing world is friendly so don't be afraid. They want your contributions!
- Can also utilize automated journal finder websites that match up your paper title/abstract with journal suggestions, such as JANE (https://jane.biosemantics.org/) or the ones at

Springer (https://journalsuggester.springer.com/) and Elsevier
(https://journalfinder.elsevier.com/)
- Open Access (OA) or not?
  - *Journal of the Medical Library Association* is OA but can be hard to get published in
  - If you publish with faculty, they may have funds for OA fees that could run into the thousands

Final Thoughts/Other Takeaways
- Your library is doing the same thing as other libraries but in your own way, so you should still share your perspective
- If you don't like to do research papers, don't do research papers. Do informational, program description, etc.
- Presenting at your MLA chapter's annual meeting is prestigious enough for tenure because it's an MLA chapter. As an added benefit, most chapters generally accept 95-100% of all submissions. MLA is typically more competitive with submissions to the annual meeting.
- MLA Research caucus: can learn a lot from them (https://www.mlanet.org/p/cm/ld/fid=503)
- Don't forget about sending your posters/conference papers to other library conferences, such as an MLA chapter different from yours. Many of them are doing virtual or hybrid virtual
- Also, don't feel weird about submitting the same poster/paper presentations to both MLA and your MLA chapter—not everyone can travel to both so not all the same eyes will see them
- Remember Adela's motto: Sharing is caring! Everyone has a story to share.

Huge thanks and appreciation are due to the participants of this SCC/MLA'22 round table for giving their time and thoughts and making it such a rewarding and educational event.

Do you have other insights or tips to share? I would love to hear from you!
Adela V. Justice, AHIP, avjustice@mdanderson.org
Senior Librarian, The University of Texas MD Anderson Cancer Center
Patient Education – The Learning Center

Cyberchondria and Health Information Seeking: Results of a Scoping Review

Amber T. Burtis, Susan M. Howell, Morris Library, Southern Illinois University Carbondale, Carbondale, IL, USA

We conducted a scoping review of the literature of cyberchondria as it relates to online health information seeking behavior. The first objective of the study was to provide an overview of the literature on cyberchondria, as it relates to online health information seeking behavior, in order to guide professional practice in library settings where consumer health information is shared. Our second objective was to map the literature in such a way that librarians and other professionals in

consumer health settings can use it to identify research gaps of relevance to their practice and for further research.

Cyberchondria, or an "abnormal behavioral pattern in which excessive or repeated online searches for health-related information are distressing or anxiety-provoking" (McMullan, et al. 2019) is estimated to occur in about 20% of individuals who search for medical information online (White and Horvitz 2009). The term is closely related, yet distinct from health anxiety, which is characterized by an excessive concern about physical health in the absence of disease (Schenkel et al. 2021). Individuals with either health anxiety or cyberchondria tend to search for online health information and respond with distress to the information they find (Nicolai et al. 2022). Additionally, there can be "a spiral in which anxiety about one's health drives online health information seeking, which in turn increases health-related fears" (te Poel et al. 2016).

Our scoping review followed the methods outlined in the Preferred Reporting Items for Systematic Reviews and Meta-Analyses Extension for Scoping Reviews (PRISMA-ScR) (Tricco et al. 2018). Databases were searched January 19, 2022, and returned 675 articles. Articles included had to use the term "cyberchondria" and involve libraries or information seeking behavior. "Cyberchondria*" was used as the search term to catch cyberchondria, cyberchondriac, cyberchondriacs, and cyberchondriasis. After duplicates were removed, 346 articles remained. Two independent rounds of screening were done by two reviewers. First the title/abstract and then the full-text article was screened. The remaining eighty-seven articles were entered into a database and coded by theme. The steps involved in the screening of articles for inclusion and exclusion in this scoping review are depicted in Figure 1.

Figure 1: Flow Diagram of Screening Steps
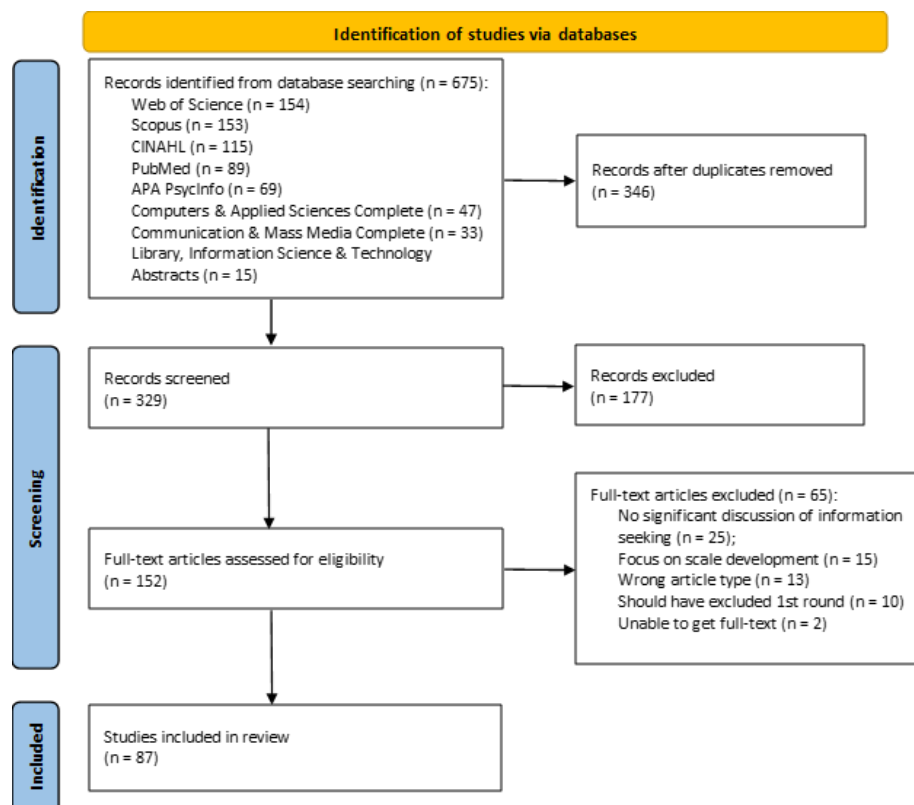
We extracted and analyzed several data points for each study, including key themes, date of publication, journal of publication, and primary discipline of the journal of publication. Key themes that emerged included: information seeking, anxiety, coronavirus-19 (COVID), Internet addiction, Cyberchondria Severity Scale, misinformation, OCD, information overload, symptom checker, depression, and self-diagnosis. The number of times each theme appeared is shown in Table 1. It is possible for a study to have multiple themes, so the total number of times the theme was counted is higher than the total number of studies.

Table 1: Key Themes Extracted from Included Studies

Key Themes	Number of Studies
information seeking behavior	87
health anxiety/anxiety	78
COVID	31
Internet addiction	31
Cyberchondria Severity Scale	27
misinformation	20
OCD	9
information overload	9
symptom checker	6
depression	5
self-diagnosis	3
library context	1

The term "cyberchondria" first appeared in the articles included in this study in 2006 (Smith et al. 2006) and spiked in 2020 and 2021. The worldwide COVID-19 pandemic likely explains the spike in articles published on cyberchondria and information seeking. Of the fifty-four articles published in 2020-2022, more than half (n=31) were coded with COVID being a major theme of the article. Roughly a third of those thirty-one articles (n=11) were also coded with misinformation as a major theme of the article. Indeed, the pandemic brought awareness and interest to the relationship between misinformation and cyberchondria.

The results of this study show that the research on cyberchondria is not being published in library and information science journals or other closely related fields of study. Library practitioners would need to look to psychology/psychiatry journals to find this literature. Only fifteen studies of the total (n=87) were spread across library and information science, computer science, and medical informatics journals. This is only 17.2% of the included studies. Only a single article in our study was coded with "library context" which points to the void of cyberchondria research being done in the context of libraries or librarians.

The results of this study also identified several research gaps. The most glaring gap is the need to conduct research within the library and information science field, by librarians and information science researchers, so that the research is more directly applicable to practice and can be used to develop theoretical insights relevant to library and information science education and practice.

14

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Sparks

The Sparks column highlights Consumer Health Websites, Organizations, Apps, Databases and other links of Interest to the Consumer Health community. If you have any submissions, please send them to** Pamela Rose, MLS**, section editor.

This month we focus on Tinnitus resources for patients.

Tinnitus (pronounced either ti-NIT-us or TIN-i-tus) is "the perception of sound when no actual external noise is present" (American Tinnitus Association) and is a symptom rather than a disease reflecting other underlying health conditions. Interestingly several sites mention that the latter pronunciation is most often used by health care professionals, while the former is used by the public.

Tinnitus can be s**ubjective** (perceivable only to the patient) or **objective** (audible to others); muscular and pulsatile tinnitus are forms of rhythmic tinnitus which originate within the body.   A curious fact: many tinnitus and hard-of-hearing patients also experience hyperacusis, sensitivity to sounds that others perceive as normal but are uncomfortably and often unbearably loud to the sufferer.   Note that basic overviews of tinnitus are also available at the Mayo and Cleveland Clinic sites, but do not offer anything more than the sites reviewed below.

ON THE WEB
American Academy of Audiology Consumers section
Basic information page on Tinnitus: Ringing in the Ear with two approximately 1 minutes videos describing tinnitus and its causes. Two informational flyers free to download: "What isTinnitus" and "Myths about Tinnitus".   Focused on referring patients to audiologists.

American Speech-Language-Hearing Association Tinnitus Patient Handout
Basic overview of Tinnitus covering causes, diagnosis, treatment, and other patient advice in a downloadable pdf format in English and Spanish. Also includes a link to a pdf infographic in English and Spanish.

American Tinnitus Association
Founded in 1971, the ATA is a nonprofit that seeks to "promote relief, prevent, and find cures for tinnitus."   Individual members ($50/year) have access to Tinnitus Today and archives, a free management workbook, podcases, and a sound library. The free Patient Tools section offers FAQs, tips, help finding a healthcare provider and navigating the medical system, as well as a list of useful apps for sound therapy, sleep/relaxation, and streaming services.

Coping with Tinnitus: patient perspective
Author Glenn Schweitzer is a vestibular patient as well as author of "Rewiring Tinnitus" based on personal experience and independent research. Hosted by the Vestibular Disorders Association (VeDA), a 501 (c)(3) non-profit, focused on vestibular disorders of which tinnitus can be a manifestation.

National Organization for Rare Disorders (NORD)
Although tinnitus suffers number over 25 million according to some estimates, NORD maintains a disease overview page including references. Although last updated in 2017, it offers a solid background with references and a list of patient organizations.

Progressive Tinnitus Management
A stepped-care program from the VA involving coordinated care between Audiology and Behavioral Health. Patient materials include a Tinnitus brochure, Patient workbook (abbreviated version revised in Sept. 2022), links to videos and a Sound tolerance handout. Produced by the National Center for Rehabilitative Auditory Research (NCRAR).

Revised (2021) List of Drugs, Herbs and Chemicals Associated with Tinnitus
Second edition of the comprehensive list of over 1000 drugs, herbs and chemicals that have been associated with tinnitus free to download.   From the Center for Hearing Loss in Lynden, WA, authored by Neil Bauman, Ph.D.   Alphabetically listed in each category with brand names in italics and generic names bolded. Particularly interesting is the list of Chemicals – note Aspartame (artificial sweetener) is one. Caveat is that the author's books are also promoted.

[Tinnitus (ringing in the ears) (The Basics)](#)
Overview of tinnitus including causes, symptoms, treatment written for the public at a basic level. From UpToDate, a subscription database that offers free patient education articles on a variety of health topics. A graphic view of the normal ear is included.   A "[beyond the basics](#)" article is also available.

[Tinnitus Talk Support Forum](#)
Volunteer patient portal with over 38,000 members. A support group to connect and share anecdotal experience as well as access to research, conventional and alternative treatments, clinical trials and a doctors' corner.   Very useful categories - Tinnitus, Pulsatile Tinnitus (rare), and Hyperacusis & Ear Pain – to focus member discussion. The Knowledge Base section includes links to clinical trials and the latest research. Links to Podcasts and Videos on YouTube. Maintained by [TinnitusHub](#) – a UK not-for-profit that connects patients and researchers.

[Top Tinnitus Resources You Might Have Missed](#)
Current list posted in Feb. 2023 of information and support resources and tools as well as guidelines and training for clinicians. From the [Ida Institute](#) based in Denmark, focused on providing information and resources for hearing loss and associated disorders in 12 languages. Their Tinnitus Management page offers ethnographic videos, a tinnitus thermometer adapted from the tinnitus distress rating scale, tinnitus communication guide for healthcare providers, tools in action video of a healthcare provider helping a Ménière's patient, and a list of resources.

APPS
[Apps to make tinnitus suck less](#)
A list of 25 free and 20 paid apps curated by audiologist Dr. Mandi Solat of Audiology Services & Hearing Aid Center, Lakewood, CO.   Page is copyrighted as of 2022 so fairly current, although interestingly Tinnibot reviewed below is not included.

[Tinnibot](#)
An AI virtual coach integrating treatments known to effectively manage tinnitus developed by Hearing Power founded by two clinical audiology researchers. Available on both the App Store and Google Play, includes psychology, relaxation and sound therapy. The limited feature free version may be upgraded to an evidence-based Premium subscription.

You Might Be Interested In…

This column contains recommendations to materials related to consumer and patient health information services. If you find something in a journal, newspaper, blog post, or other accessible social media that you think your colleagues would find useful or interesting, please send a citation and summary to [Shawn Steidinger, MLS, AHIP](#), section editor.

A Conversation With Bing's Chatbot Left Me Deeply Unsettled: The Shift
Kevin Roose, February 16, 2023, York Times Company (subscription required)

"…I'm not exaggerating when I say my two-hour conversation with Sydney was the strangest experience I've ever had with a piece of technology. It unsettled me so deeply that I had trouble sleeping afterward. And I no longer believe that the biggest problem with these A.I. models is their propensity for factual errors. Instead, I worry that the technology will learn how to influence human users, sometimes persuading them to act in destructive and harmful ways, and perhaps

eventually grow capable of carrying out its own dangerous acts."

Abstracts written by ChatGPT fool scientists: Researchers cannot always differentiate between AI-generated and original abstracts
Holly Else, January 12, 2023, Nature (subscription required)

"The ChatGPT-generated abstracts sailed through the plagiarism checker: the median originality score was 100%, which indicates that no plagiarism was detected. The AI-output detector spotted 66% the generated abstracts. But the human reviewers didn't do much better: they correctly identified only 68% of the generated abstracts and 86% of the genuine abstracts. They incorrectly identified 32% of the generated abstracts as being real and 14% of the genuine abstracts as being generated."

Appropriateness of Cardiovascular Disease Prevention Recommendations Obtained From a Popular Online Chat-Based Artificial Intelligence Model
Ashish Sarraju, Dennis Bruemmer, Erik Van Iterson, Leslie Cho, Fatima Rodriguez, Luke Laffin, March 14, 2023, JAMA (PMID: 36735264 – available in PMC August 3, 2023)

"To obtain cardiovascular disease (CVD) prevention advice, individuals may explore informational sources, including those on the internet, or communicate with clinicians. A research version of a dialogue-based artificial intelligence (AI) language model (ChatGPT) was released in November 2022 and has captured wide attention, with media reports suggesting more than 1 million users within days.1 Using a chat-based interface, this AI model responds to complex queries interactively.2 This study qualitatively evaluated the appropriateness of AI model responses to simple, fundamental CVD prevention questions."

ChatGPT and AI integration in health care with John D. Halamka, MD, MS
March 13, 2023, AMA Update Video Series

ChatGPT-assisted diagnosis: Is the future suddenly here?
Ruth Hailu, Andrew Beam and Ateev Mehrotra, February 13, 2023, Boston Globe Life Sciences Media LLC: STAT.

Envisioning the Healthcare Landscape with ChatGPT: New York Medical College Explores The Opportunities And Risks Of AI On The Healthcare Industry In The Following Article Written Entirely Using ChatGPT
Prompts provided by Jennifer Riekert, M.B.A., February 13, 2023, NYMC News Archives

Generative AI Makes Headway in Healthcare: Providers are tapping ChatGPT technology to summarize patient visits, assist in research
Belle Lin, March 21, 2023, The Wall Street Journal

Online mental health company uses ChatGPT to help respond to users in experiment - raising ethical concerns around healthcare and AI technology
Bethany Biron, January 8, 2023, Business Insider – India

Promises — and pitfalls — of ChatGPT-assisted medicine
Rushabh H. Doshi and Simar S. Bajaj, February. 1, 2023, Boston Globe Life Sciences Media LLC: STAT

Putting ChatGPT's Medical Advice to the (Turing) Test
Oded Nov, Nina Singh, Devin M. Mann, January 24, 2023, medRxiv Preprint Server

[Revolutionizing Healthcare: The Top 14 Uses Of ChatGPT In Medicine And Wellness](#)
Bernard Marr, March 2, 2023, Forbes

[Revolutionizing medicine: How ChatGPT is changing the way we think about health care](#)
Harvey Castro, MD, MBA, January 12, 2023, Medpage Today's KevinMD

[We asked ChatGPT and Dr Google the same questions about cancer. Here's what they said.](#)
Ashley M Hopkins, March 16, 2023, The Conversation

Selections submitted by Maggie Ansell, MLIS, AHIP, Health Science Center Library, University of Florida, Gainesville, FL; Karin Bennedsen, MLIS, AHIP, Sturgis Library, Kennesaw State University, Kennesaw, GA; Claire B. Joseph, MS, MA, AHIP, Mount Sinai South Nassau, Oceanside, NY; and Shawn Steidinger, AHIP, Eccles Health Sciences Library, University of Utah, Salt Lake City, UT

Book Reviews

Miller, Kenneth D., Melissa Camp and Kathy Steligo. **The Breast Cancer Book: A Trusted Guide for You and Your Loved Ones.** Baltimore, MD: Johns Hopkins, 2021. 442 pages.

IBSN: 978-1-4214-4191-7. $24.95 softcover

Miller and Camp, experienced oncologists (Miller a medical oncologist and Camp a breast surgical oncologist) and Steligo, a freelance writer and two-time breast cancer survivor, have written a truly comprehensive work on breast cancer that lives up to its title.   Their Introduction offers "A Message of Hope," and not only outlines the book, but also sets the tone when they state that "The most important thing to know about breast cancer is that it can be treated, and in most cases, it can be cured."

The book is divided into five main parts: "Understanding Breast Cancer," "Finding Breast Cancer and Dealing with a Diagnosis," "Understanding Treatment Choices and Making Decisions," Finding Answers," and "Moving On." Each of the five main parts include chapters that discuss in detail everything from "What Is Cancer?" and "Breast Cancer Basics" to "After a Diagnosis: Charting a Course and Assembling Your Team" to treatment options, managing treatment side effects, "Complementary, Integrative, and Alternative Medicine" to cancer recurrence and metastasis and, finally, survivorship. Each chapter contains highlighted topics including "An Expert's View," "Questions to ask Your doctor about…," "What to expect from" a specific test or treatment, and Patient's Personal stories.

The work ends with a 3-page "Sample Survivorship Care Plan," 2-page list of "Resources"; divided by breast cancer journey's issue (e.g., Breast Cancer Genetics and Risk, Coping); 17-page "Glossary" of terms used throughout the book, and a 13-page index.

While very clearly written, the book would be a bit difficult for those who read below the national average, but nevertheless it is a must for all consumer health libraries.

Reviewed by Claire B. Joseph, MS, MA, AHIP, Medical Library Director, Mount Sinai South Nassau, Oceanside, NY

Wonderlin, Rachael. **The Caregiver's Guide to Memory Care and Dementia Communities.** Baltimore, MD: Johns Hopkins, 2022. 242 pages.

 ISBN: 978-1-4214-4432-1. $23.99 softcover,

Gerontologist Wonderlin is a dementia care consultant who owns a senior living consulting company and is a published author on the subject. Drawing from her expertise and experiences working with people with dementia and their caregivers, this work is a comprehensive collection of insights and interventions for those who care for and support individuals living with dementia. Wonderlin writes with empathy and compassion towards both individuals with dementia and those who care for them, be they family and loved ones or paid caregivers.

The book is divided into five main parts: "Defining and Understanding Dementia," "Communicating with People Living with Dementia," "Caregiver Stress and Choosing a Care Community," "Caregiving in a Care Community," and "Changes in Care." In the first part, chapters include "What Is Dementia?," "Causes of Dementia," and "Stages of Dementia." In the second part, Wonderlin offers some excellent insights on how to communicate with people living with Dementia, and chapters include "Embracing Someone's Reality," "Why Logic, Quizzing, and Reorientation Don't Work," "Communicating with Someone Experiencing Hallucinations and Delusions," and "Helping with Timeline Confusion." In the third part she covers such topics as how to choose a care community, "Myths about Care Communities," and "What Types of Communities Exist." In the final part, Wonderlin tackles such topics as "Friendships and Disagreements among Residents," "When There's a Hospital Trip," and "Sex and Sexual Orientation."

A dedicated section called "Putting It into Practice" in each chapter helps the reader apply the principles discussed to their own experience, and includes worksheets with questions to consider as part of the caregiving and assessment process; each chapter also ends with a list of "Resources" pertinent to the chapter's topic. The book ends with a 5-page "Clinical Dementia Rating Scale," and a 7-page index.

While this work is clearly written, it is at a reading level beyond the national average, but nevertheless, it is still highly recommended for those consumer health collections that would find such a resource helpful.

Reviewed by Claire B. Joseph, MS, MA, AHIP, Medical Library Director, Mount Sinai South Nassau, Oceanside, NY

Persons interested in becoming a book reviewer or suggesting titles for review in Consumer Connections should contact the Book Review Editor: Claire Joseph *Claire.Joseph@snch.org*.

The book review column will concentrate on recently published books about consumer healthcare information of interest to librarians, patients, caregivers, and the general public available in print and/or electronic formats. General interest titles related to healthcare and medicine may also be considered. Book reviews should be 200-400 words. Reviews reflect the opinions of the reviewer, not of the *Consumer Connections* newsletter editors.

Want to help with the *Consumer Connections* newsletter?

The newsletter committee is looking for an editor for the 'Event Info' section/column. Tasks for this position include compiling a list of events and classes. This editor may also be asked to help make decisions on submitted articles.

The newsletter is published twice a year, so the time commitment isn't too great. Section/column editors receive 8 points of AHIP service credit per year in the position.

Contact the managing editor if interested.

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Call for Submissions

Do you have an interesting consumer health initiative or project taking place at your Library? Have you been spearheading innovative work with consumer health librarianship and want to let the world know? We want to hear from you! Consider submitting a brief article (500-1200 words) to Consumer Connections!

Deadlines for submissions to the managing editor are January 1 for publication in the Winter issue and July 1 for the Summer issue. Section editors may set earlier deadlines.