



## A 'Quality Use of CareSearch' project

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### Introduction

The CareSearch website has been available since 2008. The website is a "safe place" for consumers to look for information and a trustworthy site for health professionals to recommend to patients and their families. The project has created structures and processes that consolidate the evidence base and information base for health professionals and consumers, as well as providing tools and resources to facilitate engagement within and between palliative care groups.

A web presence means that CareSearch is readily and freely available throughout Australia seven days a week, twenty-four hours a day.

Web metrics show that there is increasing use of the website. However, evaluation studies and feedback surveys have highlighted some barriers to use:

- Lack of awareness of CareSearch
- Time constraints and ease of use
- Knowing what is on it
- Limited computer/technology skills

### Aim

To develop resources to help users become more familiar with CareSearch.

### Methods

Evaluation reports and feedback surveys were reviewed and common barriers identified. Gaps in resources for specific groups were highlighted. Options to address identified barriers were prepared.

The Knowledge Network Management Group and the National Advisory Group were involved in determining the components of the Quality Use of CareSearch strategy.

Materials were developed by staff within the CareSearch project. A Review Group of intended users commented on materials as they were developed.

A graphic icon to identify Quality Use resources was developed. Materials were reviewed by the National Advisory Group.

The Quality Use resources were released during National Palliative Care Week in May 2011. The release of the materials was supported by a national tour of presentations to consumer and health professional groups and online training sessions.

### Resources

#### *Commonly Sought Information pages*

These webpages consolidate the most appropriate resources for different groups of users or for common topics. They provide an entry point and summary resource page for users. Examples of these content summaries are "Carer? Caring for someone?", "Allied health", and "Living in the country?".

#### *Quality Use of CareSearch powerpoints*

These powerpoints can be downloaded and used by trainers to help others learn about the resources available on the CareSearch website and how to get the most out of the website. Topics include:

- Consumer information on CareSearch
- Finding and using CareSearch promotional materials
- Making it easier to find free full text articles
- What is CareSearch? Information for carer support organisations

#### *Training and Support Pack*

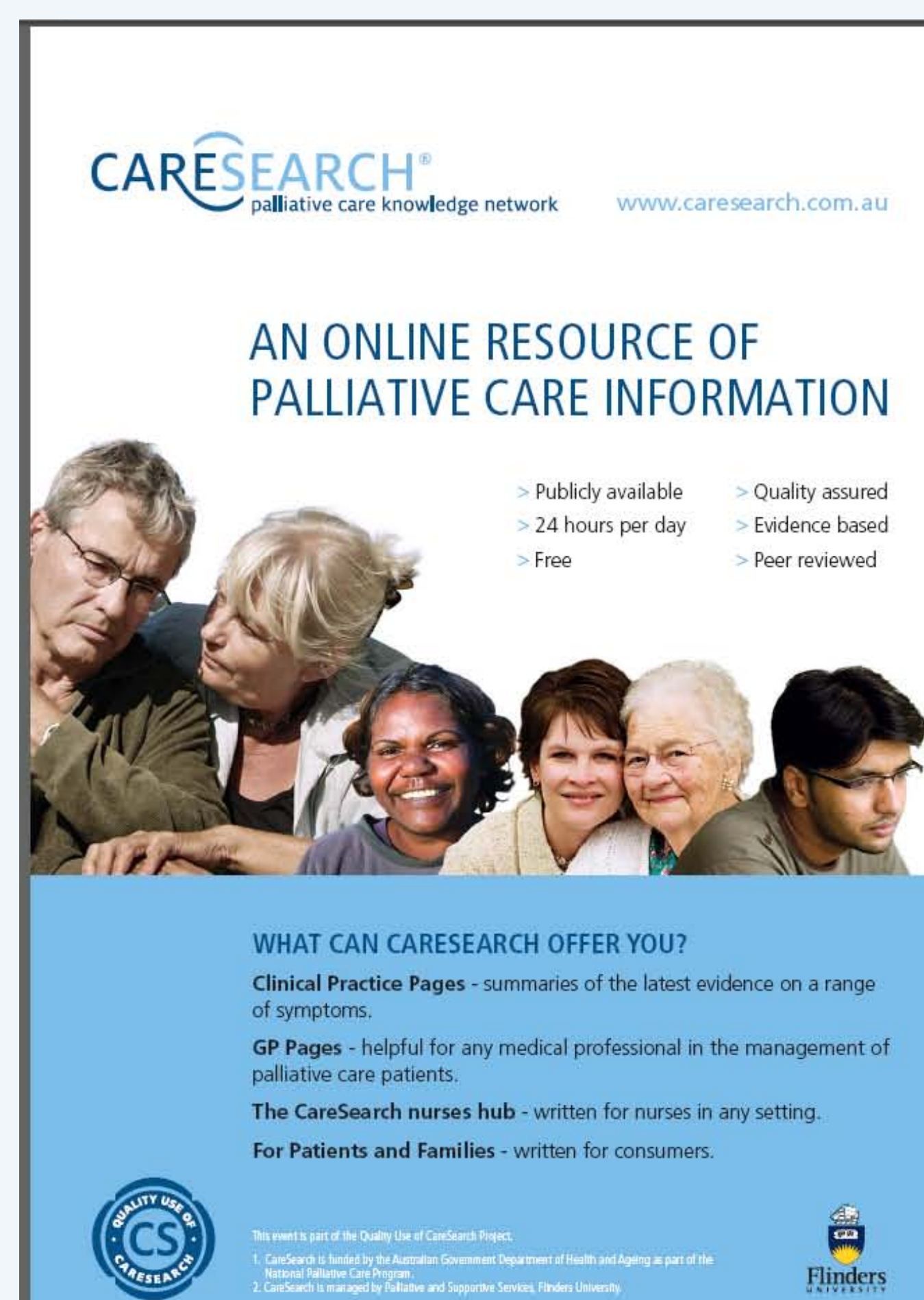
The Training and Education Pack describes what the powerpoints cover and provides ideas on how to use them. It was distributed to all specialist palliative care services.

#### *Understanding CareSearch*

In this video, Dr Christine Sanderson explains what CareSearch is and how it can be used.

#### *Hospital Liaison Kit*

This information has been collated for those working in a hospital palliative care liaison position. It includes resources that can be used to promote the website to generalist staff who come into contact with patients who have palliative care needs, and/or their carers and families. Resources include an information sheet, a fact sheet for generalist hospital staff and a poster.



### Outcomes

Training and support kits were distributed to:

- 249 palliative care services
  - 118 divisions of general practice
- Over 260 packs were taken to Road shows and to conferences.

Presentations have been held in or are scheduled for :

- Melbourne
- Perth
- Sydney
- Canberra
- Adelaide
- Hobart
- Cairns



Page views for the resources since June:

- Allied Health - 222
- Carer? Caring for Someone? - 238
- Children and Palliative Care - 296
- Commonly Sought Information - 748
- Indigenous Summary - 527
- Living in the Country?- 198
- Multicultural and Other Languages - 167
- Online Sessions - 305
- Quality Use of CareSearch - 919
- Quality Use of CareSearch Resources - 44
- Quality Use Workshops - 241
- Researchers - 166
- Residential Aged Care - 259
- Students - 155
- Support Agencies - 130

### Conclusion

While awareness of CareSearch has been raised, it was apparent that there are barriers to optimal use of the website. The project has looked at ways to optimise how CareSearch is accessed and used.

