



CareSearch: Developing a Nurses Hub within the website

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Introduction

CareSearch is an online resource of palliative care information and evidence, with resources to help support clinicians, researchers, academics, project officers, managers and policy makers.

Following the earlier development and release of a set of pages specifically for GPs, it was identified that nurses also have a range of diverse information needs and knowledge challenges. A collection of information, tools and resources has been created to form a 'hub' of knowledge that will provide practical support to those caring for palliative patients in any setting of care and that is relevant to palliative care nursing.

These pages will help to link the specialist and academic evidence base to the practical information and care needs of this group of health professionals.

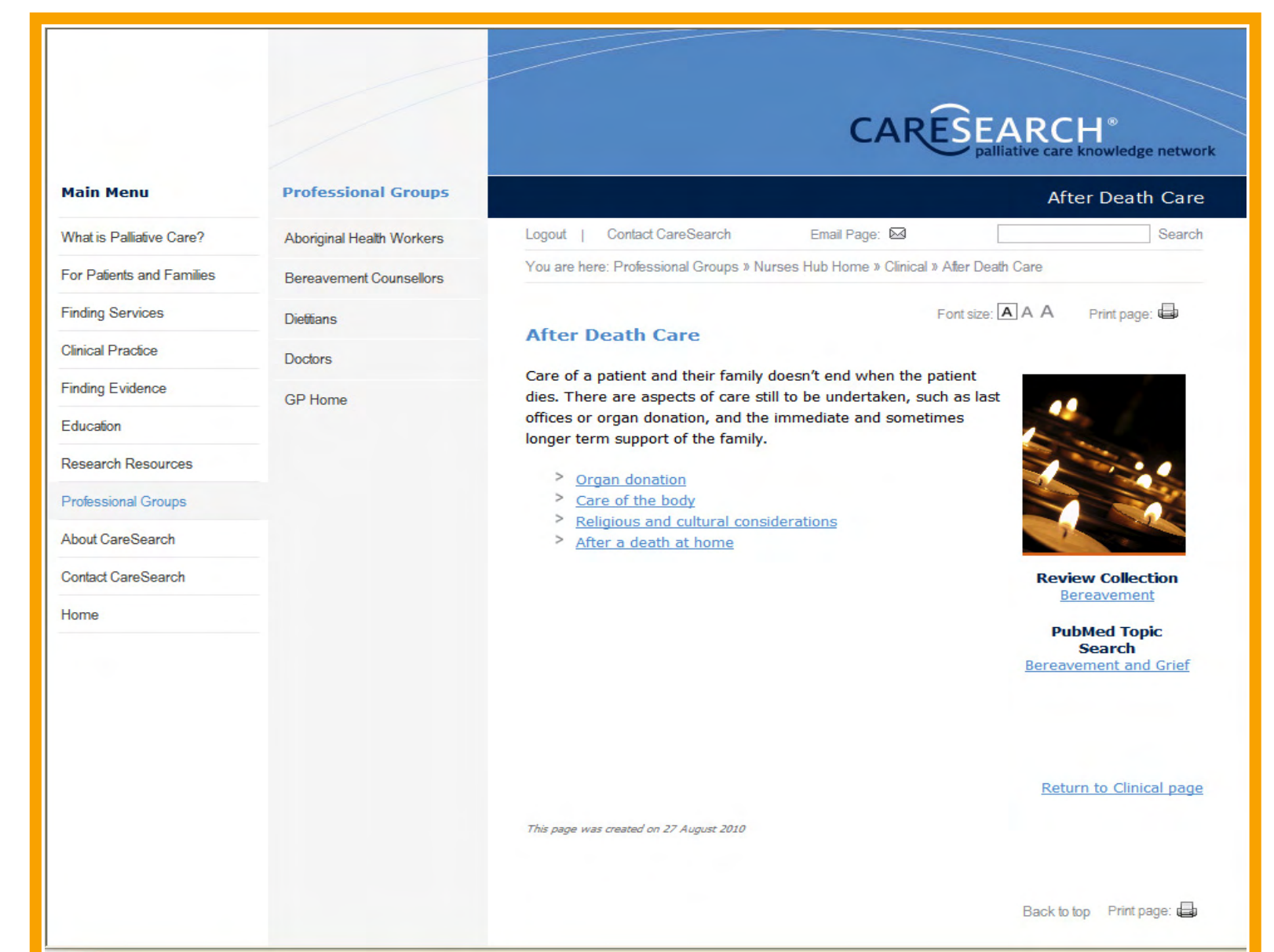
Content Development

Health professionals need different information at different times. Palliative care information needs for nurses will vary depending on where they work and whether they care for palliative care patients as part of their ongoing role or intermittently.

The pages recognise that nurses already understand their professional care role. They aim to introduce and reinforce specific knowledge relating to palliative care. The pages link to existing resources in the website such as the GP Hub; Clinical Practice; PubMed Topic Searches; and CareSearch Review Collection. The pages also link to content within the For Patients and Families pages.

Some topics such as complementary therapies have been covered elsewhere within the website. Where such content already exists, the Nurses Hub page consists of a summary with links to these CareSearch resources.

Content is based on a review of literature and evidence and a search for useful tools and resources. The pages were written by Australian health professionals. All pages were externally reviewed by Palliative Care Nurses Australia.



Nurses Hub Working Group

A Nurses Hub Working Group was instrumental in supporting the page author in developing the Hub content. The group comprised representatives from various nursing roles, backgrounds and areas of clinical practice.

The group provided feedback on the proposed content, design and organisation of the Hub, and assisted in developing a promotional plan to reach nurses.

They also commented on the web design elements.

Background Work

Early in 2010, work began on developing a Nurses Hub, overseen by the CareSearch National Advisory Group (NAG). In consultation with the NAG, the decision was made that these materials would need to support any nurse caring for any palliative patient in any setting of care.

Literature Review

To assist in comprehensively identifying information needs literature searches were conducted as well as discussions being held with nurses and nursing groups. Literature searches were performed in PubMed and in the Australasian Medical Index (AMI) for relevant literature, information and resources.

Formative evaluation

Information was also collected from several evaluation processes including:

1. 2007 and 2008 CareSearch online and mail out feedback surveys (358 nurses)
2. Informal surveys at the 2008 Palliative Care Nurses Australia conference
3. Feedback from attendees at PCA 2009 conference (31 themes)

This has helped to ensure the proposed content is related to the evidence, is appropriate, and is what nurses want.

National Advisory Group Approval

The structure and content framework was presented to the National Advisory Group at its meeting in April 2010. Quality processes for content development were also endorsed.

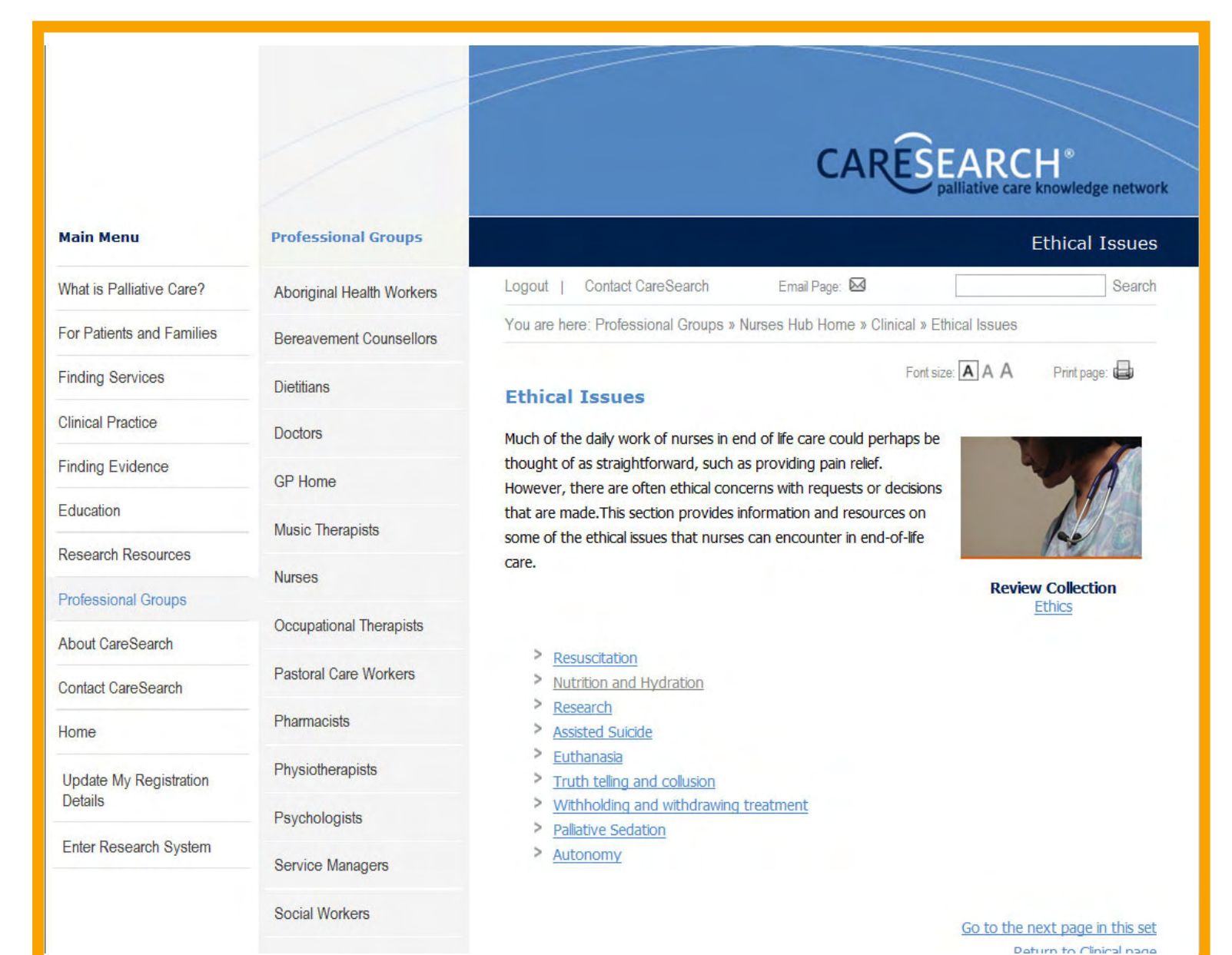
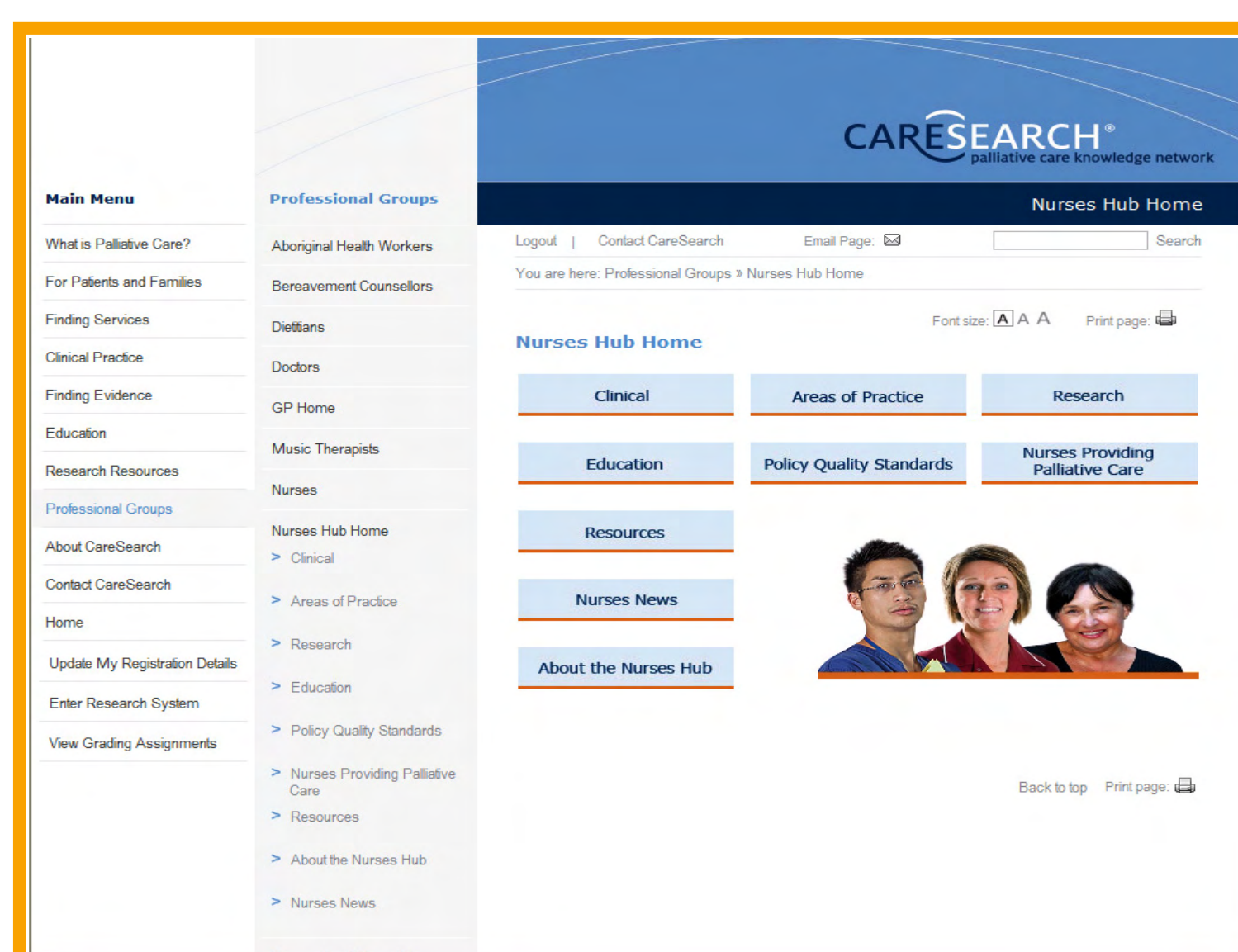
Creating the Nurses Hub

The structure for the Hub was built upon a set of concept areas: Clinical; Areas of Practice; Research; Education; Policy Quality Standards; Nurses Providing Palliative Care; Resources and Nurses News.

The Nurses Hub also has a set of graphic elements to create its own brand identity within CareSearch. These elements comprise a colour (orange), logo wording (nurses[HUB]) and a set of nurses image.

Usability testing was carried out to find out how nurses engaged with the resource and to improve its functionality.

A monthly newsletter from the Hub will replace the current CNIN newsletter keeping readers up to date and building an understanding of evidence based palliative care practice.



Conclusion

The information and resources in the Nurses Hub are designed to help nurses in any setting, caring for a patient with palliative care needs.

The information has been written and reviewed by nurses for nurses, and is available when it is needed, free of charge through the web.

The Nurses Hub can be found on the CareSearch website.

1. CareSearch is funded by the Australian Government Department of Health and Ageing as part of the National Palliative Care Program.
2. CareSearch is managed by Palliative and Supportive Services, Flinders University.