

DESIGNING THE NEW CHILD DEVELOPMENT AND REHABILITATION INFOSOURCE WEBSITE: FOR USERS, BY USERS

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BACKGROUND

- Websites with curated links and knowledge products are increasingly used as extensions of services and supports by healthcare organizations.
- We created the **Child Development and Rehabilitation InfoSource (CDRInfoSource)** website to support **knowledge translation and informed decision-making** by patients, families/caregivers, clinicians and others working with **children and youth with neurodiversity and/or disability** in British Columbia.
- The design and content of the CDRInfoSource was **co-designed with intended users including youth and family partners**.
- Resources can be using the **machine learning algorithm keyword search bar** or **browsing by topic**. Users can create an account to **save favourite resources and searches**.
- This poster describes the **initial user experience testing** to refine the design and functionality of the new website.

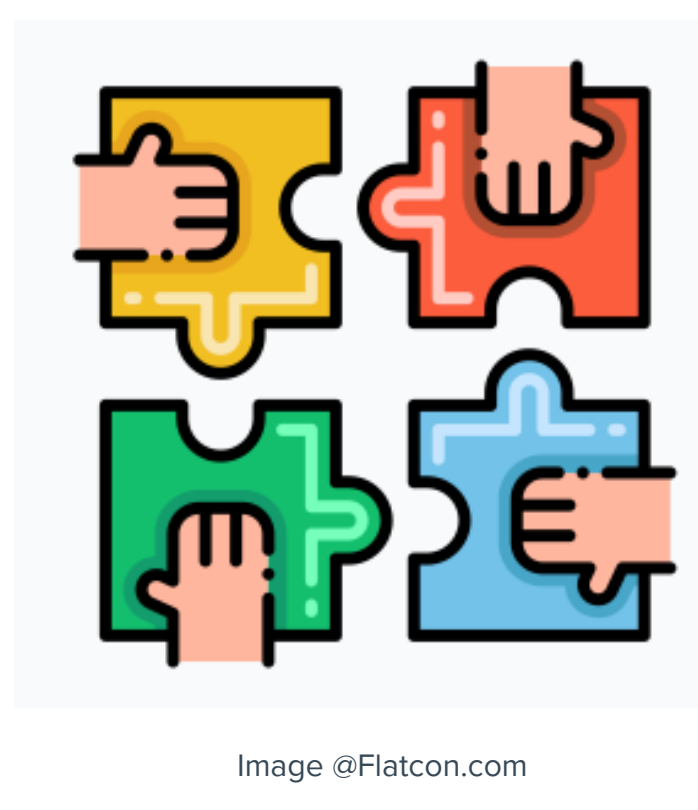
METHODS



- A purposeful sample of **11 intended users** completed recorded Zoom user experience testing sessions with concurrent think aloud methodology and semi-structured questions.
- Participants included: a youth with neurodiversity, two family members, 6 clinicians, a health literacy expert, and a health researcher.

PATIENT PARTNERSHIP

- Our Patient and Family Advisory Committee **collaborated** in development of the user experience testing methods, questions, and analysis of results.
- Our youth advisor **co-facilitated** user experience testing sessions

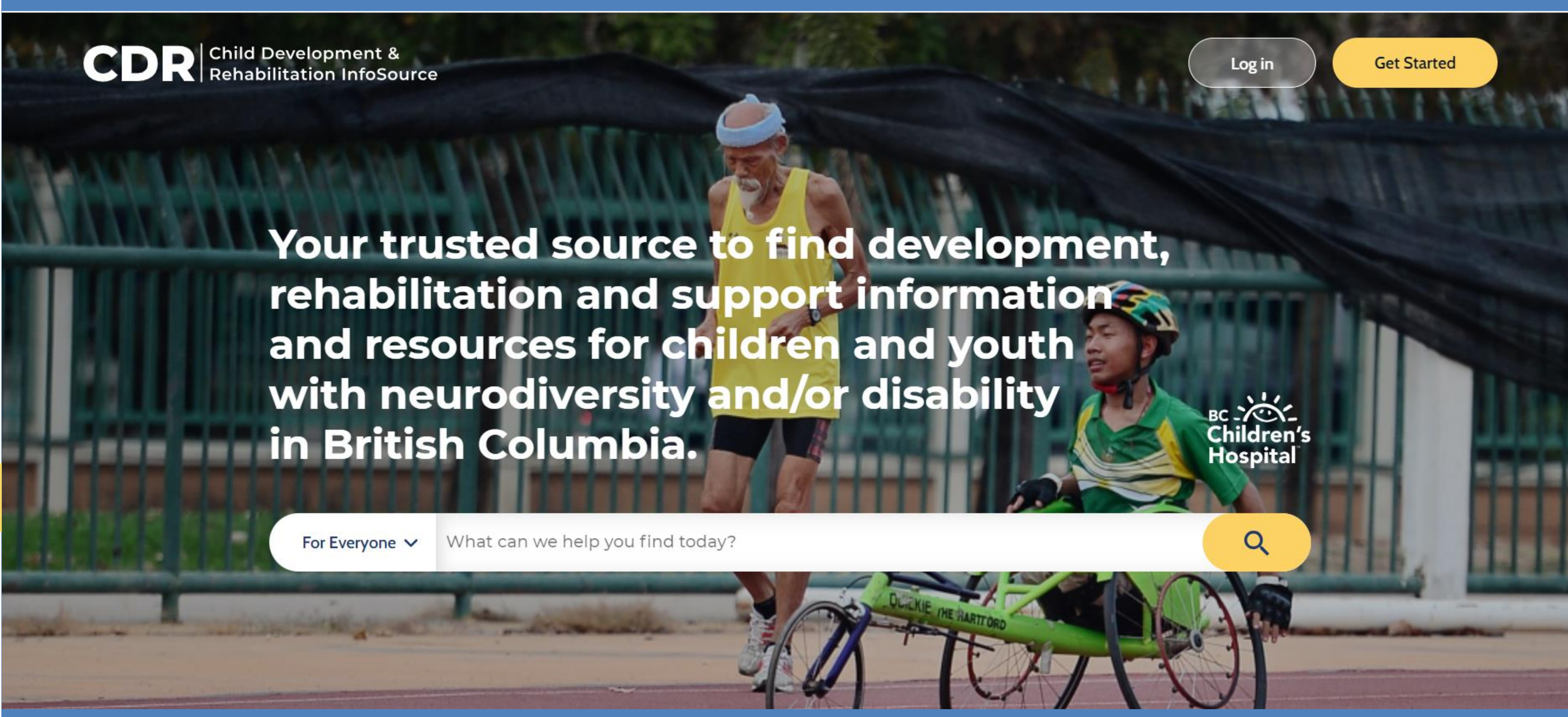


“Being involved in the development of the CDRInfoSource website has been an amazing opportunity to learn, to share and to see ideas form into this incredible platform of reliable and safe information I can trust as a parent”
(Family Partner)

KEY MESSAGES

CO-DESIGN with **INTENDED USERS** ensures that electronic platforms like websites and associated knowledge products serve as useful extensions of services and supports for healthcare services.

Co-design processes are iterative, with ongoing user feedback refining design and function.



TELL US WHAT YOU THINK

Visit cdrinfosource.ca and complete our user survey

CDR InfoSource Website

CDR InfoSource Survey Link

RESULTS

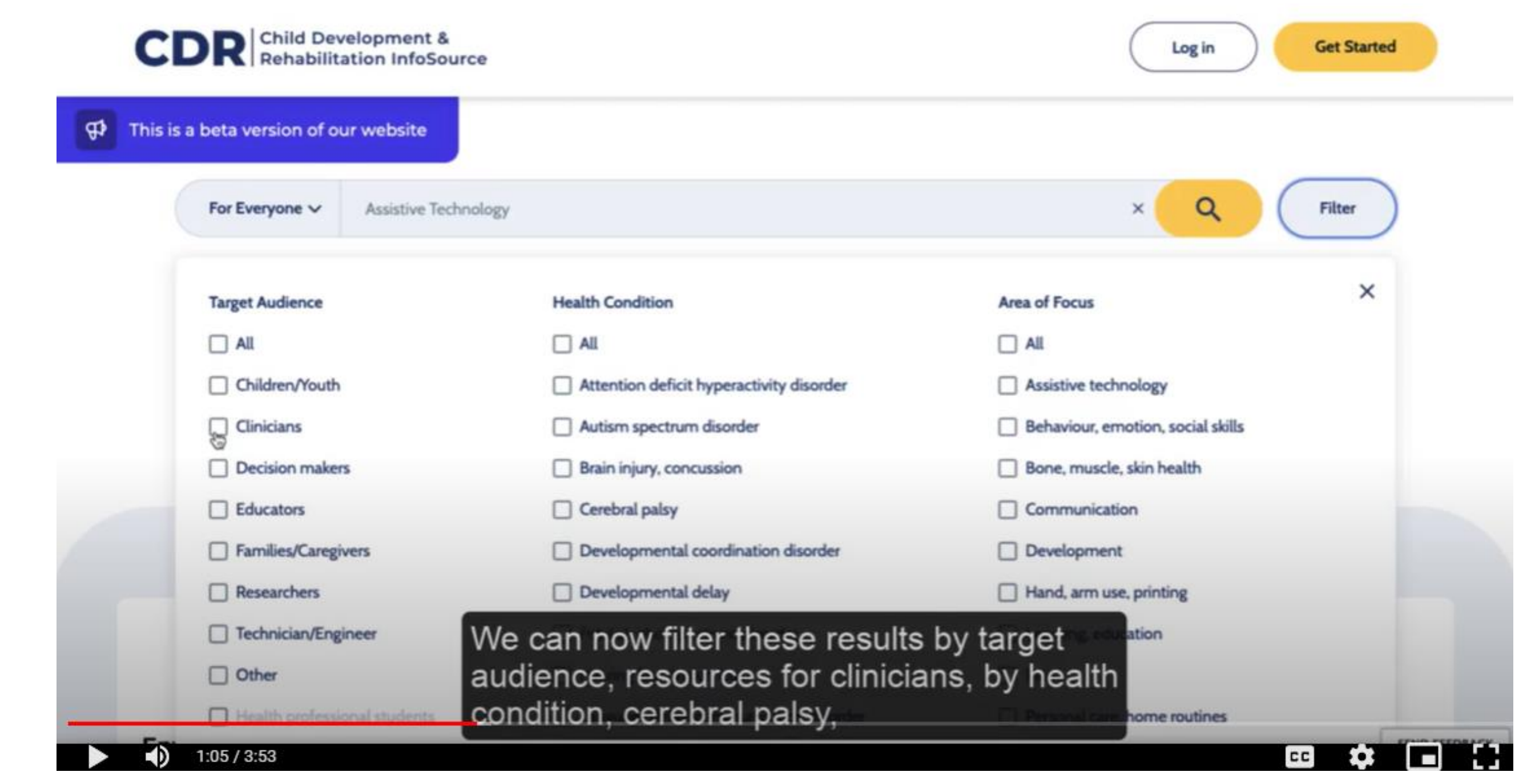


- All users appreciated the **website design and the ability to save favourite resources and searches**.
- Most users (8/11) agreed the website was **easy to use and found information** they were looking for.
- The remaining 3 users (family member, clinician and researcher) **had greater difficulty navigating and finding resources** on the website.

NEXT STEPS

Based on user feedback :

- Instructional videos and tipsheets were co-designed with our Patient and Family Advisory Committee to support website navigation and functions



Short help video describing how to use search filters

- Changes were made to improve the keyword search bar function to improve search success.
- The beta version of CDRInfoSource has been launched! To date approximately 1280 users have accessed the website, a majority (85%) from Canada.
- Website development is an iterative process and feedback will continue to be sought through user engagement and online surveys to shape function and content of the CDRInfoSource.

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