



HIBA  
#healthinformationbehaviour  
#healthinformationliteracy  
#consumerhealthtechnologies  
#ehealth  
#olderadults





**Age-related differences in seeking clarification to understand medical record information**

**Isto Huvila<sup>1,2</sup>, Jonas Moll<sup>1</sup>, Heidi Enwald<sup>2,3</sup>, Noora Hirvonen<sup>2,3</sup>, Rose-Mharie Åhlfeldt<sup>4</sup> and Åsa Cajander<sup>1</sup>**

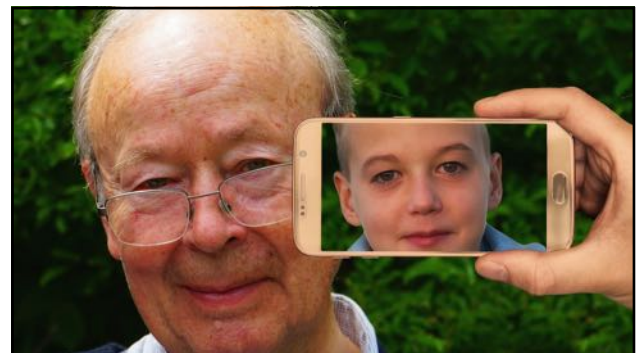
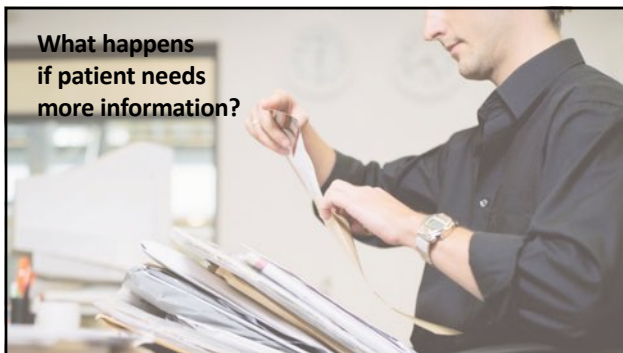
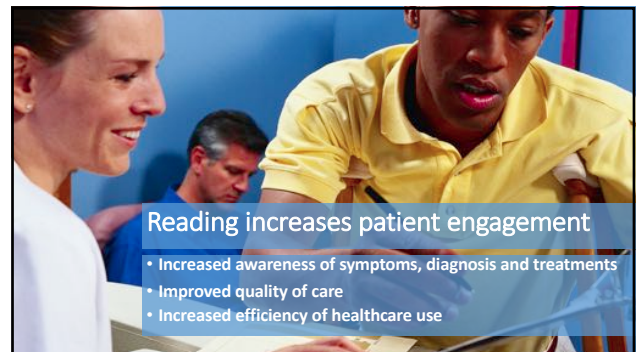
<sup>1</sup> Uppsala University, <sup>2</sup> Åbo Akademi University, <sup>3</sup> University of Oulu, <sup>4</sup> University of Skövde



Collaboration between



More information at  
[projectdome.wordpress.com](http://projectdome.wordpress.com)  
[blogs2.abo.fi/hiba](http://blogs2.abo.fi/hiba)






Isto Huvila, Jonas Moll, Heidi Enwald, Noora Hirvonen, Rose-Mharie Åhlfeldt and Åsa Cajander

### Data

- National survey of patients who have accessed the national patient accessible electronic health record system (Journalen) in Sweden
- Data collected between June and October 2016
- N=1411, mean age 53.3 years, 53.2% female
- No healthcare professionals included in the analysed sample
- Complementary information seeking measured by asking *What would you do if you see something in Journalen you do not understand* (nine items, 5-point Likert-like-scale)

### Age groups

-  **Elderly**  
• born –1945
-  **Older Adults**  
• born 1946–1960
-  **Younger Adults**  
• Born 1960–

### Bias warning!

- Self-assessed views
- Individuals from a single country
- All the respondents had logged in to the Journalen
  - More frequent users of health information and online services than the average population
- Many other factors are likely to influence the preferences than age

### Results

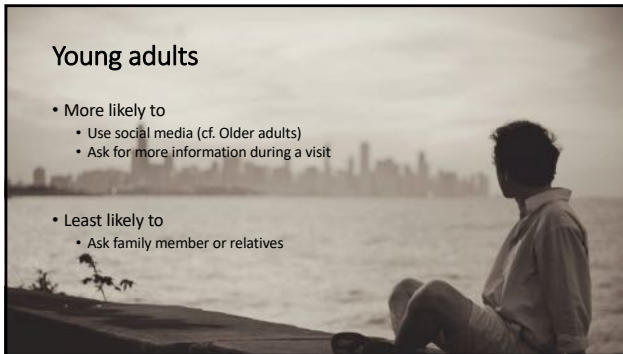
	Chi-Sq	Sig.	Young	Older adult	Elderly	Mean
Contact the relevant care unit by phone	6.120	.047	654.64 (n=703)	712.48 (n=408)	687.64 (n=244)	3.26
Ask the healthcare staff at the next visit	9.246	.010	673.15 (n=701)	723.79 (n=418)	638.82 (n=245)	4.03
Ask a medically trained person, for example by telephone in 1177 (a Swedish national healthcare information service)	.326	.850	663.39 (n=698)	675.58 (n=401)	674.37 (n=238)	3.01
Send an anonymous question on www.1177.se	2.436	.296	677.40 (n=696)	641.53 (n=399)	662.46 (n=232)	2.26
Ask someone who I know personally among family or friends	24.514	.000	713.38 (n=695)	599.66 (n=405)	645.73 (n=233)	3.00
Search information by myself, e.g. on the Internet	4.857	.088	703.07 (n=705)	655.19 (n=423)	692.89 (n=244)	4.31
Use social media, e.g. discussion forums	8.975	.011	689.70 (n=698)	623.14 (n=401)	680.03 (n=236)	2.12
Do nothing	16.996	.000	677.87 (n=681)	591.37 (n=392)	670.49 (n=227)	1.89

### Preferred strategies

- Most preferred
  - Independently seek for information (use of anonymous 1177.se service)
  - Ask healthcare staff for information
- Least preferred
  - do nothing
  - use social media

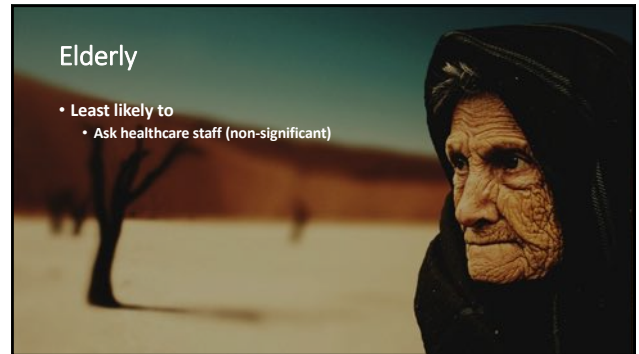
### Older adults

- Most likely to
  - Use telephone
  - Ask for more information during a visit
- Least likely to
  - Ask family member or relatives
  - Use social media (of all groups)
  - Do nothing



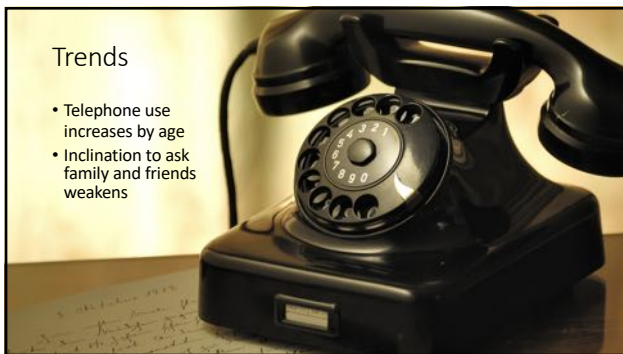
**Young adults**

- More likely to
  - Use social media (cf. Older adults)
  - Ask for more information during a visit
- Least likely to
  - Ask family member or relatives



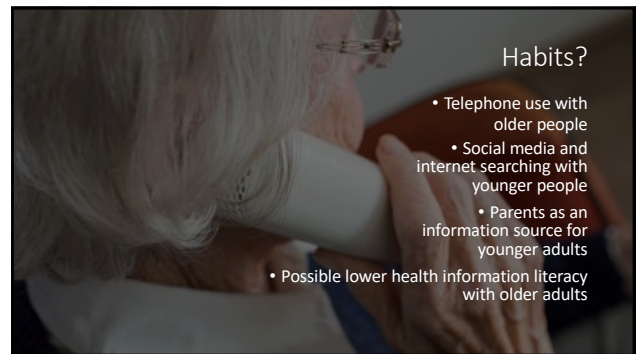
**Elderly**

- Least likely to
  - Ask healthcare staff (non-significant)




**Trends**

- Telephone use increases by age
- Inclination to ask family and friends weakens




**Habits?**

- Telephone use with older people
- Social media and internet searching with younger people
  - Parents as an information source for younger adults
- Possible lower health information literacy with older adults



**HIBA**  
 #healthinformationbehaviour  
 #healthinformationliteracy  
 #consumerhealthtechnologies  
 #ehealth  
 #olderadults




**Age-related differences in seeking clarification to understand medical record information**

Isto Huvila<sup>1,2</sup>, Jonas Moll<sup>1</sup>, Heidi Enwald<sup>2,3</sup>, Noora Hirvonen<sup>2,3</sup>,  
 Rose-Mharie Åhlfeldt<sup>4</sup> and Åsa Cajander<sup>4</sup>

<sup>1</sup> Uppsala University, <sup>2</sup> Åbo Akademi University, <sup>3</sup> University of Oulu, <sup>4</sup> University of Skövde

blogs2.abo.fi/hiba | https://projectdome.wordpress.com



Isto Huvila, Jonas Moll, Heidi Enwald, Noora Hirvonen, Rose-Mharie Åhlfeldt and Åsa Cajander