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Evaluation of a newly developed dementia meds management website

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Abstract

Abstract of a poster presentation at the 2016 National Medicines Symposium, 19-20 May, Canberra, Australia.

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Background: Informal caregivers of people living with dementia are often responsible for managing medications for their relatives. In 2013, a pilot website was developed as a way of providing support to caregivers of people living with a dementia from English and Italian backgrounds around the issues of medication management. The results from the pilot study informed a second iteration of the website (www.dementiameds.com), which also included a Macedonian version. This paper reports on the evaluation of the second iteration of the website.

Methods: Between June and August 2015 users of the website were encouraged to complete an evaluation survey which included the Perceived Health Web Site Usability Questionnaire (PHWSUQ) for older adults. Website usage was evaluated using Google Analytics, and the website content was assessed for usability and readability.

Findings: During the evaluation period the website was visited on 2,903 occasions. Most of the visitors were female (84%), aged between 45 - 54 yrs, and from Australia (36%). Visitors who completed the evaluation survey felt that the site was trustworthy (93.7%) and provided an overall PHWSUQ score of 75%. The ten participants who were recruited to undertake the usability testing struggled to find some specific information and the readability results indicated that some of the website content was difficult to read and understand.

Discussion: The results of the evaluation will be used to direct final changes to the website. It is particularly important that readability levels be improved to ensure that users from poor health literacy backgrounds are able to successfully understand and use the resources provided. Once the evaluation is completed national peak bodies, such as Alzheimer's Australia, will be approached to promote use of the website. Further funds are also needed in order to provide translations of the content in other community languages.