



# Human Quality Assurance for Web Resource Catalogues

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# Overview

## **Concerns about information quality**

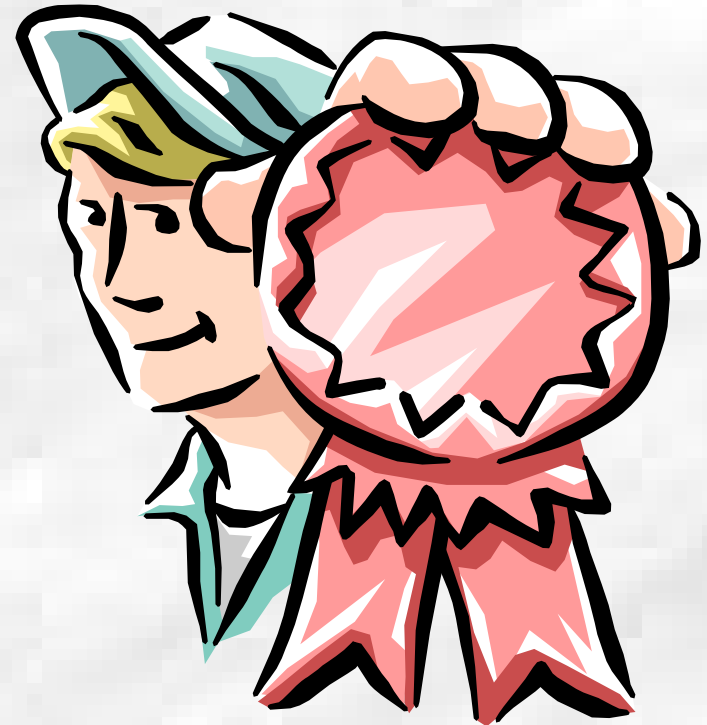
- Why can't we take the Internet at face value?

## **Human Quality Assurance for Web Resource Catalogues**

- Some issues: time, cost, etc

# Issues of quality on the Internet

- Sheer volume of information
- Ephemeral nature of much information
- Ease of self-publishing
  - the personal home page phenomenon
- Lack of peer review or editorial and refereeing processes
- Possible serious consequences of inaccurate health information



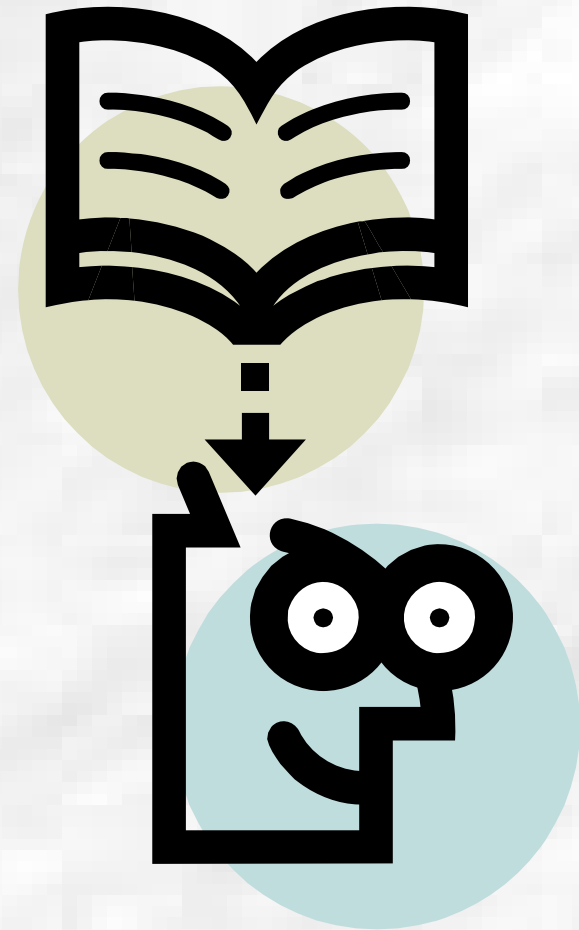
# Limitations of search tools



- Indiscriminate, unwieldy retrieval from search engines
- Output mostly lacks context
- Ranking algorithms

# Difficulties evaluating networked information resources

- They cannot be browsed in the same way as print
- They tend not to have a set of common features
  - (e.g. statement of responsibility, introduction, preface, table of contents, index)
- There may be time and cost implications



AT Screen Thief



OMNI

NMAP

VETGATE

BIORES

NATURAL

AGRIFOR



THE  
WELLCOME  
GATEWAYS

BioethicsWeb

MedHist

psci-com



SEARCH BROWSE ABOUT WHAT'S NEW SUBMIT TRAINING SITE MAP

## Welcome to NMAP

NMAP is a free catalogue of hand-selected and [evaluated](#) Internet resources in Nursing, Midwifery and the Allied Health Professions. [New](#) resources are added weekly.

 **News Update**  
[Change on the way for the RDN - find out more...](#)

Search

[Advanced](#)

[Browse](#)

[Help](#)

Use the keyword search box above, or [browse](#) resources by subject heading.

### Additional Services

- [Hot Topics](#)
- NMAP [search box](#) to include on your own site
- [Internet for Nursing, Midwifery and Health Visiting](#) tutorial
- [Internet for Allied Health](#) tutorial
- Latest [academic medical and related jobs](#) from jobs.ac.uk

 email: [webmaster@biome.ac.uk](mailto:webmaster@biome.ac.uk), or see contacts [DISCLAIMER](#) (c) The University of Nottingham



University of the  
West of England

Faculty of  
Health and Social Care

Search:

[Home](#)

[Conditions and treatments](#)

[Decision support](#)

[Operations and tests](#)

**HEALTH TOPICS**

**Women's health**

Heavy periods  
 Infertility  
 Menopause  
[More...](#)

**Child health**

Ear infection  
 Wisdom teeth, impacted  
 Head lice  
[More...](#)

**Heart & blood vessels**

High blood pressure  
 High cholesterol  
 Heart attack  
[More...](#)

**Cancer**

Colon and rectal cancer  
 Lung cancer  
 Breast cancer  
[More...](#)

**Infections**

H. pylori infection  
 HIV infection  
 Pneumonia  
[More...](#)

**Brain & nervous system**

Multiple sclerosis

**Men's health**

Erection problems  
 Prostate, enlarged  
 Prostate cancer  
[More...](#)

**Staying healthy**

High blood pressure  
 High cholesterol  
 Smoking  
[More...](#)

**Mental health**

Depression in adults  
 Anxiety  
 ADHD  
[More...](#)

**Diabetes and hormones**

Diabetes  
 Obesity  
 Endometriosis  
[More...](#)

**Digestive system**

GORD  
 Constipation in children  
 Irritable bowel syndrome  
[More...](#)

**Muscles & bones**


Back pain


**Helping you to make better health decisions**

**Get the facts about the top treatment options.**

We can tell you which treatments really work and which don't work, based on the best and most up-to-date medical research.

BestTreatments is the only website that rates thousands of health and medical treatments, based on how well they work. You'll know the best way to lower your blood pressure, manage your child's asthma and ease your back pain.

**PATIENTS**  


**DOCTORS**  


**DECISION SUPPORT**



- Shared decision-making: working with your doctor
- How to make the best decisions about treatment
- Understanding risks

**OPERATIONS AND TESTS**



- Circumcision for a tight foreskin
- Inguinal hernia repair
- Knee replacement
- Having an abortion
- Hip replacement
- Removing wisdom teeth

[→ MY HEALTH](#)[→ MY LIFESTYLE](#)[→ MY ENVIRONMENT](#)[→ HEALTH PROBLEMS](#)[→ CARE FOR ME](#)[→ HEALTH IN THE EU](#)

## Links to ...



Commissioner  
Markos Kyprianou



## Links to ...

## News

[→ Health-EU iust](#)

## Health-EU Portal



The Health and Consumer Protection Directorate-General is pleased to present the Health-EU Portal (the official public health portal of the European Union) and the wide range of information and data on health-related issues and activities at both European and international level...

## MY HEALTH



- Babies and Children
- Men
- People with Disabilities
- Young People
- Women
- Elderly

## MY ENVIRONMENT

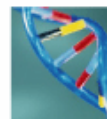


## MY LIFESTYLE



- Nutrition
- Drugs
- Travel
- Sex
- Alcohol
- Tobacco
- Sports and Leisure

## HEALTH PROBLEMS



## Links to ...

## Press Releases

- Avian Influenza: Standing Committee backs a series of measures
- New EU Guidelines on Breast Cancer Screening and Diagnosis
- Markos Kyprianou European Commissioner for Health and Consumer Protection Animal Welfare – A Part of EU Food Chain Policy International Conference organised by the Austrian Presidency Brussels, 30 March 2006

[→ all Press releases](#)

## Events

- eHealth Conference (10-12 May 2006)
- Green week (30 May - 2 June 2006)
- Employment, Social Policy, Health and Consumer Affairs Council (4-5 June 2006)





## What is it?

- NMAP provides access to evaluated Internet information for nurses, midwives, physiotherapists, health visitors, dieticians, occupational therapists & other allied health professionals
- Aimed primarily at the UK HE, FE communities & practitioners

<http://nmap.ac.uk/>

# Resource Discovery Network

RDN - <http://www.rdn.ac.uk/>

- Aims to become a resource discovery service across a wide range of subject areas

Co-ordinated by the Network Centre, the RDNC

- BIOME – life and health sciences
- SOSIG – social sciences
- EMC – engineering, maths, computing
- Humbul - humanities
- PSIGate – physical sciences



# Biome Gateways

## 'Live' records as of 24 April 2006

### BIOME

- a “parent” service, providing access to, and integration of, five gateways to quality Internet resources. Focused on HE, FE and wider audiences

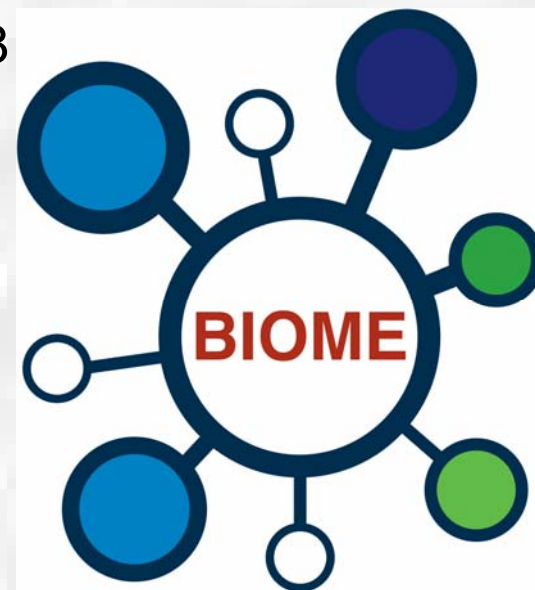
All hand selected and evaluated for inclusion

- 9191 omni
- 5599 natural
- 4397 agrifor
- 3928 nmap
- 2636 bioresearch
- 2399 vetgate

### Wellcome Gateways

- 662 Bioethics Web
- 1105 MedHist
- 971 psci-com

Total= 30,888



# Searching

## Simple

- Free text search, phrases, automatic “AND”, punctuation accepted
- N.B. Also searches OMNI (6,500 records)

## Advanced Options to:

- limit your search by resource type e.g. mailing list, teaching resources, practice guideline
- Display a list of titles only
- Truncation

# BIOME Evaluation criteria in detail

## Context

**Scope** – what is the subject scope and is it relevant to the BIOME community?

**Audience** – who is it intended for?

**Authority** – who has produced it? What are their qualifications?

**Provenance** – how long has the resource been available? Is it stable?

## Content

**Coverage** – what is the subject coverage of the resource? Is it at a suitable level for the BIOME community?

**Accuracy** – has there been an editing process? Is there any evidence that the source maybe biased?

**Currency** – is the information up-to-date? How frequently is it updated?

## Format

**Accessibility** – are there any access restrictions or special requirements? Is there a charge for the service?

**Design and layout** – is the resource well designed? Are images used appropriately? Is there any aids to navigation?

**Ease of use** – is it easy to use? Is there help information and user support?

# User evaluations

- An evaluation of NMAP was completed by 671 users.
- Findings indicate: -
  - 88% of respondents were able to find the information they wanted easily.
  - 84% rated the relevance of the resources they found as being Good or Excellent.

## Our new Service

The Resource Discovery Network (RDN) will be relaunched as *Intute* on July 13<sup>th</sup> 2006. See: [www.intute.ac.uk/development](http://www.intute.ac.uk/development)

To make it easier and quicker to use, we are integrating our eight hubs into four subject groups:

**intute** : arts & humanities

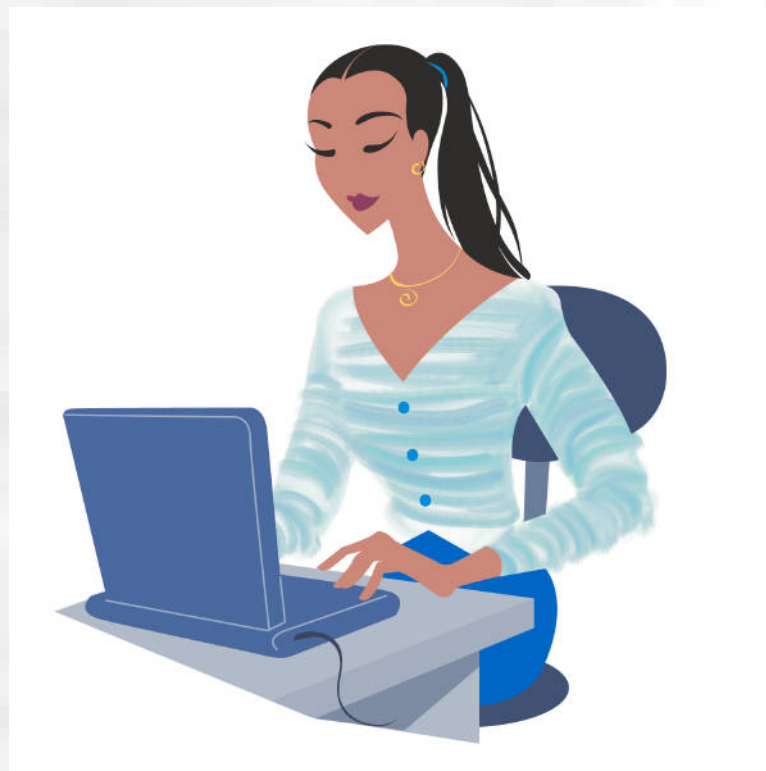
**intute** : health & life sciences

**intute** : science, engineering & technology

**intute** : social sciences

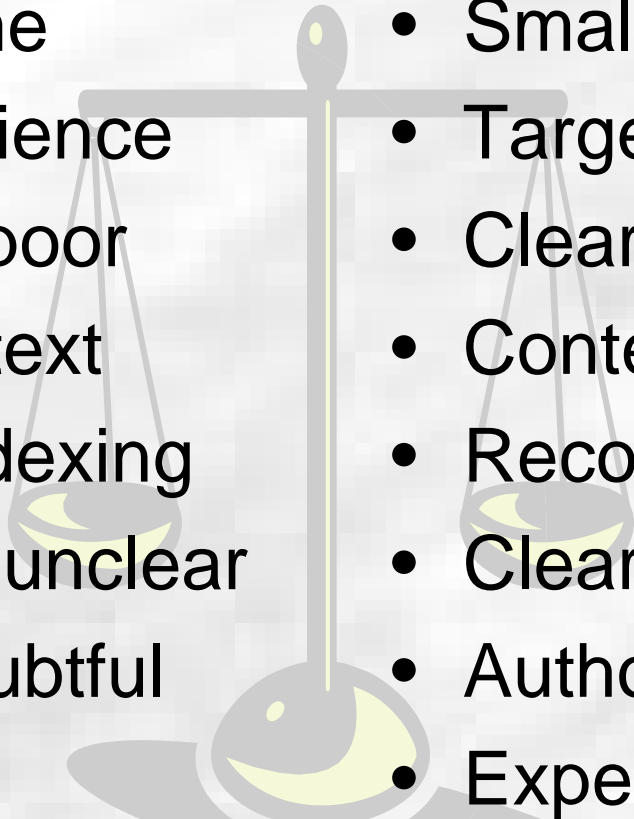
# Issues of Human QA

- Time per record 60-90 minutes
- Expertise needed –
  - Information professional v subject expert
  - Training
- Review periods
- Cost





# Automatic V Human

- 
- Large Volume
  - General audience
  - Description poor
  - Lacking context
  - Semantic indexing
  - Provenance unclear
  - Authority doubtful
  - Cheap
- Smaller numbers
  - Targeted for audience
  - Clear description
  - Context explained
  - Recognised thesauri
  - Clear Provenance
  - Authority clear
  - Expensive



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