

**Executive Summary
Evaluation of the
NIAMS Pediatric Rheumatic Diseases CD-ROM**

National Institute of Arthritis and Musculoskeletal and Skin Diseases
Order Number 263-MD-503812

Submitted by:



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EXECUTIVE SUMMARY

To advance their commitment to providing health care providers and patients with convenient and comprehensive information in a cost-effective manner, the National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS), in partnership with the Arthritis Foundation, developed a CD-ROM that contains publications and Web site links concerning pediatric rheumatic diseases. To ensure that the CD-ROM content and navigability are optimal, the NIAMS contracted with Circle Solutions, Inc. (Circle), to assess the content of the CD-ROM and determine whether it addresses the information needs of health care professionals who work with pediatric patients and whether the information is presented in a useful way, including audience appeal, likelihood of use, and ease of navigation.

The study design entailed a mailed content survey ($n = 6$ responses), a mailed delivery-mode survey ($n = 9$ responses), and direct observation of 11 subjects. An array of health care professionals reviewed the CD-ROM. These health care professionals included pediatric rheumatologists, pediatric rheumatology nurses, pediatricians, pediatric nurse practitioners, a pediatric resident and the pediatric resident supervisor at a hospital, school resource nurses, Arthritis Foundation representatives, and a patient coordinator. Reviewers provided comments and recommendations on the content and navigation features of the CD-ROM.

Reviewers overwhelmingly approved the content, expressing appreciation for the utility of the print-friendly publications; Web site links; and information from the *Primer on the Rheumatic Diseases* (12th edition), the *Osteogenesis Imperfecta Reference Guides*, and Arthritis Foundation materials. The reviewers' consensus was that the CD-ROM provides convenient access to helpful literature. Survey respondents indicated that they intend to read this literature to become better informed, distribute it to patients and families of patients, share it with colleagues, and recommend it to other pediatric health care professionals.

Overall, reviewers were able to easily navigate the CD-ROM, although several reviewers recommended that the navigation be improved. Reviewers (1) preferred that the documents open in a readable view rather than in page width, (2) wanted an easier means to return to the CD-ROM from a PDF document or Web site back to the previous page of lists of Web sites or documents, (3) observed a need to update the NIAMS publication order page Web site link, (4) wanted improvements to the primary means of navigation—whether the welcome page or bookmarks, (5) recommended modifying the section that includes the *Primer on the Rheumatic Diseases* (12th edition) and *Osteogenesis Imperfecta Reference Guides* to make the links more visible, (6) suggested incorporating a keyword or other type of search function for a user to use to find products or Web sites about a particular topic, and (7) suggested making Tips for Using this CD-ROM briefer.

Based on these findings and recommendations and on consideration of the practical, cost, and timeline issues, Circle offers the following proposed solutions and next steps for the NIAMS to consider.

- Size the view of all documents, so that they are readable upon opening.
- Shorten the bookmark titles and change their font to a bolder presentation.
- Update the NIAMS publication order page Web site link.
- Add “Back” buttons to each PDF document and design them so that they are suppressed when the document is printed.
- Rename the “Welcome” bookmark to “Back.” Consider adding a bookmark for “Home” that links directly to the Welcome page with one click.
- Rename “Print Friendly Print Publications for Your Patients” to “Patient Publications” and group together “Information for You from the 12th Edition of Primer on the Rheumatic Diseases” and “Information for You from the Osteogenesis Imperfecta Guides” under a bookmark titled, “Publications for Health Professionals.”
- Collapse the Tips information into pithy bullets—limiting the text to a minimum. Use a paperboard printed sleeve/cover for packaging and print key tips on the cover.
- Reverse the color of the titles and links within the section on the “12th Edition of Primer on the Rheumatic Diseases” and “Information for You from the Osteogenesis Imperfecta Guides.”
- Create a CD-ROM index and include it as a link on the Welcome page.
- Add a notation within the CD-ROM that tells the reader how to use the existing Adobe keyword search function for PDF files.
- Print the Adobe download URL address on the CD-ROM label underneath the current PDF notification.
- Try to obtain a better electronic copy of *Therapeutic Strategies for Osteogenesis Imperfecta*.

This product was extremely well received by the reviewers of all three data collection types. Reviewers overwhelmingly agreed that widespread distribution to pediatric health care professionals will provide a significant contribution to their professional knowledge and the well-being of their patients and family members.