Universal access to reliable healthcare information: Global stakeholder consultation

Your voice is important

Complete our 5-minute survey

In official relations with the World Health Organization

hifa.org

[Note: Below is the content of the online survey that was open from 21 August until 15 October 2023. Continue the discussion on the HIFA forum: www.hifa.org/joinhifa]

Help shape the future of health care worldwide

Can you imagine a world where every person and every health worker has timely access to the information they need to protect their own health and the health of others? Where every person is protected from misinformation?

This 5-minute global survey is the first critical step towards universal access to reliable healthcare information. Please take this first step with us and complete the survey. Your voice is important.

The results of this survey will be made publicly available and will inform next steps by the World Health Organization, Healthcare Information For All* (HIFA) and partners on how to accelerate progress in 2024 and beyond.

Thank you for your support

Any questions? See our website www.hifa.org or contact the HIFA Coordinator (Dr Neil Pakenham-Walsh): neil@hifa.org

Note: This survey has 21 questions and we invite you to answer as many as you can. Many of the questions in this survey are global in nature but there is an opportunity to share your personal and professional experience at the end if you wish. You have the option to complete the survey anonymously. If you choose to provide any personal details, these will be handled responsibly.

*Healthcare Information For All (HIFA) is a global health initiative administered by Global Healthcare Information Network CIC, a UK-based NGO in official relations with WHO since 2022. www.hifa.org
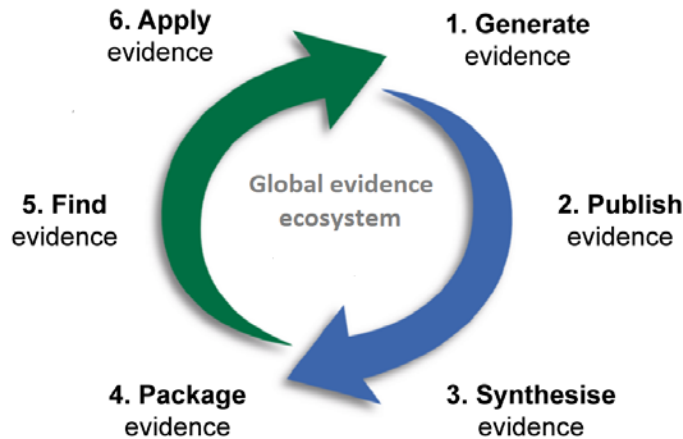
About you

Q1: Your name (optional)

Q2: Your country of residence

How would you describe yourself in relation to the global evidence ecosystem?

The availability and use of reliable healthcare information is dependent on a global evidence ecosystem (the term 'evidence' applies here specifically to healthcare evidence). HIFA uses the following graphic to describe this system:

6. Apply evidence — **1. Generate** evidence — **2. Publish** evidence — **3. Synthesise** evidence — **4. Package** evidence — **5. Find** evidence

Global evidence ecosystem

Q3: How would you describe yourself? We invite you to select one option that you most identify with (even if you are active in two or more areas)

- I **generate** healthcare evidence (e.g. researcher)
- I **publish** healthcare evidence (e.g. journal editor)
- I **synthesise** healthcare evidence (e.g. systematic reviewer, guideline developer)
- I **package** healthcare evidence (e.g. publisher of manuals for health workers)
- I help people to **find** healthcare evidence (e.g. library and information professional)
- I **apply** healthcare evidence for better health (e.g. patient, health worker, policymaker)
- Other:

How important is access to reliable healthcare information?

Q4: Access to reliable healthcare information is (or should be) a human right

Q5: Improving the availability and use of reliable healthcare information would lead to substantial improvements in quality of care and health outcomes

Q6: Universal health coverage cannot be achieved without universal access to reliable healthcare information

Q7: More support is needed for health literacy (helping people find, understand and use healthcare information)

What should be done to improve access to reliable healthcare information?

The World Medical Association Policy Statement on Healthcare Information For All is the highest-level consensus statement to date, representing 10 million doctors worldwide.

Q8: Which of the seven World Medical Association recommendations (listed below) do you think are most important to achieve universal access to reliable healthcare information? Please select TWO (2) options

- Support initiatives to improve access to reliable healthcare information
- Promote standards of good practice and ethics
- Support research to identify enabling drivers and barriers
- Ensure that health workers have access to reliable healthcare information
- Combat myths and misinformation

- Urge governments to recognize their moral obligation
- Urge governments to provide political and financial support to WHO

We now invite you to consider each of the seven recommendations in turn [optional comment under each]:

Q9: There should be more support for initiatives that improve access to reliable healthcare information

Q10: There should be higher standards of practice and ethics among information providers

Q11: There should be more support for research on the availability and use of reliable healthcare information

Q12: More should be done to ensure that health workers have access to reliable healthcare information

Q13: More should be done to protect people from misinformation

Q14: Governments should recognise their obligation to improve the availability and use of reliable healthcare information

Q15: Governments should provide more support for WHO to 'extend to all peoples the benefits of medical, psychological and related knowledge' as described in the WHO Constitution (1948)

What should WHO and HIFA do to accelerate progress?

Q16: The World Health Organization is a leading publisher of reliable healthcare information and supports a number of important several healthcare information initiatives. What more can WHO do to accelerate progress towards universal access to reliable healthcare information?

- Make a public commitment to accelerate progress towards universal access to reliable healthcare information
- Support stakeholders to develop a strategy for universal access to reliable healthcare information
- Increase investment in WHO publications
- Promote access to reliable information in languages other than English
- Other:

Q17: HIFA aims to bring stakeholders together around the shared goal of universal access to reliable healthcare information. What more can HIFA do to accelerate progress?

- Support stakeholders to develop a strategy for universal access to reliable healthcare information
- Use the HIFA forums to explore key healthcare information issues
- Harness the collective expertise of stakeholders to accelerate progress towards universal access
- Promote access to reliable information in languages other than English
- Other:

Q18: Your response to this question will help prioritise action in 2024 and beyond. The draft HIFA-WHO collaboration plan has five action areas. Which areas are most important?

- To promote WHO advocacy to achieve universal access to reliable healthcare information

- To provide WHO with access to experience and expertise on information needs and how to meet them
- To support WHO's role as a leading provider of reliable healthcare information
- To support the dissemination and uptake WHO's publications, information and public health messages
- To support WHO's role in meeting information needs in languages other than English
- Other:

Q19: HIFA seeks financial and technical partners to implement the HIFA-WHO collaboration plan in 2024 and beyond. Are you willing for HIFA to contact you to explore whether and how you can support our work?

- Yes
- No

If you answered "Yes" to Q19, please provide your email address here (optional):

Q20: Finally, we invite you to say something about your professional and/or personal experience or any other comments (optional):

Thank you. Please click SUBMIT