

# Consumer Health Information on Websites of Louisiana Hospitals— Any Changes After Hurricane Katrina?

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## Abstract

### Objective

To survey Louisiana inpatient hospital websites to determine if consumer health information (CHI) is available online and compare these results with a similar study carried out by the author in 2003. To assess the effect of Hurricane Katrina on the provision of CHI and on the number of operational hospitals in Louisiana. To evaluate the accuracy, currency, and quality of the CHI.

### Methods

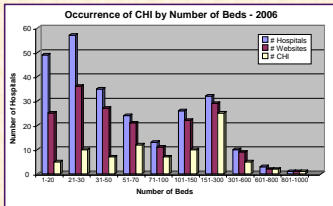
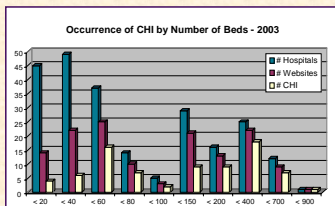
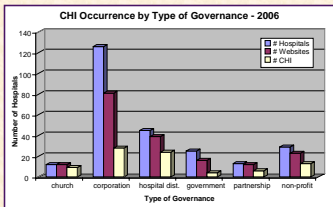
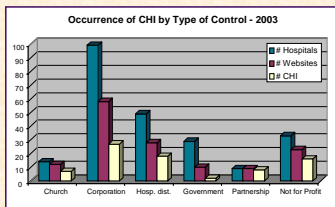
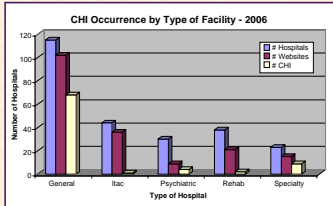
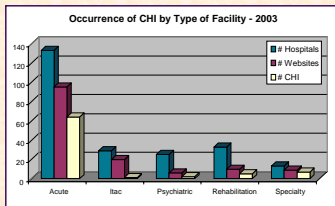
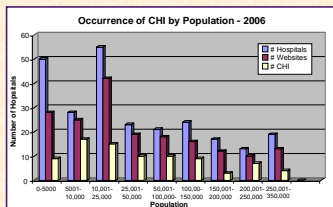
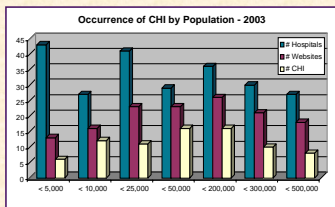
Identify which of the hospitals have a website and compare data gathered in 2006 and 2003. Website presence and the provision of CHI will be correlated with factors such as number of beds, health care system affiliation, type of hospital, and population. Sites with CHI will be analyzed to determine the number and type of external links. A list of all CHI external links will be compiled and compared with MLA's "Top Ten" Most Useful Websites."

### Results

In 2006, 268 hospitals were surveyed to determine which had websites and of those websites, which provided CHI. Of the 268 hospitals, 18 remain closed due to damage from Hurricane Katrina. Six of these 18 hospitals had websites with CHI in the 2003 survey. In 2003, 140 (60%) of 233 hospitals had a website and 79 (56%) of those websites provided CHI. In 2006, 183 (73%) of the 250 hospitals had a website and 84 (46%) of those websites provided CHI.

### Conclusions

The number of hospitals increased from 233 to 268 (250 after removing the 18 non-operational hospitals). The percentage of websites increased from 60% in 2003 to 73% in 2006. But while the actual number of websites with CHI increased from 79 in 2003 to 84 in 2006, the percentage dropped from 56% to 46%. If the 18 closed hospitals are added back into the equation, the percentage of websites decreases by 1% and the percentage of those providing CHI remains steady at 46%. The conclusion reached in 2003 that the provision of CHI was not an overriding concern of Louisiana hospitals is reinforced in 2006 due to the 10% decrease. An additional conclusion is that the loss of 18 hospitals had no impact on the provision of CHI.



### POPULATION ANALYSIS

In 2006, the largest percentage of hospitals with a website was 89% in the population category of 5,001-10,000. In 2003, the largest percentage was 79% in the 25,001 to 50,000 category. The smallest percentage of hospitals with websites was in the 1-5000 category in both 2003 and 2006. The largest percentage of websites with CHI in 2006 was 70% in the 200,001 to 250,000 category, while in 2003 it was 75% in the 5,001 to 10,000 category.

### TYPE OF FACILITY ANALYSIS

In 2006, the highest percentage of hospitals with websites was 89% of general hospitals. The general hospital category was also the highest in 2003 with 71%. Website occurrence was the lowest in psychiatric hospitals in both 2003 and 2006, with 24% and 30% respectively. The largest percentage of websites with CHI in 2006 occurred in general hospitals (67%) compared with specialty hospitals (78%) in 2003.

### TYPE OF CONTROL ANALYSIS

In 2006, 100% of the hospitals with religious affiliation had a website. In 2003, 100% of hospitals in the partnership category provided websites. The lowest percentage of hospitals providing websites were those under governmental control in both 2006 (25%) and in 2003 (34%). The largest percentage of CHI was 75% of church affiliated hospitals in 2006 and 89% of partnership controlled hospitals in 2003.

### NUMBER OF BEDS ANALYSIS

In both 2003 and 2006, 100% of the hospitals with the largest number of beds had websites. Also in both 2003 and 2006 hospitals with the fewest number of beds had the lowest percentage of websites, 31% and 51% respectively, although this percentage did increase considerably. The largest percentage (100%) of CHI presence remained in the largest number of beds category in both 2003 and 2006, but the smallest percentage of CHI was in the 1-21 bed category in 2006 (20%) and in the 21-40 bed category (27%) in 2003.

## Health Care System Affiliation

Name of System	# of Hospitals	# of Websites	# of CHI
Acadia Healthcare	1	1	0
Ardent Health Services	1	1	1
Assoc. Healthcare Systems	1	1	1
Brim Healthcare	3	3	3
Charter Cypress	1	0	0
Christus Health	7	7	7
Community Health	2	2	2
Cornerstone Healthcare Gp.	3	3	0
Dept. of the Army	1	1	0
Dubuque Health	3	3	0
Dynacq Healthcare	1	1	0
Franciscan Missionaries	7	6	6
Gulf States Health	10	10	0
HCA	12	12	12
Healthsouth	6	6	0
Hospital Partners of America	1	1	1
Kindred Healthcare	1	1	0
LHC Group	7	7	0
LifeCare Management Serv.	1	1	0
LifePoint Hospitals	6	6	3
Louisiana Hospital System	5	4	2
LSU Health Sciences Center	7	5	1
Meadowbrook Healthcare	3	3	0
MedCath	2	2	2
Millenium Management	1	1	0
Preferred Continuum Care	1	0	0
Promise Healthcare	6	6	0
Psychiatric Solutions	1	1	1
Quorum Health Resources	3	3	3
Regency Hospital Company	1	1	0
Rehab Care Group	1	1	0
Select Medical Corporation	1	1	0
Shriners Hospital for Child.	1	1	0
Surgical Synergies	1	1	0
TENET Healthcare	1	1	1
Triad Hospitals	1	1	0
United Medical	1	1	0
Universal Health Services	1	1	0
Veterans Affairs	2	2	0
Wills-Knighton	4	4	0
<b>TOTAL</b>	<b>119</b>	<b>113</b>	<b>46</b>

## HOSPITAL WEBSITE EVALUATION FORM

Name of Hospital \_\_\_\_\_  
 Website Last Updated \_\_\_\_\_  
 Privacy policy info Yes \_\_\_ No \_\_\_ Terms/Use of Medical Information Yes \_\_\_ No \_\_\_  
 Need to Click to Access Information Yes \_\_\_ No \_\_\_  
 Is there Consumer Health Information Yes \_\_\_ No \_\_\_  
 Creator of Consumer Health Information \_\_\_\_\_

**SPECIAL FEATURES:**

Interactive Features \_\_\_\_\_  
 Health Calculators \_\_\_\_\_  
 Special Populations \_\_\_\_\_  
 Test and Procedures \_\_\_\_\_

External Links to other Health Sites Yes \_\_\_ No \_\_\_

**MLA Top Ten Links:**  
 cancer.gov \_\_\_ CDC \_\_\_ familydoctor.org \_\_\_ healthfinder \_\_\_ HIV InSite \_\_\_  
 Kidshealth \_\_\_ Mayo Clinic \_\_\_ MEDEM \_\_\_ MEDLINEplus \_\_\_ NOAH \_\_\_

### OTHER EXTERNAL LINKS (List)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## MLA's TOP TEN Most Useful Websites

Site Name	# of LA Hospital Links
Cancer.gov	0
CDC	10
Familydoctor.org	7
Healthfinder@	9
HIV InSite	0
Kidshealth@	11
Mayo Clinic	9
MEDEM	3
MEDLINEplus	10
NOAH	8

## Health Information Content Services

Company Name	Number of Hospitals
A.D.A.M.	2
Discovery Hospital	4
EHC	15
Fast Health	7
Health Vision	5
HealthWise	2
Living Well	7
PreOp	2
Stay Well Solutions	1

