

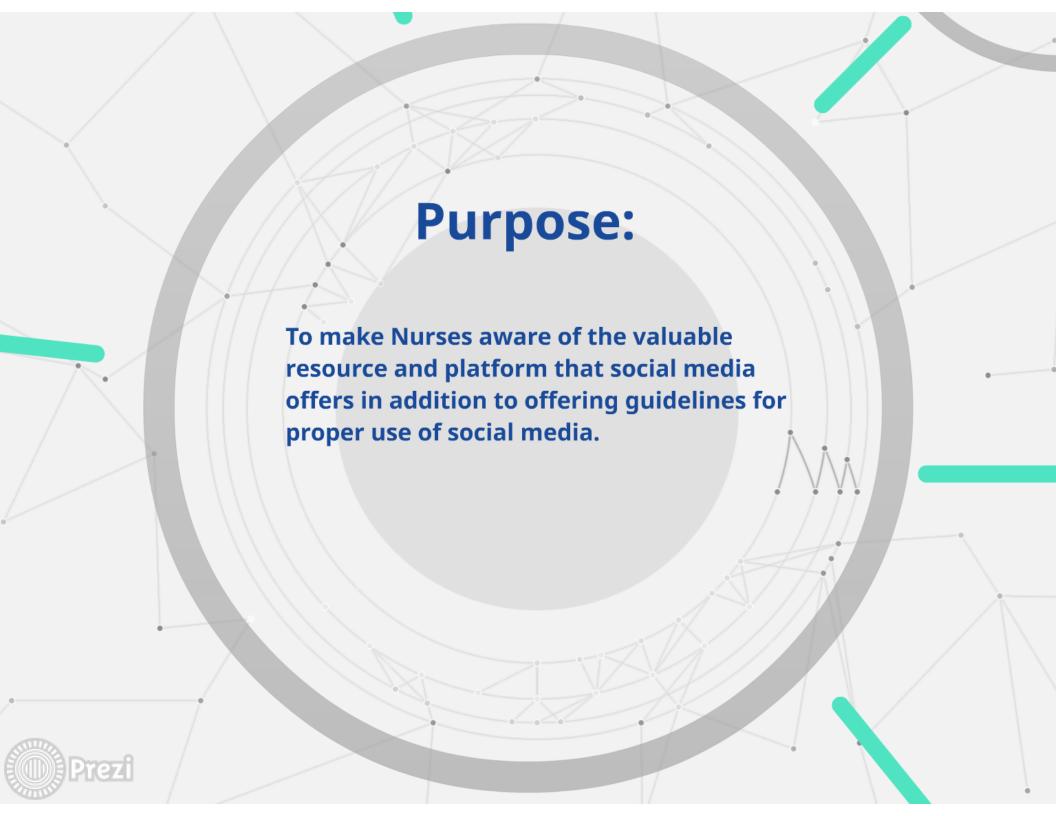
Social Media and Nursing.





Katie Duke MSN RN AGACNP-BC





Objectives:

- -Explain the various aspects of social media, its reach, and value as a resource to the public and healthcare professionals
- -Personal and Professional Journey
- -Do's and Dont's of Social Media
- -Support system, resources, knowledge sharing, camraderie













- . 1. More than 40% of consumers say that information found via social media affects the way they deal with their health. (source: Mediabistro)
- Why this matters: Health care professionals have an obligation to create educational content to be shared across social media that will help accurately inform consumers about health related issues and out shine misleading information. The opinions of others on social media are often trusted but aren't always accurate sources of insights, especially when it comes to a subject as sensitive as health.
- 2. 18 to 24 year olds are more than 2x as likely than 45 to 54 year olds to use social media for health-related discussions. (source: Mediabistro)
- · Why this matters: 18 to 24 year olds are early adopters of social media and new forms of communication which makes it important for health care professionals to join in on these conversations where and when they are happening. Don't move too slow or you risk losing the attention of this generation overtime.

- · 3. 90% of respondents from 18 to 24 years of age said they would trust medical information shared by others on their social media networks. (source: Search Engine Watch)
- · Why this matters: A millennial's network on social media is a group of people that is well trusted online, which again, presents an opportunity to connect with them as health care professional in a new and authentic way.
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- 6. From a recent study, 54% of patients are very comfortable with their providers seeking advice from online communities to better treat their conditions. (source: Mediabistro)
- treat their conditions, (source: <u>Mediadistro</u>) Why this matters: If the context of a group or community online is high quality and curated, then many trust that crowd sourcing of information from other like mind individuals is reliable. This shows how people perceive the Internet to be beneficial for the exchange of relevant information, even about their health
- 7. 31% of health care professionals use social media for professional networking. (source: MedTechMedia)
- Why this matters: This helps shine a stronger emphasis on the many applications and benefits of social media, one of which being professional development for health care workers from networks like Facebook, Twitter and LinkedIn.

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- Why this matters: Health care professionals have an obligation to create educational content to be shared across social media that will help accurately inform consumers about health related issues and out shine misleading information. The opinions of others on social media are often trusted but aren't always accurate sources of insights, especially when it comes to a subject as sensitive as health.



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- 4. 31% of health care organizations have specific social media guidelines in writing. (source: <u>Institute for Health</u>)
- Why this matters: It is crucial to have social media guidelines in place for your health care facility to ensure everyone is on the same page, your staff is aware of limitations to their actions on social media and that a systematic strategy is in place for how social media should be run across your organization.
- 5. 19% of smartphone owners have at least one health app on their phone. Exercise, diet, and weight apps are the most popular types. (source: <u>Demi & Cooper Advertising and DC Interactive Group</u>)
- Why this matters: This drives home the need for your health care organization to look into possibly launching a health related app focused on your specialty. This statistic doesn't mean every health care facility should have their own app, but they should have a strong mobile focus across their marketing no matter their size.



- 6. From a recent study, 54% of patients are very comfortable with their providers seeking advice from online communities to better treat their conditions. (source: <u>Mediabistro</u>)
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- 7. 31% of health care professionals use social media for professional networking. (source: <u>MedTechMedia</u>)
- Why this matters: This helps shine a stronger emphasis on the many applications and benefits of social media, one of which being professional development for health care workers from networks like Facebook, Twitter and LinkedIn.



- 8. 41% of people said social media would affect their choice of a specific doctor, hospital, or medical facility. (source: Demi & Cooper Advertising and DC Interactive Group)
- Why this matters: This statistic shows that social media can be a vehicle to help scale both positive and negative word of mouth, which makes it an important channel for an individual or organization in the health care industry to focus on in order to attract and retain patients. Consumers are using social media to discuss everything in their lives including health and it is up to your organization to choose whether it's time to tune in.

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- 9. 30% of adults are likely to share information about their health on social media sites with other patients, 47% with doctors, 43% with hospitals, 38% with a health insurance company and 32% with a drug company. (source: <u>Fluency Media</u>)
- Why this matters: Social media is slowly helping improve the way people feel about transparency
 and authenticity, which will hopefully lead to more productive discussions and innovations
 regarding an individual's health.



- 10. 26% of all hospitals in the US participate in social media. (source: <u>Demi & Cooper Advertising and DC Interactive Group</u>)
- Why this matters: If your hospital isn't using social media, then you're way behind
 the learning curve. Social media is really important for hospitals to communicate
 with past, present and future patients, despite the many regulations to what can
 and can't be said on behalf of the hospital.
- 11. The most accessed online resources for health related information are: 56% searched WebMD, 31% on Wikipedia, 29% on health magazine websites, 17% used Facebook, 15% used YouTube, 13% used a blog or multiple blogs, 12% used patient communities, 6% used Twitter and 27% used none of the above. (source: Mashable)
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- 12. Parents are more likely to seek medical answers online, 22% use Facebook and 20% use YouTube. Of non-parents, 14% use Facebook and 12% use YouTube to search for health care related topics. (source: <u>Mashable</u>)
- Why this matters: Parents are more concerned about the well-being of their children then they were before having children, therefore they often source more information about a loved one's health on social media and online more then ever before.
- 13. 60% of doctors say social media improves the quality of care delivered to patients. (source: <u>Demi & Cooper Advertising and DC Interactive Group</u>)
- Why this matters: This statistic is important because it shows that many doctors believe that the transparency and authenticity that social media helps spur is actually improving the quality of care provided to patients. Lets hope this is a continuing trend among the industry for patients at all levels.



- 16. International Telecommunications Union estimates that global penetration of mobile devices has reached 87% as of 2011. (source: <u>mHealth Watch</u>)
- Why this matters: Once again, it's time to think mobile first, second and third for your healthcare facility. With mobile penetration reaching an all time high, an age of connected devices is on the horizon for many healthcare facilities and it is time to develop a plan.
- 17. 28% of health-related conversations on Facebook are supporting health-related causes, followed by 27% of people commenting about health experiences or updates. (source: <u>Infographics Archive</u>)
- Why this matters: This statistic supports and highlights two common uses of Facebook related to
 your health like sharing your favorite cause or interacting with others recovering. Social media has
 penetrated our society very deeply to the point where it has become a place where we share our
 interests and give support to others. This could be one of the many factors affecting why many trust
 the information found on social media about healthcare. The masses are continually accepting
 social media as a part of their everyday life, it is time your healthcare facility incorporated this
 marketing medium as part of your culture as well.



- 23. 40% of people polled said information found on social media affects how someone coped with a chronic condition, their view of diet and exercise and their selection of a physician. (source: <u>HealthCare Finance News</u>)
- Why this matters: The opinion and viewpoints of the people in our social circles online are continuously influencing our decision making even it when it comes to our opinion on healthcare options. Health care professionals should take note of this fact by using social media in an impactful way to ensure they become a part of the process of forming an opinion of a person's health care options.

- 24. Of more than 1,500 hospitals nationwide who have an online presence, Facebook is most popular. (source: <u>WHPRMS</u>)
- Why this matters: The fact that most hospitals use Facebook over other social media channels is important to note because time, staff and budget are always limited and your efforts with social media should be targeted and focused to where your organization can make the most impact.



First and Foremost

- We need Nurse Representation in the media
- Influence = Power
- Power = change



Steps

- Is social media right for you?
- What is your message?
- Public or Anon?
- What is your purpose?
 - Education
 - Leadership
 - Action
 - Awareness
- If not? Just follow!



Public Reach

People all over the world share common interests -Public Health, awareness, policy updates, education #ebols #Vaccine #PublicHealth #NurcingSchoolProblems



Public and Professional Reach

- -Professional reach
- Why use social media?
 - Leadership
 - Resource
 - Platform for a voice
 - Conference use
- -PDF- ANCC Magnet Conference 2015
- -Follow, interact, comment, post





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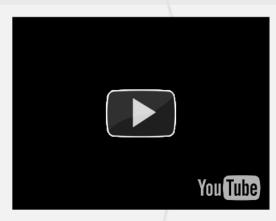
Valuable accounts to follow

- @CDC
- @American_Heart
- @EPMonthly
- @ACEPnow
- @ANAnursingWorld
- @EmergencyNurses
- @ScrubsMag
- @FOAM_highlights





Education, NY Med, social media, life experience, nursing journey





Do's and Dont's

- 1. Elevator test
- 2. Be Nice
- 3. The Internet is not a human, if you must vent- do so with purpose
- 4. Know your privacy settings
- 5. Ground rules at gatherings
- 6. Keep it professional



stop at 1:25



Resources, knowledge sharing, camaraderie, support system

- -Venue to network and share moments/knowledge/information
- -Stay connected- Conferences, retreats, courses, clinical groups
- -Have a question? Need advice? Tweet it
- -Follow organizations, groups, government departments, health networks, public figures
- -Hashtag
- **#SettingthePace2016**

















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- Why this matters: It is interesting that a majority of doctors chose a more open forum as opposed to discussion in a health care specific community online. It is a fascinating statistic because it feeds into the same premise that a certain level of transparency spurred by social media is taking ahold of the entire industry.
- 15. YouTube traffic to hospital sites has increased 119% year-over-year. (source: Google's Think Insights)
- Why this matters: Video marketing converts to traffic and leads much more easily than other forms of content because it more effectively gets across the point, shares a human element and is able to highlight the value of the facilities more quickly. Other hospital facilities should look to create video content based around interviews, patient stories and more.



- 20. The Mayo Clinic's podcast listeners rose by 76,000 after the clinic started using social media. (source: <u>Infographics Archive</u>)
- Why this matters: This is a clear cut example of how to successfully bolster the
 reach of your organization's messaging by echoing it appropriately on social media.
 Mayo Clinic already had a regular podcast that they helped grow by effectively
 using social media to share content and chat with their audience. Don't get left
 behind in the digital age, take this example and run with it.

- 21. 60% of physicians most popular activities on social are following what colleagues are sharing and discussing. (source: <u>Health Care Communication</u>)
- Why this matters: Many people on social media are passive participants since they
 aren't creating or commenting on content, but instead reading and observing the
 content and conversations of others in their network. This is also true for many
 doctors that find value using social media to exchange information but don't
 always choose to join the conversation. Many doctors are seeing the value of social
 media, regardless if they are a participant or an observer.



