

Article: Cathy Chabot, Mark Gilbert, Devon Haag, Gina Ogiilvie, Penelope Hawe, Vicky Bungay, and Jean Shoveller. (2018). Anticipating the potential for positive uptake and adaptation in the implementation of a publicly funded online STBBI testing service: A qualitative analysis. BMC Health Services Research, 18: 57.



What is this study about?

We examined the attitudes and perceptions of people who were involved in the development and initial implementation of GetCheckedOnline (GCO), a novel online STBBI testing service launched by the BC Centre for Disease Control.

What did we do?

We interviewed 37 healthcare providers, administrators, policymakers, and community-based service providers who were involved in the design and launch of GCO. We also conducted observations during GCO planning and implementation meetings.

Why is this important?

Interviewing people who were involved in the development and launch of GCO helped us learn about their expectations, concerns, and suggestions on how to improve this new online testing service. These findings indicated that as GCO is expanded to other parts of British Columbia, GCO developers may need to adapt this online service to take into consideration changes within other parts of the STBBI testing system or the broader health care system (e.g., re-allocation or reduction of resources).

This information is being used by GCO's developers as they work with various stakeholders to expand the STBBI testing service across BC and other Canadian jurisdictions.

What did we find?

A few study participants were concerned that GCO could potentially become so popular that it could increase demand on existing STBBI testing services or become fiscally unsustainable.

However, most people said GCO could improve STBBI testing in many ways, including:

- reducing wait times at STBBI clinics
- appealing to young men who are uncomfortable seeking in-person testing
- providing enhanced privacy and confidentiality for testers
- appealing to tech-savvy groups who like online services
- delivering a patient-centred technology that empowers clients to seek testing
- providing a cost-effective alternative for routine testers who don't have to see a clinician every time