

# Contextual Inquiry For Knowledge Utilization And Dissemination Within The Metahealth Project.

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## Abstract

**Background:** The METAHEALTH project aims at reducing obesity and caries in low socio-economic families by understanding the development of the microbiome in the first 1000 days of life. Microbiome plays a role in children's health and therefore information about microbiome should be integrated in resources covering health related topics for parent and professionals. To understand how this knowledge can be shared (via digital and non-digital means) we conducted a contextual inquiry.

### Methods:

**Stakeholder analysis:** Stakeholders were interviewed in order to gain insights into their expertise, expectations and goals as well as finding out about the technologies they use or would like to use to communicate knowledge. Based on the data collected, a stakeholder map was created.

**Customer Journey:** Existing data set from six interviews collected from the Sarphati cohort study was used. The customer journey analysis involved mapping family interactions with information on children's health and professional care.

**Findings:** The stakeholder map shows different layers of relationships and delineates collaboration for knowledge dissemination. It unveiled technologies usage, including collaborative decision-making tools (e.g. Panel), websites, lesson kits, and open-source software. Issues raised from the interviews included for instance digital inclusion and the impact of interventions on existing health inequalities. The customer journey highlighted crucial phases triggering information-seeking behavior, such as pregnancy, delivery, maternity period, scheduled visits to the Child Consultation Clinic, birth defects, daycare, and milestones in a child's development. We identified trigger points and information patterns, revealing technologies usage.

**Conclusions:** Knowledge dissemination and utilization occurs both within and outside the scientific community. We aim to reach various target groups (e.g. health care professionals, parents, policy makers). Each group has its own needs and go-to platforms to help them make informed decisions. Next steps involve analyzing these platforms to identify effective strategies for information-sharing.