About the Contributors

Åsa Smedberg is a Senior Lecturer, Researcher and Director of PhD studies at the Department of Computer and Systems Sciences (DSV), Stockholm University, Sweden. She holds a PhD degree in Computer and Systems Sciences. Her research interests include Web-based communities and the use of ICT for continuous learning, with a focus on practical applications in the health area. She runs research in the field of web-based health communities for self-help groups. Over the years, in-depth studies have been carried out of online conversations in e-health communities. She is the author of a series of international publications, member of editorial review board of international journals and committee member of e-health conferences.

***

Mariano Alcañiz is Full Professor of Graphics Engineering at Universidad Politécnica de Valencia (Spain) since 2002, and he is the Director of the Human Centered Technology Lab (LabHuman). His research interests are focused in how technology can augment human ability, studying technology-augmented human cognition and action in disciplines like psychology, surgery, and education among others. Mariano Alcañiz has been principal investigator in more than 90 research projects, funded by national and European institutions. He has published over 56 articles in national and international journals, as well as several books and book chapters. He has also presented over 200 works at national and international conferences.

Rosa M. Baños is a Full Professor in Psychopathology at the University of Valencia, Spain. Her research interests include psychopathology, the treatment of psychological disorders, and the application of Information and Communication Technologies to Psychology. Dr. Banos is the director of the Master’s program, “Interventions for Eating Disorders and Personality Disorders” at University of Valencia. She is a member of several scientific associations; she is in the editorial board of several journals, and expert review of several European and Spanish institutions and organizations. At this moment she is collaborating with the Spanish Ministry of Science and Innovation, as Research Manager for Psychology.

Marina Umaschi Bers is an Associate Professor at the Eliot-Pearson Department of Child Development and an Adjunct Professor in the Computer Science Department at Tufts University. She is also a scientific Research Associate at Boston Children’s Hospital. Her research involves the design and study of innovative learning technologies to promote children’s positive development. At Tufts, Prof. Bers heads the interdisciplinary Developmental Technologies Research Group and collaborates with Tufts’ Center for Educational Engineering Outreach (CEEO).
Cristina Botella is Full Professor of Clinical Psychology at Jaume I University (Spain) since 1992. Her main line of research is the design and testing of clinical applications based on information and communication technologies (ICTs) for the treatment of emotional disorders. She has been principal investigator in more than 30 research projects. She has published over 100 papers in national and international journals, as well as 20 books and over 30 book chapters. She is the Director of the Emotional Disorders Clinic at Jaume I University that offers psychological treatments to the community and training for clinical psychologists. She is also Director of Master in Psychopathology, Health and Neuropsychology.

Kathryn A. Cantrell is a certified child life specialist and received her Master’s from Eliot-Pearson Department of Child Development at Tufts University where she was a researcher with the Developmental Technologies Research Group. Her research involves the design and facilitation of virtual communities for youth with chronic illnesses to promote adjustment, adherence, and hopefulness. Kathryn is pursuing a career in pediatric psychology where she can continue designing and evaluating interventions to promote adjustment in youth with chronic illnesses.

Bruce Carleton has a lifelong goal to make medication use more effective and safer for all patients, particularly children. His research focus is on the impact of drug therapy on human health and quality of life. He is particularly interested in developing better ways to evaluate the effectiveness of drugs, medication-use models designed to improve patient health, as well as practical surveillance systems to improve the safe use of medication. Dr. Carleton has particular clinical interests in asthma, the clinical use of drugs in children, as well as the epidemiology, pharmacogenomics, and clinical management of adverse drug events.

Diana Castilla-López got her Degree in Psychology from the University of Valencia. From 2001, her main field of work is focused on the study of the Interaction Human-Machine, specifically on Usability and User-Centered Design. In 2005 she leaves her post in the private sector to join the research group LabPsiTec, directed by Dr. Cristina Botella, where she starts working as a researcher. She has taken part in the design, development and usability evaluation of different technologies in many research projects, both at a hardware and at a software level: Web, Virtual Reality, Augmented Reality, mobile devices, tactile devices, PC Architecture, rumblepads, accelerometer, and even gestural language through semantic recognition. At the present moment she is doing her PhD in the field of Usability.

Ausiàs Cebolla is a researcher at the University Jaume I of Castelló, Spain. His research interests include clinical applications based on information and communication technologies (ICTs) in the treatment of childhood obesity and promotion of physical activity. He is also interested in research on efficacy of psychotherapy and mindfulness interventions. He is a member of several scientific associations.

Stein Conradsen (born 1965) is a higher executive officer, adviser and researcher in the Patient Education Resource Center in Sunnmøre Hospital Trust, Norway. He holds a degree in education from the University of Oslo. In his academic career he has taken interest in the fields of religious education, patient education, and self-help. He gives lessons in didactical and teaching methodological aspects of patient education. He is also engaged in a program for user involvement in patient education for psychiatric care.


**About the Contributors**

Anni Dugdale is a Senior Lecturer in the Government Discipline at University of Canberra where she teaches Sociology and Social Policy and Research Methodology. Her research is inspired by Science and Technology Studies (STS) and most recently investigates e-health, e-democracy, and digital governance. Anni enjoys working collaboratively with multidisciplinary teams and has worked closely with colleagues from Information Systems. Anni was a consumer representative in the 1990s although not for any of the organizations discussed here. She lives in Canberra with her partner Suzanne, a cat, and many chickens.

Gjermund Eikli is the Manager of the division for in-service training and further education at the Norwegian Net School, a non-profit company owned by 6 municipalities that offers e-learning solutions from pre-school to adult education. After 20 years as a primary school teacher, Eikli turned his focus to e-learning in 1995. Currently he guides companies and organizations that go online with their teaching and is in charge of the development of PedIT, the e-learning platform chosen by the Norwegian Study Organization for the Disabled. In partnership with Volda University College he developed a model for the in-service training of teachers that about 10% of Norwegian teachers participated in. His latest project focuses on the role of the Social Web in supporting collaborative learning processes.

Ernestina Etchemendy has a degree in Psychology from the University of Buenos Aires (Argentina). In 2007 she left Argentina to join the research group Labpsitec, directed by PhD Cristina Botella, and to start a Master in Psychopathology, Health and Neuropsychology. Currently she is studying for her Doctorate at the University of Castellon (UJI). Her research is focused on the use of information and communication technologies (ICTs) applied in the elderly population and promotion of wellbeing.

Denise Cloutier-Fisher completed her PhD at the University of Guelph in 2000 and joined the University of Victoria in July 2001 with a joint appointment that allows her to work half-time in each of the Department of Geography and the Centre on Aging. Prior to coming to UVic, Dr. Cloutier-Fisher worked as a research coordinator for the College of Family Physicians of Canada (1990-1994), a Data Analyst, and as a senior population health Consultant for the Central West Health Planning Information Network located in Hamilton, Ontario (1999-2001). Dr. Cloutier Fisher is a health geographer with a primary interest in ‘healthy aging’ in rural and small-town environments. Broadly speaking Dr. Cloutier-Fisher’s research focuses on health and social service delivery systems, population health, and the social determinants of health. Dr. Cloutier Fisher’s research approaches support the use of both qualitative and quantitative methods that are appropriate and consistent with the research questions being asked.

Anna Lisa Gentile is a Research Associate at the University of Sheffield. She is a member of the Organisations, Information and Knowledge (OAK) Group. Her research field concerns information extraction technologies. She has been involved in the EU projects WeKnowIt and SmartProducts and she currently works on the Rolls-Royce SILOET project. She has a number of relevant publications in some major conference venues such as Language Resources Evaluation Conference (LREC) and Conference on Empirical Methods in Natural Language Processing (EMNLP). She holds a PhD from the University of Bari (Italy) in the field of Natural Language Processing.
Lorna Gibson is a post-doctoral researcher with a background in e-Health and human-centred design. Her PhD “Understanding the User Experience of eHealth and the implications for social computing” was based both on her experiences working on e-Health projects with clinical partners and her personal experiences with healthcare information and misinformation and the impact this has on the individual. She has spent ten years working in the fields of accessibility, usability, and user-centred design.

Navreet Gill, BScN, RN, is a Clinical Research Nurse Coordinator at The Hospital for Sick Children in Toronto with a clinical background in pediatric cardiology. Currently she is facilitating the coordination of multiple clinical research studies in her role as a CRNC. She received her Bachelor’s of Science in Nursing from the Lawrence S. Bloomberg Faculty of Nursing at the University of Toronto and is currently working towards her Master’s of Science in Nursing at the same faculty. Her current research interests include pediatric pain and the delivery of self-management strategies for chronic illness through an online medium.

Ricardo Mendoza-González is a Researcher/Professor at the Instituto Tecnológico de Aguascalientes (Mexico). He holds a PhD in Computer Science (Universidad Autónoma de Aguascalientes, México, 2009), a Master’s degree in Computer Science (Universidad Autónoma de Aguascalientes, México, 2007), and a Bachelor of Computer Science (Instituto Tecnológico de Aguascalientes, México, 2004). Dr. Mendoza-González has reported his work in journals such as Advances in Engineering Software, and prestigious international conferences such as IEEE-CCECE, CADUI, ICIMP, and IASTED-CNIS. He collaborates with researchers of the University of Ontario Institute of Technology (UOIT, Canada), and Universidad Autónoma de Aguascalientes (Mexico). His current research interests include several topics on: human-computer interaction, information security, usability, artificial intelligence, and software engineering.

Mowafa Househ is an Assistant Professor and Director of Research at the College of Public Health and Health Informatics. Dr. Househ is also the editor-in-chief of the Journal of Health Informatics in Developing Countries. Prior to finishing his doctoral studies, Dr. Househ worked for the Northern Health authority from 2006-2009 as a planning and research analyst. Dr. Househ also worked as an instructor at the University of Northern British Columbia School of Business prior to moving to Saudi Arabia. Dr. Househ has published on the topics of collaborative technology use in promoting research communication and collaboration in clinical practice and at the policy level. Dr. Househ is interested in the use of collaborative technologies in health informatics education, patient education, knowledge exchange, and in forming collaborative research partnerships. Dr. Househ’s goals are the use of collaborative technologies to improve clinical and policy decision-making. He believes that such technologies can help foster communication and collaboration between various and disparate groups working in different parts of the world. In addition to this, he believes that using such technologies is one step closer to creating a more environmentally friendly world.

Korinna Zoi Karamagkioli is currently serving as a Resident in Nuclear Medicine at the Alexandra University hospital in Athens, Greece and is an MSc student at Kings College in London, working at Guys and St Thomas NHS hospitals. Previous working experience includes a residency post in Nuclear Medicine and Clinical Physiology in the department of Clinical Physiology in Sweden at the Central
hospital of Karlstad, Sweden. She has also worked as a District doctor in an area of 5000 habitants at Korinthos, in the South Greece region. Dr. Karamagkioli was awarded from the President of the Greek Red Cross, for her voluntary services as a first-aid seminars trainer (March-April 2005). She also offers voluntary services (part in missions, training programmes) with the “Greek Medicines du Mondes”. Dr. Karamagkioli is a member of the following professional associations: Athens Medical Association, Swedish National Board of Health and Welfare-Socialstyrelsen, General Medical Council (UK), Greek Medicines du Monde, European Association of Nuclear Medicine and European Association of Radiology. She has published several articles in the area of eHealth.

**Evika Karamagioli** is a jurist that serves since 2009 as Deputy Director at the Greek NGO, Gov2u. Prior to joining Gov2U she was a Grants & Research Coordinator in the Greek NGO access2democracy, Scientific Associate at the Centre for European Constitutional Law Themistocles and Dimitris Tsatsos Foundation, and responsible for European Project Management at the Athens Bar Association, Greece. She has extensive experience in designing and managing research projects funded in the areas of e-democracy, eParticipation, and eInclusion. She has also contributed as a researcher in the elaboration of a series of studies concerning public administration modernization and eGovernment. From 2007-2008 she was involved as an independent expert in the Ad hoc committee on eDemocracy of the Council of Europe (CAHDE). She holds a Master’s in International Security and Defence from the University of Grenoble, France and a Master’s in Crisis Management from Athens University, Greece. She is currently a PhD candidate at the University Paris 8, France. She has published extensively on the subjects of e-Democracy and human rights and ICT.

**Helmut Krcmar** is a Full Professor of Information Systems and holds the Chair for Information Systems at the Department of Computer Science, Technische Universität München, Germany, since 2002. His research interests include information and knowledge management, IT-enabled value webs, service management, computer-supported cooperative work, and information systems in health care and e-government.

**Andre Kushniruk** is a Professor of the School of Health Information Science at the University of Victoria. Dr. Kushniruk is also an Adjunct Associate Professor at the University of Toronto Faculty of Medicine and the Mt. Sinai School of Medicine in New York, and was previously an Associate Professor in Information Technology at York University. Dr. Kushniruk conducts research in a number of areas, including evaluation of the effects of technology, human-computer interaction in health care, and other domains, as well as cognitive science. His work is known internationally, and he has published widely in the area of health informatics. He focuses on developing new methods for the evaluation of information technology and studying human-computer interaction in health care, and he has been a key researcher on a number of national and international collaborative projects. His work includes the development of novel methods for conducting video analysis of computer users, and he is currently extending this research to remote study of e-health applications and advanced information technologies, including computerized patient record systems. Dr. Kushniruk has held academic positions at a number of Canadian universities, and he has taught courses in areas such as human-computer interaction, database management, and
systems analysis and design. He holds undergraduate degrees in Psychology and Biology, as well as a M.Sc. in Computer Science and a PhD in Cognitive Psychology from McGill University.

**Jan Marco Leimeister** is a Full Professor of Information Systems and holds the Chair for Information Systems at Kassel University since 2008. He runs research groups on virtual communities, e-health, service engineering, and ubiquitous/mobile computing, and manages several publicly funded research projects. His teaching and research areas include IT innovation management, service science, ubiquitous and mobile computing, collaboration engineering, e-health, online communities, and IT management.

**Malcolm Maclure**’s career has moved gradually from ‘micro’ to ‘macro’ sciences. At Oxford, he studied biochemistry. At Harvard, he studied and conducted chronic disease epidemiology. His teaching shifted to health services epidemiology during the decade he served in the BC Ministry of Health in the 1990s. His current investigations mainly concern pharmaceutical policy research and knowledge translation studies. Among epidemiologists, he is best known for inventing the case-crossover study design to study triggers of acute events. In health services and policy research, he is increasingly known for inventing camouflaged contacting (a method of using administrative databases to contact patients while preserving data privacy) and developing low-cost randomized policy trials (the use of randomized delays in implementation to enable rigorous evaluation with central administrative databases).

**Miguel Vargas Martín** is an Associate Professor at the University of Ontario Institute of Technology (Oshawa, Canada). Before joining UOIT, he was a post-doctoral Researcher at Carleton University and Alcatel Canada. He holds a Ph.D. in Computer Science (Carleton University), a Master’s degree in Electrical Engineering (CINVESTAV, Mexico), and a Bachelor of Computer Science (Universidad Autónoma de Aguascalientes, Mexico). He has reported his work in over fifty journals, book chapters, conference papers, technical reports, and pending patents, and so far has supervised over 20 students at the graduate and undergraduate level. His current research interests include computer forensics, mitigation of denial-of-service attacks, security and human computer interaction, hidden communication channels, and web modeling and optimization.

**Wendy Moncur** completed her PhD in Computing Science at Aberdeen in 2010; her research produced a model for the provision of adaptive eHealth information to patients’ family and friends. Wendy’s research interests include socio-technical systems, social networks, personalisation, affect, and health informatics. She has carried out qualitative and quantitative research with users in such diverse settings as schools, Intensive Care Units and family homes. Wendy is actively involved in the international research community, serving as a committee member, panel chair and journal reviewer. She has also worked extensively in industry as a Database Designer for FTSE 100 companies.

**Elia Oliver** is a Researcher at the University of Valencia, Spain. Her research interests include clinical application based on information and communication technologies (ICTs) in the treatment of childhood obesity. She studied a Master in Psychopathology, Health and Neuropsychology and currently she is doing the Doctoral focused on the use of information and communication technologies (ICTs) for the treatment of childhood obesity.
About the Contributors

Azucena García-Palacios is Professor of Abnormal Psychology from 2002 at Universitat Jaume I in Castellon, Spain, and member of Labpsitec, research team led by Dr. Cristina Botella. She has participated as a researcher in a wide number of research projects funded by national and European agencies, being principal investigator in four of those projects. The main lines of research Dr. Garcia-Palacios works on are the design and evaluation of cognitive-behavioral programs for the treatment of several mental disorders and the study of the use of information and communication technologies (ICTs) for the improvement of interventions in the field of Clinical and Health Psychology. Professor Garcia-Palacios is an author of twenty book chapters and of more than 40 papers published in prestigious national and international scientific journals.

Jacob Palme was appointed to the position of tenured Professor in Computer and Systems Science at Stockholm University, Sweden, in 1998. He is now Professor Emeritus. He has authored four textbooks in the computer science area, published numerous papers in international peer-reviewed scientific journals, conferences and scientific books, and he has been invited speaker at many international scientific conferences. Jacob Palme is development manager of the very successful informational web site in the area of psychology and psychiatry, http://web4health.info/. It has about 900 informational texts, most of them translated to multiple languages, and more than one million page downloads by visitors each month. The web site has received multiple commendations, including selection as a finalist for the eEurope price 2004. Jacob Palme has also been editor in the MHTML working group that produced a standard for sending HTML-formatted documents in e-mail, which was published in March 1997 as RFC 2110/2557.

Laura C. Rodríguez-Martínez is a Full-time Professor-Researcher in Software Engineering at the Instituto Tecnológico de Aguascalientes in Aguascalientes, Mexico. She holds a PhD (2009) and a MS (2006) degrees in Computer Sciences with Software Engineering specialty from Universidad Autónoma de Aguascalientes located in Aguascalientes, Mexico. Her BS is in Computer Systems Engineering with Programming specialty from the Instituto Tecnológico de la Laguna, Torreon, Mexico (1991). She has worked as a Software Engineering in Mexican private enterprises from 1998. Her current research interest is in service-oriented software engineering, artificial intelligence and human-computer interfaces, design of software-system development life cycle, and processes of business processes modeling for software-intensive and information systems.

Shelly Rodgers is an Associate Professor of Strategic Communication at the Missouri School of Journalism. Dr. Rodgers is nationally ranked as one of the top five Internet researchers in the U.S., and is among the top 10 most cited Internet scholars in the U.S. Research areas include strategic communication, advertising, Internet advertising, interactive media, new technology, and health communication. She has been funded by state and national agencies for more than $7 million in grants. Her research has been published by many of the leading academic health communication and advertising journals including the Journal of Advertising, Journal of Communication, Journal of Advertising Research, Journal of Interactive Advertising, Marketing Research, Social Marketing Research, and Journal of Health Communication. She is the elected 2010 President of the American Academy of Advertising.

Hélène Sandmark is Associate Professor in Public Health Sciences at Mälardalen University, Sweden. She received her PhD in Occupational Medicine at Karolinska Institutet in 1999. For six years she has
been the Director of a research program on working women’s health and psychosocial stressors, as well as on studying sustainable work ability. She joined a new research program using social media in health promoting measures in collaboration with ICT researchers. Her earlier research activities focused on identifying risk factors for severe knee osteoarthritis in work life in men and women. She has primarily used epidemiological research methodology. She teaches on all levels in the public health science program at Mälardalen University.

Karin Janina Schweizer is working with Microsoft Deutschland GmbH. She graduated from Hohenheim University in Communication Sciences in 2006. Her research interests include virtual communities, healthcare, social media, and computer-mediated communication.

David Sloan is an inclusive design Researcher with over 10 years experience researching into methods for enhancing accessibility and usability of information and communication technology to excluded groups, particularly disabled and older people. He has particular interests in web accessibility, inclusive e–learning, and educating digital content creators in inclusive design approaches; his PhD research focused on the impact of web accessibility audits on organizational approaches to inclusive design. He also leads the Digital Media Access Group, an in-house web accessibility and inclusive design consultancy group, and has advised many organizations in industry and the public sector on inclusive technology design and use.

Jennifer N. Stinson, RN, PhD, CPNP, is an Assistant Professor in the Lawrence S. Bloomberg Faculty of Nursing, at the University of Toronto. She is a Clinician Scientist in Child Health Evaluative Sciences and an Advanced Practice Nurse in the Chronic Pain Program at the Hospital for Sick Children in Toronto. Her major clinical research interests are in the area of pain and symptom management and the use of e-health technologies to improve the assessment and management of pain and other symptoms in children with chronic illnesses. She recently received a Career Scientist Award from the Ontario Ministry of Health and Long Term Care for her research on using e-health to promote chronic disease self-management in youth with chronic health conditions. She has made over 50 presentations about the broad area of chronic pain and has 35 publications to her credit.

Roar Stokken is a researcher at the Patient Education Resource Centre at Sunnmøre Hospital Trust in Norway. In its activities the resource centre collaborates with units at this hospital, with municipalities, users’ organizations, academic institutions, and with other hospitals. His main research interest concerns human interaction and learning in the context of health care. Topics investigated span from self-help, via patient education and user involvement to the role of knowledge in the interaction between patient and health professional. His research is mainly qualitative, participatory and theoretically founded, drawing upon and contributing to research fields such as ICT in health care, health management, and medical sociology.

Cecilia Strand has a Master’s degree in Media and Communication from Lund University, Sweden, and a Bachelor degree in Psychology from Stockholm University, Sweden. She is enrolled as a PhD candidate at the Department of Informatics and Media at Uppsala University, and plans to complete her PhD in media and communication in late 2011 with a thesis subject: Print media in Namibia, Lesotho
and Uganda and their coverage of the HIV epidemic. Between 2003-2009, Strand worked as a communication officer at UNDP Lesotho, and communication officer at Afrikagrupperna in Namibia and finally as program officer at the Swedish Embassy in Namibia.

**Ye Wang** is an assistant professor of journalism at the University of Missouri - Kansas City. Her research areas include online health communication, interactive advertising, and strategic communication for non-profit organizations. She has an article in *International Journal of Advertising*, a book chapter about electronic word-of-mouth, and has presented conference papers at the American Academy of Advertising and the Association for Education in Journalism and Mass Communication.

**Erin Willis** is an assistant professor of journalism at the University of Memphis. Her research areas include online health communities, chronic disease self-management, health communication, and health literacy. She has presented at the American Academy of Advertising, Health Communication Annual Research Conference, Kentucky Health Communication conference, and the Association for Education in Journalism and Mass Communication conference.

**Jennifer Yeager** is a Lecturer of Psychology and is currently engaged in research on the online social support needs of rape and sexual abuse survivors. Her research has employed a netnographic methodology to examine the support implications of survivors utilizing support groups for survivors of sexual violence. Jennifer suggests that collecting sensitive data via the internet is a viable option for social research but needs to work within strict ethical and practical boundaries in order to gain the best results. In general, Jennifer’s completed and current studies aim to develop knowledge, ideas, and theories that will be of use to various professionals working with survivors of sexual abuse. This research will inform new ideas, theories, and policy for working with survivors.