



QUALITY OF LIFE, QUALITY OF CARE, AND PATIENT SAFETY

THE PSYCHOSOCIAL ASPECTS OF PSORIASIS: EVIDENCES EMERGING FROM A SOCIAL NETWORK PAGE DEDICATED TO THE DISEASE, DEVELOPED BY “INSIGHT GENERATION” PROJECT.

R Botto⁽¹⁾ - M Prencipe⁽¹⁾ - V Ieraci⁽¹⁾ - R Torta⁽¹⁾

University Of Turin, Department Of Neuroscience, Turin, Italy⁽¹⁾

Introduction: Psoriasis is usually associated to reduced quality of life (QoL) and physical, functional, social and emotional well-being, and has a high psychological burden for patients.

Objective: To analyze a social network page dedicated to the disease, developed by the “Insight Generation” Project, which aims a match between social platforms contents and their users’ utilization, and an action plan to improve users’ experience.

Materials and Methods: Page contents, such as published posts, and users’ comments and questions, ranging from 2012 to 2017, were analyzed through content analysis, and categorical variables relative to the emerging aspects were created. Then, descriptive statistics and chi-squared test, when adequate, were calculated. Statistical analysis was executed with SPSS Statistics Version 24.0.

Results: The page had 551 comments and 91.9% of users had psoriasis, in acute and/or worsening phase. 60.4% of comments and most of questions concerned medical aspects, and 20.7% the psychological ones. These dimensions were central in comments regarding QoL. It was prevalently affected by illness chronicity, disease-related stigma, pain and stress. The most expressed unmet needs were informative/communicative (on diagnosis, prognosis and treatments), social-welfare (care centers and patients’ rights) and psychological. The most required and transmitted information were on symptoms, medicaments and alimentation. Page had also empathic, encouraging and sharing life stories comments. The most revealed emotions were exasperation, resignation, concern, angry, powerlessness, sadness and depression. They were associated to low satisfaction and confidence for medical care and prescriptions, showed by most of users. Sadness and uncertainty were the prevalent future-related feelings.

Conclusions: Informative unmet needs on medical aspects and care, and psychological





concerns as negative emotions and sense of uncertainty appeared central in psoriasis. The page resulted a powerful communicative tool offering opportunities of learning and interaction, that users seemed to have benefited for informative goals and/or to share experiences and feelings.

