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Harnessing social media for health information management

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Abstract

The remarkable upsurge of social media has dramatic impacts on health care research and practice in the past decade. Social media are reshaping health information management in a variety of ways, ranging from providing cost-effective ways to improve clinician-patient communication and exchange health-related information and experience, to enabling the discovery of new medical knowledge and information. Despite some demonstrated initial success, social media use and analytics for improving health as a research field is still at its infancy. Information systems researchers can potentially play a key role in advancing the field. This study proposes a conceptual *framework for social media-based health information management* by drawing on multi-disciplinary research. With the guidance of the framework, this research presents related research challenges, identifies important yet under-explored research issues, and discusses promising directions for future research.

Keywords: Conceptual framework; health information management; research issues; social media

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