# L02: Group Activity 1: Virtual Information Treasure Hunt

Aleeza Shabbir, Emily Jao, Marisa Myers, Saniya Crutchfield

Aleeza Shabbir

"Sensemaking" to Aid Shared Decision Making in Clinical Practice: A Personal Response to Information Overload and Decision Abdication – Aleeza Shabbir

Vickers, A. J., & Bennett, P. (2024). "sensemaking" to aid shared decision making in clinical practice: A personal response to information overload and decision abdication. Medical Decision Making, 44(6), 607–610. https://doi.org/10.1177/0272989x241257941

Summary: The article discusses current shared decision-making known as SDM approaches that overload patients with information. By creating the responsibility of being informed onto the patient, doctors are allowed to serve their patients below their duties and become passive in care. The authors state the solution would be sensemaking where doctors actively help patients navigate complex medical information rather than just presenting data. They argue that SDM should balance patient knowledge with doctor expertise, ensuring decisions are informed without overwhelming patients or forcing doctors into inaction. The process of decision making succeeds when there is understanding and collaboration between the patient and provider, deciding on a path that makes sense together.

Emily Jao

Summary: This article looks at how people in the hospitality industry search for information and what affects their use of online reviews. Additionally, it focuses on problems like information overload and confusion, which can make it hard for consumers to process complex information. When there is too much information, people can find it difficult to understand details about services. This confusion can make it hard to tell similar products and know which information is trustworthy. Because of this, people stick to a few sources they trust. They may turn to peer reviews or recommendations from friends, which are easier to understand. Information overload can affect how people make decisions. Researchers need to understand this effect to improve shopping experiences in the hospitality field.

Marisa Myers


Link to Journal:  <u>Investigating managerial practices for data and information overload in decision making</u>


APA source:

Letsholo, R. G., and M. P. Pretorius. Investigating Managerial Practices for Data and Information Overload in Decision Making. Journal of Contemporary Management, https://journals.co.za/doi/epdf/10.10520/EJC195601. Accessed 1 Feb. 2025.


Summary: This journal article discusses the concepts of data overload and information overload as it relates to people in managerial roles making decisions.  It goes into detail about the differences between the two types of overload and how it affects decision-making.  There is information and tips on how to deal with overload, including alternatives and strategies that educate people and help them overcome the challenge of being exposed to too much data and information.  Most people may not realize there is a difference between data and information, but this article helps clarify this.

Saniya Crutchfield

**Mullahy, C. M.** (2017). *The case manager's handbook (6ᵗʰ ed.).*

Jones & Bartlett Learning. https://catalog.libraries.psu.edu/catalog/22087585

*Summary: The case manager's handbook (2017)* provides a guide to comprehensive case management, healthcare reimbursement, covering roles, legal and ethical matters, and evolving industry trends. It talks about communication strategies used, patient engagement, and the integration of behavioral health in primary care. The book also discusses case management in a variety of settings, which include hospitals, home care facilities, pediatrics, and workers comp. Some key components include evidence-based practices, credibility, predictive modeling, and the impact of healthcare policies like the ACA (Affordable Care Act).

**Review and Reflection**

1. **Quality:** We used trustworthy resources that included top-level domains (TLD), such as .co and .org. Our articles were also written within five years, which shows that there may be less biases.

2. **Relevance:** We talked about how Aleeza's and Emily's articles were similar. Aleeza's article emphasized the need for healthcare staff to assist patients in understanding complex medical information, which can be overwhelming at times. Similarly, Emily's article stated that consumers rely on trustworthy sources to prevent confusion caused by an abundance of information in the hospitality business. We also found that Marisa's article and Saniya's handbook were alike. Marisa's article provided tips for managers to make better decisions, while Saniya's handbook emphasized the importance of using evidence in case management to ensure patients receive the best care. We believe that our quality of writing and sources are good.