

Providing relevant, reliable and engaging content automatically for the benefit and well-being of vasculitis patients

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Abstract

Living with an illness can make everyday tasks seem impossible. An apparent lack of easily accessible information for individuals suffering from debilitating illnesses can be daunting from the outset of recovery. A high proportion of patients are resistant to researching their disease online due to the negative results that appear. A restriction on individuals living with an illness researching such illness removes the beneficial use of the internet with all the valuable information available. One solution to this is to provide content on a website or platform that can be trusted and a reliable source. Vasculitis Ireland Awareness (VIA) is a reliable source that can provide the content on two platforms, website, and mobile application.

This research investigates the use of a custom search engine and filters is developed to return only what is perceived as reliable, relevant and engaging content. This is completed through the use of a focus group and survey as methods of data collection. The system was developed from the findings of both the focus group and survey. The purpose is to develop a system which can fetch relevant, reliable and engaging content automatically for the benefit and well-being of vasculitis patients.

The evaluation of this system shows a number of search results being removed when the CSE and filters are applied on the query and that it is effective in providing relevant, engaging and reliable content. Whilst providing reliability, relevance and engaging content cannot be guaranteed, the system does apply filters and ranking to remove content that is perceived as not reliable, relevant and engaging which suggests that a high proportion of the remaining results are engaging, reliable and relevant.