Experience of Writing a Wikipedia Article Cultural Competence in Health Care

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ABSTRACT

Librarians and educators are aware that Wikipedia content is not as reliable as scholarly articles and often discourage students from using and citing it. However, the popularity of Wikipedia does not seem to diminish. Instead it continues to grow. Given that we can't change students' preference, we might as well improve the content quality so students can benefit from it.

Recently, Rutgers University Libraries (RUL) participated in the Wikipedia in Residence Program and recruited two Wikipedia editors to work with RUL librarians to enrich the reliability of Wikipedia articles and close the content gap by providing local digital content. The aim of the project is to improve Wikipedia content and align topics with our schools' curriculum.
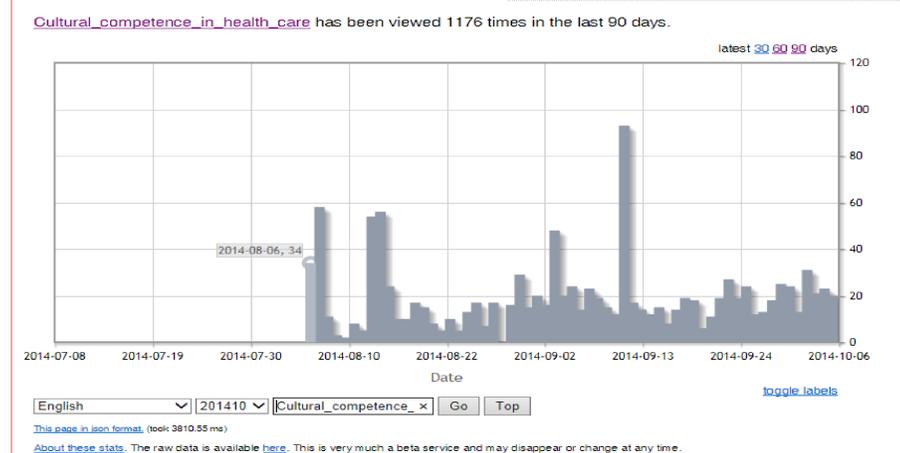
This poster will showcase cultural competence in healthcare, one of four topics identified for the RUL Wikipedia project. In addition, the authors will share the lessons learned from the project regarding adding content, editing, formatting, inserting images, and revising. They would like to thank Ms. Grace Agnew for her support for the project, Dr. Robert Like from RWJ Medical School for his expert advice, and Ms. Daniela Mejia for her training and assistance in Wikipedia editing.

IDENTIFYING THE TOPIC

➢ Researched how well the topic is covered in Wikipedia according to the criteria of:
  o Completeness
  o Availability of substantive peer-reviewed resources
  o Objectivity of approach
➢ Identified the Wikipedia article Cultural Competence
  o Included a section of Cultural Competence in Health Care but only in a short paragraph
  o The information included not quite relevant and well formulated
➢ Planned to expand the section but later changed to write the article from scratch

WIKIPEDIA ARTICLE

PAGE VIEW STATISTICS

WHAT LESSIONS LEARNED?

➢ The learning curve for mastering Wikipedia writing format is steep and it is essential to stay neutral
➢ Initial training in Wikipedia editing is desirable
➢ Citing is not flexible. If using a non-Wikipedia style, it requires manual editing
➢ When multiple people edit simultaneously, it may result in unintended overwriting

FUTURE STEPS

➢ To expand the content in Cultural Competence in Health Care in various disciplines
➢ To increase interaction with other Wikipedia writers and learn to use the "Talk" feature more often
➢ To identify more incomplete/gap content and contribute more reliable sources in Wikipedia
➢ To continue making our unique contributions to Wikipedia content