Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
Berman 1996 Israel Social workers Listserv[1]	Study the potential of people as sources of information within an information technology framework, the Internet	Qualitative descriptive	Data corpus ▪ SOCWORK – 37 days ▪ ABUSE-L – 43 days	Online observation using Empireer Classification: ▪ Information transfer – IT ▪ Information request – IR ▪ Discussion of issues - IS	Content analysis - deductive	Fair
Murray 1996 International Nurses Mailing list – internet based[2]	Investigate the use of computer mediated communication technologies by nurses	Case study using mixed methods	2 days emails 5 self-selected	Online observation Interviews Email self selected	Discourse analysis	Moderate
Schoch 1997 United States/international Mailing list Medical librarians[3]	Determine demographic characteristics and use of mailing list	Survey	Random sample	Survey Electronic	Descriptive	Moderate
Roberts 1998 United Kingdom General Practitioners Listserv[4]	Explore the dynamics of internet based discussion group	Qualitative - ethnography	12 months emails	Online Observation	thematic	Fair

Murray 2001 International Nurses Mailing list – internet based[5]	Examine whether there is evidence of reflection, and outputs of reflection (such as learning and changes in practice) arise through discussions on a mailing list	Online ethnography	Survey 1 – random sample Survey 2 – all members Email data corpus
			▪ 2days (1994-2000)
			▪ Stratified-purposive sample
			  o DT > 4 messages
			  o Identifies clinical
				Member surveys (2) stratified Online observation	Content analysis - inductive	strong

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
			practice issue			
Reutzel 2001 United states School nurses mailing list[6]	Obtain a preliminary understanding of the types of medication management problems that school nurses face as well as the strategies they use to solve those problems	Qualitative descriptive Content analysis of emails – deductive	Data corpus - 5/12 emails stratified sample Unit of analysis – Discussion thread focusing on medication issues	Coding schema – 7 categories with additional 3 arising	Content analysis - deductive	strong
Cervantez-Thompson 2002 United states Rehabilitation nurses Listserv [7]	Identify the profile, postings and roles of nurses on a mailing list	Qualitative descriptive	Data corpus all postings May 1999-Nov 2000 Unit of analysis – individual emails	Online Observation Census sampling	Content analysis - deductive	Fair
Watson 2003 Australia Infectious disease specialists Mailing list[8]	Determine level of user satisfaction with mailing list	Survey	All members of listserv	Not described	descriptive	fair
Cervantez-Thompson 2004 United states Rehabilitation nurses Mailing list[9]	Why members use mailing list and describe their experience	Mixed methods survey + interviews	▪ Purpose sample – online posters ▪ Response rate 22% (76/343) Interviews – 41/76 self-nominated from survey 1 responses	1. Online questionnaire – 5 open questions 2. Follow up telephone or email interviews	Survey – descriptive Interviews – grounded theory	moderate
Brooks 2006 United Kingdom Midwives Intranet -discussion	To evaluate whether midwives would function as knowledge workers in an online	Mixed methods - Case study 1. Content analysis – thematic	2. Data corpus – 3/12 posts Interviews – 15 online participants (purposive	Online observation Discussion forum posts Interviews (face to face and semi structured)	Discussion forum 3. Themes – knowledge work and relationships	strong

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
forum[10]	forum	2. Participant Interviews	stratified sampling)		(collegial and leadership) 4. Midwifery grade of poster	
Brooks 2006 United Kingdom Midwives Nurses Intranet -discussion forum[11]	Explore the level of knowledge work displayed in three intranet based discussion forums	Mixed methods Intranet based discussion forums - Obstetric (Obs) - Older persons (OP) Coronary heart disease (CHD)	Data corpus 1. Obs - 1.5/12 ▪ 29 posters / 11 threads / 70 , posts 2. OP - 7.5/12 ▪ 11 posters / 6 threads / 18 messages 3. CHD - 15/12 1. 26 posters / 21 threads / 71 messages	Census sampling Knowledge work taxonomy (12 item framework) Semi structured interviews	DT - descriptive Interviews - grounded theory (Atlas.ti)	strong
Hara 2007 International Advanced practice nurses (critical care) Mailing list[12]	Examine 1. the types of online activity 2. types of knowledge shared 3. factors that sustain knowledge sharing	Case study using mixed methods Triangulation CoP theoretical framework	Emails 1. Data corpus – Weeks 1 & 2 of each month 2005 2. Unit of analysis a. Knowledge – email b. Online activity - thematic unit Interviews – semi-structured -27	Online observation Interviews	1. types of knowledge - content analysis 2. Types of online activities -Constant comparative 3. Factors that influence knowledge sharing – constant comparative	Strong
Hew 2007 International 3 mailing list 1. Advanced practice nurses [APN-I] 2. University web development	Categorize the types of knowledge shared Identify the motivators of and barriers to online knowledge sharing	Mixed methods – comparative case study	Data corpus – weeks 1& 2 1. 3/2003-2006 2. 1/2003-2006 3. 2/2003 -2006 Unit of analysis – thematic unit	Online observation – types of knowledge shared Semi-structured telephone Interviews – motivators & barriers to knowledge sharing	Emails – content analysis – deductive Interviews – constant-comparative	Strong

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
[WD-l] Literacy education [LE-l] [13] 3.			Interviews – semi-structured 1. 16 2. 18 3. 20			
Rodriguez-Recio 2007 Spain Radiology clinicians Mailing list[14]	Analyse mailing list during first 5 years of operation including content of posts and perception of members	Mixed methods ▪ Content analysis (deductive) ▪ Member survey ▪ Social network analysis	• Data corpus – 5 years • Survey o Demographics o Reading patterns o Listserv management o Networking ex-listserv o Evaluation of reading list (functionality, usefulness and quality of email content	1. Online Observation 2. survey anonymous & online 3. Social network analysis	Descriptive Inferential	fair-moderate
Hew 2008 International Advanced practice nurses (critical care) Mailing list[15]	Gain an understanding of knowledge sharing among nurses on a mailing list	Qualitative	Round 1 – 27 Round 2 – 10 most frequent online knowledge sharers of round 1	Semi-structured telephone interviews – 2 rounds	Constant comparative Baston – motivational theory	Strong
Rolls 2008 Australia Intensive care Mailing list[16]	Explore the perceptions of members of mailing list	Mixed methods	Email data corpus – 6/2004-5/2005 Instrument – 25 item (piloted)	Online observation Survey	Descriptive Content analysis - deductive	Moderate
Widemark 2008 Arizona – US	Evaluate the effectiveness of leaning	Mixed methods - Survey - all	Survey 1 – 650 – 146 Response rate -22%	Survey 1 – Classroom community scale	Survey 1 – quantitative with	Survey - Mod-strong

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
Nurse Practitioners Mailing list–closed[17]	in a situated learning environment	- Qualitative survey 10	convenience Survey 2 – 8/10 convenience	20 items/5 point likert Survey 2 – 12 questions 6 demographic 6 open	correlation/regression analysis Survey 2 – inductive content analysis	Qualitative – Fair
Cook-Craig 2009 Social workers Israeli ministry [18]	Explore how social workers in Israel use virtual community of practices (VCoP) to support learning	Mixed methods - Quantitative - Survey	All online participation Survey – random sample 300 (Response rate 33%)	VCoP usage data Online Survey – 35 item		Admin data – moderate Survey - fair
Hughes 2009 UK Physicians Web 2.0 [19]	Examine the use of Web 2.0 by junior physicians in clinical setting including motivations, direct use & how can tools be further used	Mixed methods Diaries Interviews	35 junior physicians 177 diaries days	Diaries Interviews	Thematic analysis	Moderate
Long 2009 Australia Paediatric occupational therapists Listserv - internet[20]	Gain insight into the nature of communications o mailing list and determine whether topics and issues were congruent with current practice trends	Qualitative descriptive	Data corpus – 6/2003 – 5/2004	Content analysis deductive Coding schema – OT curricula Census sampling	Content analysis - deductive	Moderate
Macdonald 2009 International Listserv – professional society Travel medicine[21]	Analyse • patterns of information exchange on mailing list • subscriber demographics • participation rates	Qualitative descriptive	Data corpus – all emails 1/2006-/7/2006	Online observation Census sampling	Content analysis - deductive	Moderate
Morken 2009	Describe the activity on	Qualitative descriptive	o Data corpus –	Online Observation	Content analysis -	Fair-

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
Norway Occupational hygienists Listserv [internet] [22]	a mailing list		categorized all emails 1997-2006 o Data corpus –2006 emails ▪ By discipline ▪ Type of email ▪ Completeness of online answer	Census sampling	inductive	moderate
Shanahan 2009 Australia Medical radiation specialist Internet based tools[23]	Establish professional use of internet-based tools by clinician and issues affecting access to Internet within the workplace	Qualitative	Random sample of medical radiation science practitioners	Survey	Descriptive	Moderate
Foong 2010 India Plastic surgeons Discussion forum[24]	To assess the value of discussions in relation to education and aiding patient management	Qualitative descriptive	Calendar year	Online observation census	Deductive content analysis	fair
Franko 2011 USA Orthopedics surgeons Twitter [25]	Analyse the type and prevalence of orthopedic surgery-related profiles on Twitter in regard to self-identified surgeons	Qualitative descriptive	All identified as orthopedic	Online observation	descriptive	NA
Hoffman 2011 Australia - QLD OT Website [26]	Explore occupational therapists perceptions of the benefits of, barriers to and reason for using or not using an online CoP	Mixed methods - Focus groups - Survey	FG – at national conference	Focus groups (n=2; user/nonuser) Survey (55/673	FG – qualitative descriptive; member checking; thematic analysis (blinded to origin of transcripts	Moderate
Kukreja 2011	To define the current	Qualitative	Convenience sample of	Survey	Descriptive	Moderate

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
USA Pharmacist Twitter facebook[27]	use patterns of Facebook and twitter among pharmacy preceptors and assess perceptions regarding use of social media within professional practice		pharmacy preceptors	27 item instrument – piloted		
Lau 2011 Hong Kong Nurses Web 2.0[28]	to investigate how Web 2.0 tools can be applied for knowledge sharing leaning, social interaction and production of collective intelligence in the nursing domain and to investigate what behavioral perceptions are involved in the adoption of Web 2.0 by nurses	Qualitative	377 Registered nurses working in public hospitals in Hong Kong	Survey - Decomposed theory of human behaviour (DTPB);	Pearson's correlation coefficient, r, and t test	Strong
Valaitis 2011 Canada Nurses VCoP[29]	Explore community health nurses' viewpoints on whether a VCoP supported their practice	Qualitative	Statements 66 →44 Q-sort – 16 (10% members? Say n= 114 for membership)	Stage 1 – initial statements gathered using online survey (n=15) & focus groups (n=21) Stage 2 – statement refined Stage 3 - Q-sort 16 (following pretesting)	PQMethod 2.11, by-person factor analysis to identify participants with similar points of view Factor extraction – centroid method	Strong
Apostolakis 2012 Greece Social media[30]	Level of knowledge and use of internet and social media	qualitative	Greek healthcare professionals graduates of single institution	Survey 41 item instrument Piloted		Fair

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
	technologies acceptance and trust of social media for social, professional and general activities			Cronbach α 0.738		
Archambault 2012 Canada Emergency speciality Wiki[31]	To explore participants beliefs on the utility of wiki based reminder regarding best practice management of severe traumatic brain injury	Qualitative	3 sites 25 emergency physicians 25 allied health	Semi structured interviews	Content analysis – deductive Coding based on Theory of planned behaviour	Strong
Burg 2012 USA Social workers Mailing list [32]	to describe the general categories and themes of postings ; examine the process of facilitation of mutual support and information exchange among oncology social workers (OSW)	Qualitative descriptive	Dec 2010-Nov2011	Online observation of listserv	Content analysis - inductive	Strong
Chaudhry 2012 USA Oncology physicians Twitter[33]	Explore how Twitter use had expanded over time	Qualitative descriptive	Census sample	Online observation Stratified	Deductive content analysis 3 coders – independent	Moderate
Desai 2012 Twitter – conference Nephrology [34]	content, citation, and sentiment analyses of tweets generated from Kidney Week 2011 would reveal a large number of educational tweets that were	Qualitative descriptive	5 days	Online observation	Deductive content analysis	moderate

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
	disseminated to the public.					
McGowan 2012 United states Oncologist + primary care physicians Social media[35]	assess factors related to social media use by physicians	Qualitative	Response rate 28.97% (485/1695)	Survey using Technology acceptance model Cronbach α 0.92 (average)	Descriptive Hierarchical regression	Strong
McKendrick 2012 USA Anaesthetic clinicians Twitter [36]	Describe the introduction and uptake of twitter at a conference	Qualitative descriptive	9 weeks	Online observation	Content analysis – deductive	Strong methods Limited sample
Murty 2012 USA Listserv Social workers[37]	Categorise content of posts on mailing list	Qualitative descriptive	Data corpus 1 - 8 months Data corpus 2 – 2 weeks Data corpus 3 – 3 random months	Online observation	Content analysis - inductive	Strong
Stewart 2012 Thailand Paediatric clinicians Discussion forum [38]	To understand the dynamics of the knowledge sharing with the pediatric pain community	Social network analysis	27 months	Online observation	Descriptive & non-parametric Social network analysis	
Usher 2012 Australia Healthcare professionals Social media[39]	Identifying the reason behind patterns of social media (Web 2.0) by 8 major healthcare professional groups	Survey	8 healthcare professional groups	Online survey 16 item instrument	Descriptive Correlational	Fair
Von Muhlen 2012 Clinicians Social media [40]	Review social media adoption by clinicians	Literature review	Pubmed To july 2011	Reviewed by primary author & scientific consultant; discrepancies resolved	Narrative Summary table 1 only	Fair

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
				through discussion Articles categorized into 1. Overviews 2. Adoption surveys 3. Reference use 4. Educational impact and use 5. Professional conduct		
Abrahamson 2013 International Discussion forum nurses[41]	To evaluate Information exchange in an online discussion forum ; identify potential for CoP	Qualitative descriptive	1 month discussion threads	Not described	Content analysis – deductive	Fair
Brynolf 2013 Sweden Physicians Twitter [42]	to investigate if unethical or unprofessional online behavior had occurred in a population based sample of Swedish speaking physicians and medical students on twitter	Qualitative descriptive	Swedish speaking medical officers Last 100 tweets	Online observation	Content analysis – deductive	Moderate
Dieleman 2013 United Kingdom Occupational therapist Discussion forum [43]	Gain an understanding of the purpose and use of online discussion group	Case study	Data corpus – 8 years posts	Online observation Census sampling	Theoretical Thematic analysis	Moderate
Hamm 2013	1. What social media	Literature review -	11 databases	Data extraction by	Narrative	Strong

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
Healthcare professionals Social media in general [44]	tools are being used by healthcare professionals and trainees? 2. In which disciplines and specialties are social media tools being used 3. For what purposes are social media tools being used 4. What types of evidence and research designs have been used to examine social media tools	scoping	2000-2012	single reviewer with 10% cross checked for accuracy Data extracted • Study & population characteristics • Tool • Objectives • outcomes measure • Authors' conclusions	Summary tables 1. Demographics of studies 2. Cross tabulation of tool type against objective of study 3. Setting against tool 4. Outcomes against tool	
Lulic 2013 USA Emergency physicians Twitter [45]	to identity and create the largest directory of emergency physicians on twitter; analyse their user profile and reveal details behind their connections	Exploratory descriptive	All twitter users self-identified as emergency physicians	Twiangulate, NodeXL, FollowWonk	descriptive	Fair
Moorhead 2013 Healthcare professionals social media[46]	to review the current published literature to identify the uses, benefits, and limitations of social media for health communication among the general public,	Literature review - systematic	10 databases 2002-2012	study design, social media tool/application, study purpose, participants/sample and sample size, measurement tools, results, conclusion, and use of social media	Summary tables 1. Social media tools/applications 2. Methodological qualities 3. By method 4. Uses of social media	Strong

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
	patients, and health professionals and to identify current gaps in the literature to provide recommendations for future health communication research.			two reviewers used Downs & Black	5. Benefits 6. Limitations	
Neill 2013 Twitter Emergency medicine Conference tweeting [47]	To examine if twitter was a resource for disseminating clinical information and promoting and facilitating the aims of a medical conference	Mixed methods	All tweets with #ICEM2012 stratified	Online observation	Descriptive Deductive content analysis	Strong
Anderson 2014 Australia Public health Twitter [48]	Explore what Twitter users communication and how they interacted across the conference days	Prospective descriptive	Census sample (3 days)	Online observation (Storify)	Thematic	satisfactory
Ferguson 2014 Australia and New Zealand Cardiology clinicians Twitter[49]	To evaluate twitter use during a national scientific meeting	Qualitative descriptive	Census	Online observation	Descriptive	Moderate
Frisch 2014 Canada Nurses VCoP [50]	To evaluate whether VCoP from the perspective of users	Mixed methods Descriptive – use of website 2 Surveys – member satisfaction Interviews – involvement in Action	Monthly website metrics from inception Census sample for survey Purposive sample for interviews	Online Electronic survey	Descriptive for website and survey Thematic for survey	Survey – fair Interviews - moderate

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
	groups and perceptions of network's activities and successes in achieving goals					
Fuoco 2015 Social media Canada Urologists[51]	Understand attitudes and practices of urologists with respect to social media use in personal and professional lives	Qualitative	Census of active members of professional association	Online and paper survey	Descriptive with Fisher's exact test to compare across demographics or use settings	Fair
Hajar 2014 USA Pharmacists Twitter [52]	To identify the number of pharmacists with twitter accounts, their usage characteristics and their professional networking patters	Qualitative descriptive	Census 30 Tweets from 1/3 of accounts	FollowerWonk	Tweets – inductive content analysis SNA – NodeXL	Moderate
Hawkins 2014 International Radiology professionals Twitter [53]	To assess and quantify the use of twitter during a radiology conference	Descriptive	Census sample 20 days (Meeting six days + 1 week either side)	Online using Symplur[1]	Quantitative	Satisfactory
Kim 2014 Korea Emergency physicians Facebook [54]	Examine use of facebook page over initial 12 months	Mixed methods Online observation Survey	Census	Online observation of posts Survey – paper, email telephone and facebook messaging	Posts – deductive content analysis Survey - descriptive	Moderate
Matta 2014 North America Physicians	To analyze the content of twitter activity for 2 national urology	Qualitative descriptive	Census sample covering conference period only	Online using Symplur[2]	Content analysis - deductive	Fair

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[1] Symplur LLC Upland California USA
[2] Symplur California

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
Twitter[55]	meetings over two years					
Mishori 2014 USA Physicians Twitter[56]	Characterize and understand information diffusion in social media (Twitter) by examining twitter networks of 4 professional medical societies	Descriptive	Three months Tweets – census sample – one month	Online observation Topsy	Descriptive Visualization	satisfactory
Mishori 2014 USA Physicians Twitter[57]	Analyze conference tweets to see who is talking and what they are talking about	Qualitative descriptive - Tweet analysis - Interviews	Census sample (8 days; 3 pre/post conference + 5 conference days Top 9 tweeters	Online observation (Hootsuite and Hashtracking) Email interviews	Deductive content analysis thematic	Moderate (CA) Limited for interviews
Moorley 2014 UK Nurses Twitter [58]	Evaluate the development, growth and positive experiences of using Twitter to create an online community including benefits, barriers and enablers	Qualitative descriptive	Census	Online observation	Descriptive	Fair
Rolls 2014 Australia Intensive care Listserv[59]	Describe the social network of a listserv for intensive care clinicians	Retrospective descriptive	Database Census	Excel spreadsheet	Descriptive with some inferential	satisfactory
Ying Mai 2014 USA Nurses Social media[60]	Provide a preliminary review of the characteristics of nurses involved in social media use	Survey	160 professional advance practice nursing organizations and colleges of nursing	Survey, online	Descriptive with some inferential	Fair
Canvasser 2015 International	Examine use of Twitter by urologists by	Qualitative descriptive	Census sample 7 days (1 pre/post + 5	Online observation (Tweetreach)	Deductive content analysis (manual and	Moderate

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
Urologists Twitter [61]	evaluating use during annual meeting		conference days)		machine (Semantria)	
Benetoli 2015 Pharmacists Social media [62]	Review the literature on the social media use in professional pharmacy practice; and assess research designs used	Systematic literature review	Census			Adequate
Deen 2013 Mental health practitioners US [63]	Identify to current use of social media and electronic communication by psychiatrists and psychologists, and their attitudes towards these platforms that hinder or facilitate care in the future	Survey; online	Census sample of academic faculty	Online	Descriptive with comparisons across groups; especially in respect to age	Limited
Klee 2015 Family medicine USA Social media [64]	Provide insight into family physicians' use and acceptance of social media; assess current professional training	Survey; online	Census sample of one state	Online	Descriptive with comparisons across group with respect to years of experience	Limited
Lawson 2015 Radiology Australia Social media [65]	What does the current literature report as common uses of social media for professional development in healthcare globally? How is social media used as professional development in	Systematic literature review	Academic literature post 2011		Descriptive	Limited

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
	healthcare?					
Grindrod 2014 Social media International Pharmacy [66]	Review how pharmacists and pharmacy students participate in social media and identify available guidance for professional behaviour	Scoping review; following framework	Medline, Embase, Google Scholar and International Pharmaceutical Abstracts for English articles published Pre May 2013		Thematic	fair
Tunnecliff 2015 Social media Pacific [67]	To explore health researchers and clinicians current use of social media and their beliefs and attitudes towards the use of social media in professional context	Mixed methods Online survey Interviews	Targeted distribution to via research centres, department heads, professional organisations, affiliates of Monash university Interviews self-nominated then randomly selected	Online researcher developed survey Semi-structured telephone interviews	Descriptive and exploratory analysis of survey Thematic analysis of qualitative data [68]	Survey – Fair Interviews – moderate
Awad 2015 Pharmacy Twitter USA [69]	Evaluate the use of twitter by attendee and non-attendee participants in ASHPs 2013 and analyze the potential education utility	Qualitative descriptive	All tweets during conference	Symplur	Content analysis – deductive	Moderate
Loeb 2014 Physician - Urology Social media USA [70]	To characterize the current status of social media among AUA members and participation at 2013 meeting	Mixed methods Survey Online observation (#AUA13	Survey – random sample	Paper survey Symplur	Descriptive	Fair
Whitaker 2003 Pharmacy Listserv	1. Classify the topics discussed during one month	Mixed methods Survey Content analysis	Survey – census sample One month of discussion threads	Online survey Online observation	Survey – descriptive Content analysis – deductive	Survey – moderate Content

Author/country/Social media type	Purpose	Design	Sample/data corpus	Data collection	Data analysis	Quality
United Kingdom [71]	2. Survey the usage of and attitudes towards a mailing list for pharmacists 3. Identify the benefits of membership 4. Identify any changes in practice as a result of information from the list					analysis – fair
Roberts 2015 Healthcare Twitter International [72]	Evaluate status of social media facilitated journal clubs (twitter) as an example of continuing professional development	Systematic review + online observation	Medline, Embase, CINAHL, Web of Science, ERIC Online search of Twitter	Online	Descriptive	Adequate
Barnett 2012 GP training Virtual communities International [73]	Critical review to 1. determine if there is any evidence to support virtual communities of practice in GP training; 2. Identify evidence-based guidelines for establishing VCoP	Literature review	Scopus, Psychlit and Pubmed		Thematic based on business virtual community framework [74]	Adequate

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