


# Superusers' Experiences of Online Mental Health Forums

## Superusers' Engagement Experiences in Online Mental Health Forums: A Reflexive Thematic Analysis

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### What is a Superuser?

Superusers are highly active forum members who provide advice and support to other users. Superusers help to create cohesive online communities. Most superusers spend at least 1 hour a week communicating in online forums.

### Why are Superusers of Interest?

- Despite accounting for just 1% of forum users superusers are critical to forum stability and success.
- Online forums would collapse without superusers!
- Little is known about superusers' experiences and needs.

### Research Purpose

- The purpose of this study is to learn about Superusers'
1. Forum Engagement Experiences
  2. Motivations for Online Community Engagement
  3. Unique Support Needs



### Who Will Be Recruited?

- 15-20 Adults Aged ≥ 18 (no upper age limit)
- Self-identified mental health forum superusers
- No geographical constraints

### Why is This Research Important?

- Many organizations (e.g., the NHS) are investing in the creation of online forums to bridge mental health support gaps but they are doing so with no knowledge of how to support forum superusers.
- Findings from this study have the potential to help various public, private and third sector organizations to better understand how to involve, train and support superusers within the online forums they create.

Members of the Public With Insight Into Online Health Forums are Helping to Shape This Research!

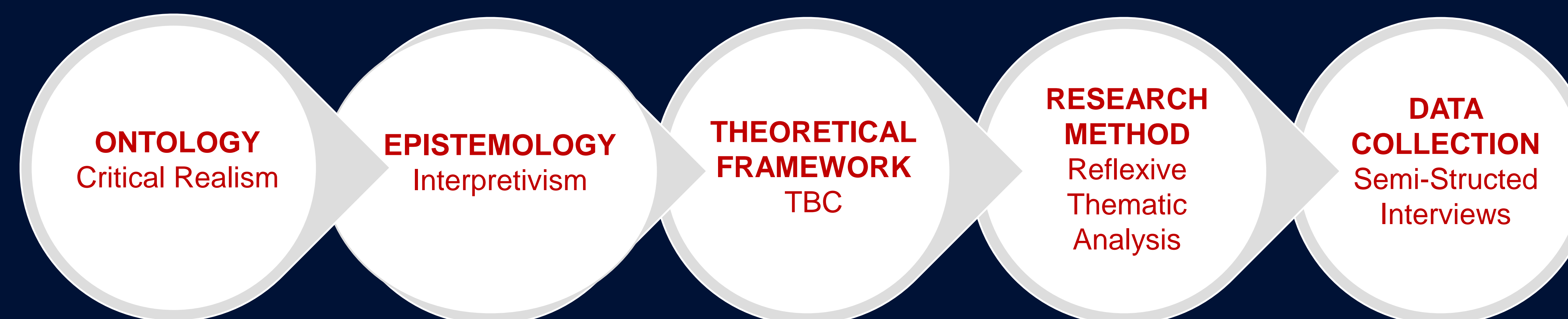
### Progress to Date & Next Steps

- ✓ Ethical Approval Received
- ✓ Initial Public Involvement Meetings Held
- ✓ Systematic Literature Review Protocol Complete
- Piloting the Interview Schedule
- Launching Study Recruitment
- Systematic Review of Background Literature
- Starting Interviews
- Data Analysis

Interested in Participating?



### The Research Paradigm



### Key References

- Carron-Arthur, B., Ali, K., Cunningham, J. A., & Griffiths, K. M. (2015). From help-seekers to influential users: a systematic review of participation styles in online health communities. *Journal of Medical Internet Research*, 17(12), e271. <https://doi.org/10.2196/jmir.4705>
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