Eight Projects Receive RML Funding

In the spring and summer of 2004 two requests for proposals (RFPs) were announced to Network members in the region. The first was for “Access to Electronic Health Information” funded by the National Library of Medicine for projects to be managed by the Regional Medical Libraries. Projects were funded at either $10,000 or $40,000, depending on whether they were to be carried out by an individual institution or by partnering institutions. The MidContinental Regional Medical Library received three proposals and two were funded.

The second RFP was titled “Hospital Library Awards: Demonstrating the Value of the Hospital Library.” This award funded hospital library projects up to $5,000. Eight proposals were received and six were funded.

You will be learning of the results of their efforts in future issues of the Plains to Peaks Post. Congratulations to the principal investigators for submitting the following worthy proposals!

JoCoHealth.net Community Resource Database
Tim Rogers, Associate Director of Operations
Johnson County Library, Shawnee Mission, Kansas

In collaboration with the partners of JoCoHealth.net, Johnson County Library will improve access to electronic health information by developing a searchable public database of community health resources. The database will be accessible from the JoCoHealth.net web site. Once developed, the library will provide free access to the database source code and project documentation to enable other libraries to enhance access to electronic health information in their communities. In addition to the lead organization, the project partners include Johnson County Health Department, Community Health Assessment Process, Johnson County Mental Health Center, Regional Prevention Center and Saint Luke’s Health System.

Resource Library Health Outreach Kiosks
Stan Penfold, Executive Director
Utah AIDS Foundation, Salt Lake City, Utah

The Utah AIDS Foundation (UAF) seeks to address access to electronic health information by installing four Internet “Health Kiosks” in locations where individuals living with HIV/AIDS already congregate to receive HIV-related services (two HIV-specific medical clinics and one homeless day center). Health Kiosks will default to UAF’s HIV Resource Library web site, which was developed with NLM funding, in partnership with the Spencer Eccles Health Sciences Library at the University of Utah. This project also seeks to implement an aggressive training program for users of the health kiosks. By training physicians and office staff at the proposed health kiosk locations to help consumers understand the resources available through the kiosks, as well as providing trained volunteers to assist consumers in spontaneous one-on-one sessions as they attempt to use the kiosks, this project seeks to arm consumers with the skills, tools and confidence they need to use the health kiosks to seek out critical HIV and health-related knowledge that can positively impact their lives and health.

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Community Sharing Library Resources
Janet Nelson, Library Director
Community Hospital, Grand Junction, Colorado

The library will purchase and implement software and hardware to create an online catalog available from the library’s web site and to make the collection of consumer health materials more visible to people living in the region as well as local public and school library staff members. This would help fulfill the library’s mission of providing information services for members of the community to help them make informed decisions about their health and quality of life. The online catalog will increase the visibility of the collection and help people in the community be more aware of the value of the consumer health library.

Information Resource Training for Nurse Interns
Pamella Asquith, Medical Librarian
Dixie Regional Medical Center, St. George, Utah

The hospital librarian will design, deliver and do a follow up study on a library use training program for newly graduated RNs recruited as nurse interns at the Dixie Regional Medical Center (DRMC) in St. George, Utah. The goal is to accustom nurse interns to utilizing information resources available from DRMC Medical Library, inculcate habits of up-to-date information seeking behavior necessary to perform on the job effectively and demonstrate that DRMC is committed to the support of continuing education of the nursing staff.

PDAs in Healthcare Education and Practice
Ella Rathod, Librarian and
Jean Korth, Radiologic Technology Program Director
Mary Lanning Hospital, Hastings, Nebraska

Mary Lanning Memorial Hospital library has a vital role in Central Nebraska serving the student population from the Creighton University School of Nursing – Mary Lanning campus and the Mary Lanning School of Radiologic Technology, as well as the employees of the hospital. As the only fully staffed medical library in the region, it has greater responsibility to the community and health-care professionals in recognizing the need to explore new technologies to enhance teaching and learning. The librarian, faculty and staff will gain skills in using the PDA. As an ongoing project, the library will offer workshops and training sessions for physicians and all hospital employees to explore the full capabilities of PDA devices.

Planning for the Future of the Via Christi Libraries
Camillia A. Gentry, Medical Librarian
Via Christi Regional Medical Center, Wichita, Kansas

The Via Christi Library project will assess and evaluate operations and services which will lead to the development and implementation of a long-term strategic plan. The goal of this long-term plan will be to increase opportunities for enhancement of the skills and knowledge of health professionals utilizing Via Christi medical libraries, resulting in improved quality of patient care.

Timely Texts 24/7
Lenora Kinzie, Library Director
Stormont-Vail HealthCare, Topeka, Kansas

Stormont-Vail HealthCare, a not-for-profit, integrated health care system is nationally recognized as a leader in the use of health related electronic technology. To be recognized as a valued contributor on this technologically advanced healthcare team, Stauffer Health Sciences Library must be perceived as able to support users from any location, 24 hours a day, seven days a week. The library intranet page is available to serve as the vehicle to take the library outside its traditional walls. Current library intranet resources include databases and free health-related resources. Medical and nursing staff members have expressed a strong interest in access to online decision making tools and online textbooks. The opportunity to provide online resources in a timelier manner will meet the patrons’ needs, create possible financial savings, enhance the library’s technology image, as well as provide a strategy to evaluate the online products and their impact.

Needs Assessment for the Medical Dental Library of Truman Medical Center — Lakewood
Erin Palazzolo, Clinical Medical Librarian
Truman Medical Center – Lakewood, Kansas City, Missouri

Truman Medical Center – Lakewood specializes in family medicine and community health. It is a primary teaching hospital for the University of Missouri – Kansas City Medical School. The Medical Dental Library has been in transition the last five years and is lacking in technology, resources and services. The library requires a needs assessment to determine the unmet needs of its clientele. The clinical medical librarian will purchase a laptop computer and a digital camera to compare and collaborate with other local medical librarians and survey and interview library clientele to determine what resources they require to continue providing excellent healthcare services.

Resources for Hospital Libraries
PowerPoint presentations from the MCMLA meeting
http://nnlm.gov/mcr/education/presentations/mcmla_hospital_forum/hospital.html

Resources for Hospital Librarians on Communicating their Value
http://www.nnlm.gov/pnr/advocacy/resourcelist.html

“Hospital Libraries: Who Needs Em?” streaming video
http://nnlm.gov/mcr/education/wypanel.html
RML/MCMLA Hospital Library Forum

Being a hospital librarian is not an easy job; it is as challenging as being an academic librarian or being a librarian for any Fortune 500 corporation. Hospital librarians need to promote their value to administrators and staff who may not understand the complexity of information resources today; the advantage of paying for quality, well organized digital materials; the intellectual skill required to provide the clinical information needed by physicians and staff; and the perseverance necessary to continually keep abreast of the technological changes that reconfigure how we access the resources that we use.

A hospital librarian is much more than someone who processes ILL requests and a health sciences library is much more than its ILL service. The hospital librarian is a professional who has much to contribute to the organization.

Forum Highlights Hospital Library Advocacy

Between 2003 and 2004 a number of activities took place to assist hospital librarians develop their role within their organization and bring recognition to the work they do. At the annual meeting of the MCMLA, the MidContinental Regional Medical Library and the Midcontinental Chapter co-sponsored a forum to continue the discussion started at the 2003 meeting to highlight these activities and address the status of hospital libraries and librarians.

Margaret Bandy from the Colorado Council of Medical Librarians (CCML) and Dick Kammer from the Health Sciences Libraries Network of Kansas City (HSLNKC) updated those in attendance on what their consortia were doing to improve the status of hospital librarians. The CCML formed an Advocacy Task Force. This task force has many charges, among them is an award to present to a hospital administrator at the Colorado Hospital Association meeting in front of her/his peers. They are also collecting information on the value of librarians.

The HSLNKC is also going the award route. They will offer awards for the outstanding one-person health sciences library, outstanding academic health sciences library, outstanding health sciences library, excellent ROI in a health sciences library and for outstanding outreach by a health sciences library.

RML Hospital Library Activities

Claire Hamasu described the activities of the RML. The MidContinental Regional Medical Library awarded subcontracts to hospital libraries in the region and as a component of the proposal each librarian explained how she would make her administration aware of the project and its results (see article on page 1). This funding not only supports the librarian’s effort to explore new services and resources but also shows that the hospital librarian can bring in money to the institution.

The panel “Hospital Librarians, Who Needs Em?” from the Wyoming Symposium included a CIO and a CEO from hospitals. They voiced their constraints in supporting library services within their facilities and recommended strategies for librarians to work with their administrators. During National Medical Libraries Month (October) 38 librarians requested that 60 letters be sent to administrators in the region reminding them of the value of their hospital librarians and libraries. This letter was a result of the efforts of the CCML and RML. In addition, the RML regional buying consortium is currently looking at clinical electronic resources that librarians can purchase at reduced consortial rates as another way to help all librarians in the region, but especially hospital librarians. If the RML can help, we invite other consortia to include us in their plans for supporting hospital librarians.

The RML—Supporting Information Access for All

One of the issues raised during the forum is the responsibility of this Regional Medical Library specifically to hospital libraries in the region. The short answer is that there is no official responsibility that the RML has to hospital libraries. The reality is the mission of the National Network of Libraries of Medicine, to provide “all U.S. health professionals with equal access to biomedical information,” can only be effectively carried out with hospital libraries. They are the PALs (Primary Access Libraries) that understand and serve the information needs of the local health professional. Hospital librarians are essential in getting health information to the health professionals who need it to practice quality patient care.

However, to carry out its mission, the RML must also assist institutions that have no medical librarian. Their health professionals also treat patients and it is in our code of ethics as medical librarians that we serve “without prejudice to meet the client’s information needs.” Our ultimate goal is that these hospitals will recruit a qualified librarian to handle their health information needs.

Continued Support for Hospital Libraries

The MidContinental Regional Medical Library will continue to support the hospital librarian. We have built this support into three of our goals for this contract. These goals drive the activities for RML staff. By the end of the contract we will:

- have investigated, developed, incorporated and promoted new technologies that assist health sciences librarians to serve their patrons.
- assisted librarians and individuals working in the capacity of librarians, especially health sciences librarians, to advance health information to the people who need it.
- advocated for and taught health sciences librarians, and in particular hospital librarians, to promote (health sciences librarians) value within their own institutions.

If you have ideas on RML activities that can help hospital librarians in any of these goal areas, please contact RML staff.

—W. Peay
—C. Hamasu
Rx: Cooperation

Angela Arner, CHLS Cert.
Coordinator of Consumer Health Library Services
Nebraska Methodist College—John Moritz Library
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Building partnerships is all-important in the health care environment, as we strive to improve quality and outcomes. With this in mind, a group of health care professionals and health information providers was brought together to share ideas and resources. These key individuals are involved with patient and family education throughout Methodist Health System in Omaha, Nebraska, and for the past nine years the Patient, Family and Community Education collaborative group has worked together to improve the quality of education and health information provided to our clients through a variety of initiatives.

Electronic Education Materials

One of the group’s initial goals identified a need to provide education material electronically. Vendors were interviewed and evaluated. The Clinical Reference System (CRS) was selected for a pilot project. CRS has over 8,000 health information titles including illustrations. Many selections are available in Spanish. Because of the Patient/Family/Community Education group’s work and the success of CRS, this group has worked with the Information Technology Division to support an Intranet version of CRS. CRS is now available to all the Methodist Health System clinics and hospitals.

Web Site Health Content

Based on a solid evaluation process and a pilot with CRS, the group worked with IT and Marketing in the evaluation and decision-making process to choose Graystone as the health information content provider for the Health System’s web site, (http://www.bestcare.org/). The content is available with the redesign of the web site that was brought on line late in 2004.

Additional Accomplishments

The group has kept pace with changes in the educational needs of patients, families and consumers, especially with the establishment of two family resource centers, the Cancer Center Library and the Resource Library at the Women’s Center. Members discuss and evaluate web sites so we are aware of the best sites for health information. MedlinePlus was added as a valuable resource and was linked from the Health System’s web site at the recommendation of the Patient/Family/Community Education group.

Group Members:

- Jean Armstrong, RN, Jennie Edmundson Hospital Family Resource Center, Council Bluffs, IA
- Angela Arner, CHLS Cert., Coordinator of Consumer Health Library Services, Nebraska Methodist College—John Moritz Library
- Ruth Bintner, Nebraska Methodist Health System Marketing PR
- Susan Bruce, Nebraska Methodist Health System Marketing PR
- Carolyn Edmundson, Nebraska Methodist Health System Health Touch One
- Dr. David Filipi, Physician’s Clinics—PCI Administration
- Lori Shaw, RN, Jennie Edmundson Hospital Patient Care Administration
- Mary Wolcott-Breci, RN, MSN, Nebraska Methodist Hospital Patient/Family Education/Methodist Hospital Family Resource Center

More Health Information: Closed-Circuit TV

Both Jennie Edmundson Hospital and Methodist Hospital have worked together to secure the Newborn Channel, a 24-hour closed-circuit TV channel for new parents. This is available in English and Spanish.

Ongoing Collaboration

Although the CRS project and Newborn Channel have provided wonderful opportunities for the group to work together, all the members readily communicate with one another regarding individual needs on a regular basis. Each member serves as a vital communication link to one another by identifying needs, ideas, problems and ways we can work together and share information. Resources, tapes, organizations and community projects are shared.

One great example of this is “The Shaken Baby” community project coordinated by Jean Armstrong. All the facilities use The Shaken Baby information and tape. The staff at both hospitals have collaborated with revisions of respiratory care educational material. This provides current consistent information within Methodist Health System. An upcoming joint project will be the production of a rights and responsibilities tape for patients and families.

This group has shown what great outcomes occur when a group of Health System employees work together as a team!
Librarian Vital to Hospital PDA Pilot Project
Kathy Schrag, Librarian
Professional Library
Newton Medical Center, Newton, KS
library@newmedctr.org

In the fall of 2003, our Education Committee of the medical staff developed a project to encourage our physicians to get into the habit of using a personal digital assistant (PDA). We gave two PDA programs—ePocrates Rx Pro and 5-Minute Clinical Consult—to eligible clinicians and they supplied their own PDA.

Eligible clinicians included physicians on active medical staff who were currently practicing at Newton Medical Center. After a few weeks, we expanded the circle of eligible clinicians to include physician assistants and nurse practitioners with a hospital practice at our facility. Eligible clinicians were encouraged to stop by the library and pick up their free PDA programs.

Seventeen of our 45 physicians already had a PDA. To make it easy for physicians without their own device, we ordered ten PDAs so they could try one without having to go shopping. The color-screen Palm m515s were not available, so we went with Palm m500s. We also ordered ten 64MB expansion cards. Clinicians who decided to keep the Palm and expansion card were billed $160 to cover the cost.

Technology + Information = Librarian!
Guess who loaded most of the ePocrates programs on the m500s? Yes, the librarian! It was good experience for me and a time-saver for the clinicians!

Lots of clinicians wanted to know why they should use a PDA. I would hand them my m515 and let them try it. They click, click, clicked through ePocrates and said “Okay, I want this.”

Nine of the ten m500s have been purchased. The last m500 has been used by two physicians who each returned it—one did not use it as much as he thought he would and the other was ready to jump to a newer, color PDA. Three physicians looked at the m500, then went out and bought a Tungsten E and came back to the library for the free programs.

A Very Successful Program
Since the start of our project, at least a dozen clinicians have bought a PDA. Twenty-two certificates for ePocrates Rx Pro have been distributed; 19 CDs for 5-Minute Clinical Consult; and 3 certificates for ePocrates Dx (5-Minute Clinical Consult packaged together with ePocrates). We think we’ve made great strides in promoting PDA use among our clinicians!

Next Steps
Now we’re ready for the next phase! The Committee wants me to buy some Palm T3s for physicians to try. I’m feeling a bit overwhelmed—those Palms have quite a few more bells and whistles than my m515! But our new CIO seems willing to step in and help troubleshoot when physicians bring back their PDA with really complicated questions like, “How do I make my PDA work again now that we have a new internet server at home?”

RML Project Provided PDA
I don’t think I could have tackled this project without the 6-month head start I got from a special project led by Whitney Davison-Turley, the Technology Liaison for the RML. At the spring 2003 meeting of the Kansas Biomedical Librarians, Whitney distributed a small number of PDAs as part of a pilot project to help us get familiar with new technology. It helped a lot to have some time to get used to my Palm m515 before our hospital project started.

Note: The Kansas PDA Pilot Project was an RML project intended to determine the barriers to librarians’ adoption of mobile technologies beyond the cost of the technology itself. Fifteen Palm m515 PDAs were distributed in the spring of 2003 and a full report should be available in the near future.

Missouri Goes Local
The Missouri Go Local team:
Amanda McConnell, Information Services Librarian; Rebecca Graves, Education Librarian; Joyce Backus, Reference Section Head, NLM; Eve-Marie LeCroix, Public Services Division Chief, NLM; Deb Ward, Director, J. Otto Lottes Health Science Library; Barb Jones, NN/LM Missouri Liaison and Ted Gallion, Community Connections.
Suzanne Sawyer joins RML

Suzanne Sawyer joined the RML Administrative office on August 30, 2004, as Project Coordinator. She works in the MidContinental Regional offices at the University of Utah Spencer S. Eccles Health Sciences Library. Suzanne’s new responsibilities include providing support to personnel in the Utah offices as well as to the liaisons throughout the region.

She received her BS degree in Elementary Education from Utah Valley State College in Orem, Utah, and taught in the public school setting for five years. Her varied experiences included teaching students in grades 1, 3 and 6. Her favorite teaching experience was a year spent teaching students in grades K-6 to use various computer applications. In addition to teaching, Suzanne has experience in the customer service and retail fields.

Suzanne spent most of her childhood in Arizona and New Mexico, including several years living on the Navajo reservation. She moved to Orem, Utah at the age of 13. Suzanne has also lived in Texas, California and the Philippines. She currently lives in Orem with her husband and children.

In her spare time, Suzanne enjoys reading and working on home improvement projects. She is enjoying her experience with the RML and is looking forward to the opportunities and challenges the future will bring.
NLM-Sponsored Course Improves Public Health Knowledge and Practice

This year’s annual conference of the American Public Health Association, held in Washington, DC, provided a wonderful opportunity for the National Library of Medicine to promote the importance of accessing, organizing and using quality health information for the public health workforce. NLM’s National Center for Health Services Research and Technology Assessment (NICHSR) sponsored an all-day continuing education institute (CEI) titled, Public Health Knowledge: Acquisition, Management and Generation. Twelve APHA members attended the class, taught by the members of the NN/LM Public Health Training Workgroup.

Hands-On Information Training

The purpose of this CEI was to provide public health practitioners with hands-on training in using information resources and information search strategies that are useful for fulfilling common information needs in public health practice. Participants improved their informatics competencies and gained a better understanding of how information can be used efficiently.

After the CEI, participants were better able to stay informed of developments and events related to public health; could find reliable and authoritative consumer-oriented materials to support health education; could retrieve statistical information and access data sets relevant to public health; and could retrieve and evaluate information in support of evidence-based practice. In addition, attendees came away with increased awareness of the availability of software applications that could be used to strengthen their efficiency in finding, organizing, retrieving and disseminating knowledge.

The CEI was based on Public Health Information and Data: A Training Manual (http://phpartners.org/phid_manual.html). This manual is intended primarily for librarians and others who may be responsible for developing training events.

The instructors for the CEI were a varied and talented group. Laura Larsson, MLS, is currently a developer of public health web-based learning for Cedar Collaboration, a small consulting company. The other members of the NN/LM Public Health Training Workgroup and instructors for the CEI include Keith Cogdill, PhD, Outreach Librarian for the NNO Office, NLM; Kristine Alpi, Library Manager of the New York City Department of Health & Mental Hygiene; Nancy Allee, Director of Public Health Informatics Services & Access (PHISA) at the University of Michigan; Catherine R. Selden, Librarian at the National Information Center on Health Services Research and Health Care Technology (NICHSR) at the National Library of Medicine; and Molly Youngkin, Utah Outreach and Public Health Liaison for the NN/LM MCR.

Class Resources Available for You!

This CEI is important because it provides a framework with extensive PowerPoint presentations, cases and exercises, and webliographies for anyone teaching public health practitioners about issues related to information access and management. The PowerPoint presentations, based on the four chapters of the manual, come with extensive notes that can be used to enhance the presentations. Each presenter provided an expansive webliography that points users to additional information about the topics under discussion. To enhance online time, cases and exercises accompany each presentation and may be used or adapted for the group being taught. In addition to the content covered in the manual, other materials recently developed by Laura Larsson, MLS, of the Cedar Collaboration in Washington are included.

There are no copyright restrictions on the manual’s contents or on the presentations, webliographies or cases, and instructors are free to adapt or duplicate any portion. These materials are available from an NN/LM MCR liaison and will soon be available on the Partners web site. The manual and the enhanced resources are a valuable training resource for Network members and others working with public health practitioners.

The Next Frontier: Personal Knowledge Management

Like all professionals, public health workers need the ability to retrieve information from various resources at a later date once it has been found. As part of the training materials, Larsson developed a Personal Knowledge Management Self-assessment Instrument. This instrument is intended to help public health practitioners determine how comfortable they feel with their information and idea management skills.

The seven main competencies have been adapted for this self-assessment from work done by Paul Dorsey, Millikin University, Decatur, IL, and are used with his permission. They include: accessing, evaluating, organizing, analyzing, conveying, collaborating around and securing information and ideas. Ms. Larsson’s Self-assessment Instrument follows this list of competencies and is available at (http://depts.washington.edu/hswork/workshops/apha-2004/competencies.html).

Success!

The public health participants found the CEI “great” and particularly liked the hands-on experience, the cases and the chance to “just explore” the resources. They included employees of the Board of Pensions of the Presbyterian Church, a former state epidemiologist, a Federal health regulator and a scientific advisor responsible for e-learning and knowledge management to name a few. The resources are freely available for you to use when working with public health practitioners or anyone who may need information access and management training.

—M. Youngkin, with assistance from Laura Larsson, MLS
NN/LM MidContinental Region Staff

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