

RML Quarterly Report

Region: MidContinental

Period Covered: February 1, 2013 – April 30, 2013

Contractor name: University of Utah

Contract Number: HHS-N-276-2011-00006-C

Date Submitted: June 14, 2013

Executive Summary

PERSONNEL

There were no personnel changes this quarter.

EDUCATION

Marty Magee, Nebraska/ Education Coordinator, arranged the logistics for Pat Wagner to teach two classes for the region. Each class consisted of two sessions. The first session presented concepts. In the second session, Ms. Wagner reviewed the “homework” of the participants, pointing out strengths and examples of how concepts were implemented.

Jim Honour, Wyoming/Member Services Coordinator, met with two active members of the Wyoming health sciences library community about continuing the Wyoming Symposium. The attendance at this event, begun during the 2001-2006 contract, has never grown or attracted attendance from the surrounding states. MCR coordinators were finding it difficult to pay their way to Wyoming for in-person presentations. The two members concurred with Mr. Honour that, with the increasing availability of online education, the Wyoming Symposium is no longer as necessary as it had been in the past. Mr. Honour decided to discontinue the symposium.

LIBRARY ADVOCACY

Barb Jones, Missouri/ Library Advocacy Coordinator, is a member of the Education Committee for the Society to Improve Diagnosis in Medicine. The committee decided to provide links to resources for materials on 10 topics.

Ms. Jones volunteered to recruit librarians to also search for resources to compare and complement what physician committee members found. Five librarians responded to a posting on MedLib-I. The reaction to the librarians’ results by the committee chair was, “In short, these searches are perfect and reflect the wisdom of having librarians working on this task.”

Ms. Jones facilitated and attended four post workshop meetings for participants who had attended the “Knowledge Management Workshop” held in February. Participants shared how their projects were progressing and gained advice in meeting challenges they had not foreseen.

A prioritization meeting was held following the sequestration budget cut to determine what activities planned for 2013-2014 should be kept. The staff voted to keep funding for a research study that would determine the financial impact on the librarian in patient care. Claire Hamasu, Associate Director, John Bramble, Technology/ Utah Coordinator, and Ms. Jones met with a faculty member at the University of Utah who has joint appointments in the business school and the health sciences center. They presented their ideas and were told that this was a feasible study. The faculty member suggested that a health economist be recruited to conceptualize the study and an administrative management student be recruited to develop the research model.

The discussion group around the book, “Winning the Story Wars” by Jonah Sachs ended this quarter. The participants found the experience so rewarding that they agreed to do a “Breezing Along with the RML” session in April.

HEALTH INFORMATION LITERACY

State coordinators worked with their state libraries to distribute a questionnaire for public libraries on their health information training needs.

Monica Rogers, Health Information Literacy Coordinator, provided training for the representatives from the New England and Middle Atlantic Regions on posting to the BHIC blog. She met with RML contributors to discuss schedule changes and substituting the Google URL shortener for bitly.

All state coordinators selected an NLM capability brochure and assessed its reading level with Health Literacy Advisor. They then used the suggestions from the software program to lower the reading level from college to high school. To further improve readability would require a major rewrite.

Rachel Vukas, Kansas/Technology Coordinator, joined K20 Librarians, an organization with the mission to promote lifelong learning using Google fiber in Kansas City. Ms. Vukas is leading the project to establish consumer health centers in libraries. The first library to establish a consumer health center will be the main branch of the Kansas City Public Library where a computer will be devoted to MedlinePlus and NLM promotional materials will be distributed. Ms. Vukas also joined the State Library of

Kansas and the Kansas Department of Health and Environment committee to promote health information in public libraries. This effort is being funded by a grant from Blue Cross/Blue Shield.

Community College Task Force

Co-chairs, Ms. Hamasu and Ruth Holst, Associate Director of the NN/LM Greater Midwest Region, worked with the task force to finalize the logic model and the evaluation plan. Mr. Bramble reviewed the list of community college members in the MCR and confirmed that it appeared to be accurate. The evaluation plan required that the National Training and Registration System add first names of registrants as a required field and a privacy statement. Ms. Hamasu coordinated the approval by all the RMLs for these changes and worked with the National Library of Medicine Training Center to make the changes. The co-chairs finalized the task force report and it was sent out as documentation for the RML Directors Meeting.

MEMBER SERVICES

New or Renewing Affiliate Members:

Ouray Public Library (CO)
Pitkin County Library (CO)
Rocky Ford Public Library (CO)
Graland Country Day School (CO)
Butler Community College (KS)

Affiliate to Full Member

Penrose Hospital (CO)
Valley View Hospital (CO)

Full to Affiliate Member:

Overland Park Regional Medical Center
(KS)

Full Members Closed:

St. Joseph’s Medical Center (MO)

Mr. Honour facilitated a meeting with representatives from the Pacific Northwest, Greater Midwest, and Middle Atlantic Regions to plan DOCLINE training for the next year. The group decided to continue offering the series (Beginning, Routing Tables, Serial Holdings and Borrow & Lend) four times per year for MLA CE credit. Two coordinators will partner teaching each session. Camille Salmond, DOCLINE Coordinator for the region, who had been teaching class will no longer be on the contract starting with Option Year 2.

Resource Library Directors met on April 4, 2013. Updates were presented by the Health Information Literacy and Technology Coordinators. Ms. Hamasu announced the upcoming NN/LM site visit and invited directors to volunteer to be on one of the teams. Jean Shipman, Director, assessed interest in holding an in-person meeting following the chapter meeting in Salt Lake City this fall. Jerry Perry, Director of the Health Sciences Library University of Colorado-Denver, described the agreement that the university has with Elsevier to add data mining to the university's licensing agreement.

Disaster Preparedness

The MCR enlisted member participation for this year's disaster drill. State coordinators asked one of their members to call them in the last week of March with a disaster scenario that involved their library. Members "experienced" a cyber attack, a crane collapsing on their building, outside workers cutting off power, fire in the mechanical room, snow, and a tornado. Coordinators provided assistance to the member by providing emergency service contact information, offering to put DOCLINE on hold, and checking back with the member about whether their status had returned to normal.

A debriefing session was held with members and RML staff. Participants realized that more communication needed to be established within their own institutions. Some members shared their participation in this drill with administration, which resulted in positive recognition. The following suggestions were made:

- The Toolkit's URL for the salvage companies list is too long for someone who is anxious to remember.
- The coordinators should already have the important phone numbers to give to the Network member so that the caller doesn't have to go through an extra step to find them.
- Library disaster stories on the Toolkit date from 2008. There should be a way to add recent stories to the collection.
- Coordinators need to verify that the information they've conveyed has actually been received and understood.

Ms. Hamasu, Ms. Holst, and Dan Wilson from the Emergency Preparedness and Response Toolkit, were finalizing the arrangements for the March 7-8, 2013 summit when the emergencies struck. Cindy Love from Disaster Information Management Resource Center was unable to travel to the event because of sequestration and a substitute could not be found to teach her workshop. A snow storm hit the East coast and Mr. Wilson was unable to travel to host the event and teach his workshop. One of the panelists got sick, but fortunately a colleague was able to step in. Ms. Holst and Ms. Hamasu took over the hosting responsibilities. GMR staff made arrangements so that Ms. Love and Mr. Wilson could present via Adobe Connect. Despite the difficulties, participants found that the summit was worth their time and effort to attend.

TECHNOLOGY

Ms. Vukas met with members of the working group on Hospital Libraries Internet Access Barriers and finalized resource materials and guidelines for overcoming these issues. Formatting is required before the web page can be made public.

Mr. Bramble and Matt Steadman, Web Developer, reviewed the 508 Accenture Report from NLM. MCR's score was at 80%, and the minimum standard was 90%. They fixed most of the errors reported and submitted the work to NLM.

Network Infrastructure

Regional Advisory Committee (RAC) activities

No Activity

Evidence Based Health:

Ms. Hamasu, Mr. Bramble, and Ms. Vukas worked with the NN/LM Pacific Northwest Region and Jackie Wircz from the Oregon University of Health Sciences to prepare for "Research Lifecycle: Partnering for Success" held on March 15, 2013. The web site was published (<http://nnlm.gov/2013escience/>), MLA CE credit was obtained, the MLA evaluation form was adapted to incorporate the objectives for the event, video broadcasting was tested at the three sites, and final breakout session questions were shared. The event was successfully held. Forty one people attended at the Utah location including all the MCR coordinators; library directors from Arizona, Colorado, and New Mexico; local librarians; and members from the research community.

Following the conference, planning committee members reviewed the captioning transcript with the recording for accuracy. A debriefing session was held at the end of April. The

committee was satisfied with the planning process. They had these additional recommendations for anyone planning a similar event:

- Decide on speakers as early as possible.
- Work with the video tech crew on a story board and be sure to have a way to communicate last minute changes to all sites while the program is going on
- Confirm that the recording, as well as the broadcast, will be in high definition.
- Be transparent about where decisions are being made, if not in a meeting of all members.

Assessment and evaluation activities/data:

The Network Member Questionnaire, gathering baseline, attitude, and trend data on MCR health sciences members, was closed on February 28, 2013 with 118 responses. Results will be analyzed and a report written.

Betsy Kelly, Assessment & Evaluation Coordinator, and Ms. Jones started working on an online version of "Measuring Your Impact." They queried the regions about providing assistance and learned that there was little

demand for the course. The regional coordinators, who were authorized instructors for the class, reported that members now wanted to know about the next step—communicating their findings. Ms. Kelly and Ms. Jones discontinued the transition from the in-person to an online class.

Ms. Jones', "Whoo Says" column is being run in the MLA Hospital Library Section newsletter. One of the readers sent the column on Atul Gawande's comparison of healthcare to the Cheesecake Factory to the Chief Nursing Officer at her hospital, who then forwarded it to all the nursing managers.

Mr. Bramble suggested that NLM reinstate accepting more than one LIBID on the DOCLINE search screen. NLM responded that it would be part of the next release.

End of year project activities took place. In preparation for the end-of-year questionnaire, Mr. Bramble reviewed the technology logic model to identify the indicators that would have to be addressed. He worked with Ms. Kelly to include them in the end-of-year questionnaire. Mr. Bramble developed final report forms for the Health Information Literacy Connect Project and provided information on transferring their data plans to their organizations. The final report form was developed and distributed to participants of the Health Literacy Advisor project. The vendor extended the licenses for an extra six weeks based on feedback from participants that resulted in improving the software program.

Outreach

Table 1: All newly funded awards and projects

No New Awards

Update of ongoing major projects (funded at > \$15,000):

No Awards

Table 2: Presentations and training provided by RML Staff

Data to be added at a future date

Information Technology and Transfer:

Ms. Vukas wrote a letter that was sent out by four state coordinators to their Regional Extension Centers to promote MedlinePlus Connect. Ms. Abby heard back from the Director of Strategy and Product Development at the Colorado REC that although the information she had sent was helpful, the best they could do was to refer MedlinePlus Connect to physicians who expressed the need for patient education. Other coordinators did not hear back from their RECs.

Other Staff Activities

Table 3: Classes, publications and resources developed by RML staff

Title	Medium	Submitted to MLA Educational Clearinghouse
Spotlight: On NLM Resources! LiverTox	Course	Yes
Spotlight: On NLM Resources! EHRs	Course	Yes

Other Notable Staff Activities:

February 1, 2013 – Ms. Magee and Ms. Rogers attended the Health Literacy Nebraska meeting.

February 1, 2013 – Mr. Bramble met with Comunidades Unidas Communities United to plan training for the HIV/AIDS project that was funded by NLM.

February 7-8, 2013 – Ms. Jones attended “Knowledge Management in Hospitals,” a workshop she helped organize and that was co-sponsored by the NN/LM MCR and the Greater Midwest Region.

February 12, 2013 – Ms. Jones and Ms. Magee attended “Institutional Politics – Earning Trust and Respect with Your Peers and Executives” a two-part webinar taught by Pat Wagner.

February 12, 2013 – Ms. Jones attended the Missouri Center for Patient Safety Advisory Council meeting.

February 14, 2013 – Ms. Magee attended “Once Upon a Time” presented by OERC.

February 15, 2013 – Ms. Magee and Ms. Rogers met with the head of the Center for Reducing Health Disparities of the University of Nebraska Medical Center.

February 15, 2013 – Ms. Magee and Ms. Rogers met with Dianna Waggoner, Director of the Kim Foundation.

February 18, 2013 – Ms. Magee met with representatives of the Public Health Association of Nebraska to discuss topics for “Public Health Quick Hits” webinars.

February 19-28, 2013 – Ms. Magee attended the “Pubmed for Librarians” series presented by the NTC.

February 21, 2013 – Ms. Magee collaborated with colleagues in the McGoogan Library of Medicine on a session for the University of Nebraska Special Libraries class. Due to a major storm warning the presenters recorded their session for viewing for students who could not make it to the library.

February 27, 2013 – Mr. Honour was invited to visit the University of Washington health sciences library to learn more about the WWAMI Rural Integrated Training Experience. Wyoming is affiliated with the University of Washington - School of Medicine. Mr. Honour learned how he and the University of Wyoming Libraries could support medical students in their rural experience.

March 1, 2013 – Ms. Magee participated in the core group meeting of Health Literacy Nebraska to discuss strategic planning.

March 1, 2013 – Ms. Vukas attended the webinar, “The Book as iPad App,” presented by ALA.

March 4, 2013 – Ms. Magee participated in the NN/LM Education Task Force meeting on the process for submissions to the MLA Clearinghouse.

March 5, 2013 – Dana Abbey, Colorado /Health Information Literacy Coordinator, attended “The Evolution of the Patient Safety Movement” webinar presented by Dr. Robert Wachter, a leading authority on patient safety. In response to Ms. Abbey’s question, he answered, “It should be an instinct for us to call on our librarian colleagues.”

March 6, 2013 – Ms. Kelly was invited and spent a day at the University of Oklahoma Health Sciences Library promoting a culture of assessment. She met with librarians and the Vice Provost for Educational Affairs.

March 6-7, 2013 – Mr. Honour and Ms. Hamasu participated in the Disaster Communication Summit co-sponsored by the MidContinental and Greater Midwest Regions.

March 8, 2013 – Ms. Abbey exhibited at the Colorado HOSA meeting attended by high school and community college students.

March 8, 2013 – Ms. Magee and Ms. Rogers attended the ICON consortia meeting of librarians interested in health information. They provided an update on NN/LM MCR activities.

March 13, 2013 – Ms. Abbey attended MLA’s “Partnering to Prevent Diagnostic Error: Librarians on the Inside Track.”

March 13, 2013 – Ms. Hamasu attended a teleconference for the Associate Directors where they were informed that sequestration would reduce RML and Center budgets by 5%. Ms. Hamasu alerted staff and Resource Library Directors. She met with the coordinators to determine priorities and made adjustments to reduce the budget amount.

March 14, 2013 – All RML staff attended “Research Lifecycle: Partnering for Success” at the University of Utah.

March 18, 2013 – Ms. Hamasu attended the Utah Health Sciences Library Consortia meeting and provided the RML update announcing the site visit and upcoming Breezing and Spotlight sessions.

March 19, 2013 – Ms. Rogers participated in the meeting of the Plaza Partnership (University of Nebraska College of Public Health and the South Omaha Community Care Council). Due to their interest in funding, members subscribed to the BHIC blog. Ms. Rogers successfully influenced them to add health information literacy to their Robert Woods Johnson grant application.

March 20, 2013 – Ms. Magee visited the public libraries in Wymore, Humboldt, Pawnee City, Falls City, and Auburn, Nebraska. At each library she spoke with the director, described NLM resources, and provided promotional materials.

March 21, 2013 – Ms. Vukas attended the MedlinePlus Connect Task Force meeting in Chicago.

March 26, 2013 – Ms. Abbey talked about collaboration with the newly appointed director of K-12 education at the University of Colorado, who is responsible for K-12 outreach.

March 28, 2013 – Ms. Hamasu attended “Health Literacy: A Vital Pathway to Healthcare Transformation,” a presentation by Andrew Pleasant followed by a panel discussion by health sciences faculty members from the University of Utah.

April 2, 2013 – Ms. Rogers explained the NN/LM and NLM resources to a student from the University of Alabama MLS program, who is doing a practicum at the McGoogan Library of Medicine.

April 4-7, 2013 – Ms. Abbey and Ms. Rogers exhibited at the Church Health Conference. They were both on the program. Ms. Abbey presented a poster on the findings of the questionnaire they had distributed at the last Parish Nurses meeting. Ms. Rogers taught a class on health information literacy incorporating MedlinePlus and NIHSeniorHealth.

April 5, 2013 – Ms. Magee participated in the Health Literacy Nebraska strategic planning meeting. She is a member of the education group.

April 9-10, 2013 – Mr. Bramble exhibited at the Utah Public Health Association Conference. This was a small meeting of 175 attendees, 20 of whom stopped by the booth.

April 11, 2013 - Ms. Magee met with the student from the University of Alabama MLS program doing a practicum at the McGoogan Library of Medicine. She reviewed NN/LM and NLM resources with him.

April 12-13, 2013 – Ms. Rogers exhibited at Nebraska SciFest in Omaha. Approximately 2,400 attendees representing student groups and the general public attended.

April 14, 2013 – Ms. Jones exhibited at the Missouri Association of School Librarians where interest in NLM resources was high.

April 15, 2013 – Ms. Abbey exhibited at 9HealthFair in Arvada, Colorado. In one day she had 298 visitors to the booth.

April 16, 2013 – Ms. Hamasu attended a meeting of the Associate Directors convened by Kathel Dunn. They discussed how the data from the Value of Libraries study could be used to make promotional statements about the use of PubMed.

April 17, 2013 – Ms. Jones exhibited for National Library Week at the Cape Girardeau Public Library where she had 25 visitors stop by.

April 17, 2013 – Ms. Rogers attended the Health Literacy Nebraska meeting on education strategic objectives. Ms. Rogers is contributing to this objective.

April 17-20, 2013 – Mr. Bramble offered a workshop and exhibited at the Utah Association of Physician Assistants. This was a small meeting of 109 attendees, of whom 21 visited the booth.

April 18, 2013 – Ms. Jones exhibited at the Missouri Association of School Librarians.

April 19, 2013 – Ms. Abbey chaired the business meeting of the Colorado Council of Medical Librarians.

April 19, 2013 – Mr. Honour met with the professor at the University of Wyoming who authored the health standards for the state's department of education. They discussed working NLM resources into the curriculum.

April 20, 2013 – Ms. Abbey exhibited at 9HealthFair in Aurora, Colorado. She had 120 visitors to the booth.

April 23, 2013 – Ms. Abbey exhibited at the Anschutz Diversity Summit for her university's staff and faculty promoting NN/LM MCR activities with minority populations.

April 23, 2013 – Ms. Hamasu attended the webinar, "Preserving Digital Memories," sponsored by the NNO for National Preservation Week.

April 25-26, 2013 – Ms. Magee exhibited at the Nebraska Education Media Association meeting. Most of the 2,700 attendees were associated with the Nebraska School Systems IT.

April 30, 2013 – Ms. Vukas exhibited at the Kansas Governor's Conference on Public Health where she gave a well attended presentation.

Attachments

Attachment 1 – Promotional Materials Provided

Date	Who	Items Provided	Purpose
3/21/2013	Children's Hospital <i>Colorado</i>	<ul style="list-style-type: none"> - 250 - PubMed Card - 250 - Good Health Information on WWW card 	Provide to physicians, nurses, and other healthcare clinicians at professional conferences.
4/15/2013	Take Care Health Systems <i>Missouri</i>	<ul style="list-style-type: none"> - 25 - Consumer Health Card - 25 - Health Information for Senior Citizens Card - 25 - Tox Town Brochure - 25 - Household Products Database Card - 25 - Haz-Map Occupational Health Database Card - 25 - Public Health Resources - 25 - WISER Card 	Patient awareness/information
4/24/2013	Kansas State University Hale Library <i>Kansas</i>	<ul style="list-style-type: none"> - 50 - PubMed Card - 50 - Consumer Health Card - 20 - AIDS Information Services Card - 20 - Health Information for Senior Citizens Card - 20 - Tox Town Card - 10 - Tox Town Brochure - 30 - Household Products Database Card - 20 - Haz-Map Occupational Health Database Card - 20 - American Indian Health Brochure - 20 - Asian American Health Brochure - 20 - National Network of Libraries of Medicine Card - 20 - Good Health Information on WWW card - 20 - Public Health Resources - 10 - Partners in Information Access for the Public Health Workforce - 20 - Toxicology Brochure - 20 - WISER Card - 10 - The History of Medicine at the National Library of Medicine Card - 20 - Profiles in Science Card 	There is a health benefits fair on campus and I want to start promoting NLM and NN/LM resources for staff - - consumer health type information.

Date	Who	Items Provided	Purpose
4/24/2013	Irwin Army Community Hospital - Medical Library <i>Kansas</i>	<ul style="list-style-type: none"> - 100 - Public Health Resources - 50 - Toxicology Brochure 	To give to staff and patrons
4/25/2013	Central Wyoming College <i>Wyoming</i>	<ul style="list-style-type: none"> - 25 - Consumer Health Card - 25 - ClinicalTrials.gov Card - 25 - Health Information for Senior Citizens Card - 25 - Genetics Home Reference Card - 25 - Connecting Native Americans To Health Information Card - 25 - American Indian Health Brochure - 25 - Asian American Health Brochure - 25 - Good Health Information on WWW card - 1 - Associate Fellowship Program Card - 1 - The Visible Humans Card 	Handout materials for a presentation.