

Greater Midwest Region

Region 3

Quarterly Report

May 2007 – July 2007

University of Illinois at Chicago

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Executive summary

Three candidates were interviewed for the position of Assistant University Librarian for the Health Sciences. The selected candidate will serve as Director of the RML.

Bryan Vogh transitioned out of the GMR Office to a position in the UIC Richard J. Daley Library. He will continue to work part-time for the GMR to complete several projects for the NN/LM from his new location during the transition.

GMR staff communicated with network members in a variety of ways, including 38 announcements and messages sent to GMRLIST and 14 posts to The Cornflower: The Blog of the NN/LM Greater Midwest Region.

The GMR began working with the UIC Office of Research Services to create a Memorandum of Understanding (MOU) specific to the work of the Outreach Libraries.

The GMR has for many years hosted Web sites for organizations in the Midwest, a service that began when hosting services were fewer in number and more expensive. During Year 1 of the contract, nine organizations were notified that GMR would no longer be providing this service after July 31, 2007. Technology Coordinator, Bryan Vogh, assisted the organizations in finding alternative hosting services and the last of these organizations were transitioned to new hosts during this quarter.

The GMR conducted Focus Group Interviews with representatives of community based organizations on May 8 and 9, 2007. The results included information on the health information and training needs of CBOs and strategies on how to communicate effectively and market GMR funding and training opportunities. More information about the interviews is found in the final report attached to this quarterly report.

The GMR funded 7 new awards and 3 new subcontracts during this quarter.

My Health Minnesota – Go Local was launched at the end of the quarter with a major event on July 31, 2007 and the Iowa Go Local project submitted by the University of Iowa was approved by NLM during this quarter.

Network infrastructure

TABLE 1. Quarterly infrastructure data

	Current quarter	Previous quarter*
Network members – full	531	539
Network members – affiliate	486	477
Libraries providing services to unaffiliated health professionals	259(49%)	259(48%)
Libraries providing services to public users	304(57%)	302(56%)
Average fill rate for resource libraries	~78%	79%

Regional Advisory Committee (RAC) activities

A Survey Monkey form was sent to RAC members to inquire about their preferences related to participation in the RAC working group. Thirty members responded. Working Group assignments will be made on the basis of the preferences expressed by the RAC members.

Needs assessment and evaluation activities/data

Focus Group Summary: Working with Community Based Organizations

On May 8-9, 2007, the GMR held two, 90-minute focus groups with representatives from local community based organizations (CBOs). The purpose of conducting the focus group was to learn more about how to work with community-based organizations, learn what their training needs might be relative to the National Library of Medicine and related resources, assess their interest in becoming NN/LM members and get their suggestions for ways to promote membership to CBOs. Associate Director, Ruth Holst, and GMR coordinators Tammy Mays and Jacqueline Leskovec, along with OERC staff, Cindy Olney, planned, recruited, convened and evaluated the results of the focus group sessions. A final report will be presented elsewhere.

The participants selected for the focus group represented a variety of CBOs who use health information or provide health information to constituents as part of their mission. They were recruited from a variety of sources, including our Regional Advisory Council contacts, contacts at other University of Illinois at Chicago departments, and personal contacts of Tammy Mays (gleaned from her book club, church and running club, among others). The purpose of our 90-minute sessions was to gather local perspectives on health information needs of CBOs and how the NN/LM GMR can help with those health information needs. The focus group interviews also assessed the training needs of community-based organizations. Based on this assessment, the GMR plans to develop a training curriculum and materials tailored to the needs of community-based organizations. A train-the-trainer curriculum will be developed and targeted to health educators and health information professionals working in community organizations. Once developed, the training sessions will be promoted in the brochure targeted to appropriately identified CBOs.

Gathering strategies on how to communicate effectively and market the GMR funding and training opportunities was another purpose of the study. As a result of the focus groups every effort will be made through a widely disseminated communications plan to make the network members and potential members aware of the GMR and NLM programs and services. Some ideas for dissemination include: promoting partnerships and developing a brochure and a blog targeting community based organizations.

The results of the focus groups confirm the challenge of reaching out to community-based organizations. The GMR staff reviewed the findings from the focus group discussions and developed ideas for marketing to and working with community-based organizations:

- Build upon the relationship initiated with the twenty-two community organizations that participated in our focus groups and encourage them to join the network.
- Recruit community-based organizations to serve as Affiliates. Implement the marketing ideas from the focus group to get the word out about the GMR's and NLM's resources and services.
- Develop programs that focus on training intermediaries who work with underserved/underrepresented populations such as, minorities, senior citizens, and low-income populations.
- Contact community organizations' newsletters and write short news items that are easily reproducible about health information and how to evaluate health information on the Web. Store these news items in a blog-like format so all articles are archived and available to CBOs when they want to use them.
- Disseminate information through email, LISTSERVs, and RSS feeds directed at CBOs.
- Present at state, regional and national community organization's meetings about finding, evaluating, and utilizing health information on the Web and hold exhibits highlighting NLM services and resources. Promote dual sponsorship, such as by leaving a space on brochures for local groups to include their own contact information.
- Develop training modules to promote NLM consumer health resources to university staff and assist them in using the resources in their community outreach projects.
- Promote the benefits of network members to the leadership in some of the big funding organizations and to the politicians.
- Identify health professional organizations that offer CEUs to their members and get on their programs to offer training or co-sponsor classes with the organizations to offer CEUs for classes related to health information.

Outreach

TABLE 2. All newly funded awards and projects

Start/ end dates	Title of award/ project	PI institution	PI last name	Funding amount	Project type
8/9-19/07	Iowa State Fair	State Library of Iowa - Medical Library	Rees	\$1,500	Exhibit Award
9/16-18/07	3rd Annual Rural Surgery Symposium	University of North Dakota, Harley E. French Library of the Health Sciences	Knight	\$1170	Exhibit Award
10/10-11/07	Illinois Library Association Annual Conference and Exposition	Loyola University Health Sciences Library	Klatt	\$1,392	Exhibit Award
6/1/07-5/31/08	LCD Projectors for Parish Nurses Serving Milwaukee	Medical College of Wisconsin	Coenen	\$4,900	Outreach Express Award
6/1/07-5/31/08	Promoting NLM and Wegner Center Resources	Wegner Health Sciences Information Center	Youngkin	\$4,900	Outreach Express Award
6/1/07-11/30/07	Electronic Document Delivery of Journals Archived on Microfiche	Ingham Regional Medical Library	Barnes	\$2,595	Technology Improvement Award

8/1/07-7/31/08	Enhancing Library Services through Digitization	Graham Hospital Association	Richardson	\$4,816	Technology Improvement Award
7/1/07 – 12/31/08	Empowering Public Health / Patient Safety Outreach through Community Partnerships - PPECA II	University of Iowa Hardin Library for the Health Sciences	Walton	\$40,000	Public Health Subcontract
7/1/07 – 6/30/09	Indiana Public Health Digital Library	Indiana University School of Medicine Library	Skopelja	\$40,000	Public Health Subcontract
9/1/07-8/31/08	Iowa Go Local Project	University of Iowa Hardin Library	Shaffer	\$25,000	Go Local Subcontract

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

University of Minnesota – My Health Minnesota – Go Local

As of July 13, 2007 we have passed the 2300 mark for approved records. Additionally, we have approximately 100 pending records and approximately 1000 incomplete records (for a total of 3446 records). We intend to exceed the 2500 mark for approved records before our launch and will focus on finishing as many incomplete records as possible before the launch event at the end of July. Our project will have a soft roll-out on July 25, 2007, followed by a launch event on July 31 and a bigger splash at the Minnesota State Fair in late August/early September.

Loyola University – Health-E Illinois – A Go Local Project

In April, brochures and handouts were created and continued to evolve through May. Along with printed materials, a PowerPoint slide presentation was developed. This slide presentation combined information from the National Network of Library of Medicine (NN/LM) Greater Midwest Region *Beyond an Apple a Day* PowerPoint with Go Local information. In May, Tom Bartenfelder, Co-Project Manager, left Loyola to pursue other career opportunities but will remain on the project as a remote reviewer. The launch date will be September 7, 2007. The Go Local team has begun planning for the festivities.

Alliance Library System – Providing Consumer Health Outreach and Library Programs to Virtual World Residents in Second Life

HealthInfo Island continues to grow and increase partnerships thanks to the leadership of Project Coordinator Carol Perryman and Medical Librarian Guus Namro. The HealthInfo island was surrounded on all sides, with more agencies requesting to be located near it. We have moved the HealthInfo Island out to the far west of the Info Island Archipelago as a central hub for medical, health and science information and partnerships. Surrounding the island now are the Centers for Disease Control, University of Groningen (Holland) and the University of Pittsburgh Medical Center. Because of the great interest in working with HealthInfo Island, Alliance Library System has made some space available on Eduisland 4 for the NIH National Library of Medicine, the Heron Sanctuary, an agency for people with disabilities, the Johns Hopkins Center for Bioethics, and an assistive technology center. There is some additional land available for Guus and Carol to provide to health organizations wanting to get started in Second Life. Ideally these would be more closely located to HealthInfo Island; however this is a start.

TABLE 3. Exhibits.

Dates	Organization name	Meeting name	Location (city, state)
RML NATIONAL EXHIBITS			
6/23-25	American Diabetes Association	67th Scientific Session	Chicago IL
7/11-13	National Association of County & City	Annual Meeting	Columbus, OH

	Health Officials		
RML REGIONAL/STATE/LOCAL EXHIBITS			
SUBCONTRACTED NATIONAL EXHIBITS			
SUBCONTRACTED REGIONAL/STATE/LOCAL EXHIBITS			
5/04/2007	Southern Kentucky AHEC	Advances in Diagnosis & Treatment of Asthma	Somerset, KY
5/10-11/2007	Kentucky Cabinet for Health & Family Services	Ending the Violence: Collusion vs Confrontation	Lexington, KY
05/24/2007	Southern Kentucky AHEC	Bone Health & Osteoporosis: what it means to you	London, KY
5/30/2007	Baptist Regional Medical Center	Senior Day	Corbin, KY
6/1/07	South Dakota Pharmacists Association	Convention	Sioux Falls, SD
6/6-7/07	Indiana Rural Health Association	Annual Conference	Evansville, IN
6/18-19/07	Minnesota Rural Health Association	Minnesota Rural Health Conference	Duluth, MN
6/20-22/07	South Dakota Public Health Association	Annual Meeting	Pierre, SD
6/24/2007	Keneseth Israel Congregation	Health Fair	Louisville, KY
6/25-26/07	University of South Dakota Center for Disabilities	Kindergarten Academy	Beresford, SD
6/28/07	Minnesota Department of Health Office of Rural Health & Primary Care	Minnesota e-Health Summit: Connecting Minnesota	Brooklyn Park, MN
7/11-12/07	Turtle Mountain Community College	Turtle Mountain Wellness Conference	Fort Totten, ND
7/17-18/07	Indiana State Department of Health	Minority Health Fair & Black Expo	Indianapolis, IN

Actionable feedback received from exhibit visitors

Would like to see RSS feeds for My NCBI.
 Looking for easy way to drop articles from My NCBI emails into collections.
 Are herbal resources to be added to LactMed?
 "I can't go a day without accessing Medline."
 Will CINAHL be added to PubMed?

Would like to see NLM resources shared at Broadcast Media and similar types of meetings; do commercials for NLM databases (like WebMD).
 Link Genetics Home Reference from the Human Genome Resources page.
 Add MeSH terms: Methicillin-resistant Staphylococcus aureus with MSRA as an entry term, Men's health;
 Add MeSH entry terms: VRE in vancomycin resistant, ACL in Anterior Cruciate Ligament.
 Link drug names in MedlinePlus to Daily Med.
 Add a new area to Tox Town: "Subdivision" (suggestion: "cul de sac hell").
 Provide Vaccine resources (PubMed subset, links in toxicology resources, etc.).
 Create a search interface using Sliders (which may already be in Beta testing –HaB)

OTHER RML SUPPORTED EXHIBITS

- Holly Burt assisted the PNR with the exhibit for: American Society of Neuroradiology (ASNR) 75th Annual Meeting & Neuroradiology Education and Research (NER) Foundation Symposium 2007 on June 12-14, 2007 in Chicago, IL.

- Charniel McDaniels assisted NLM/SIS with the exhibit for: American Academy of Nurse Practitioners: Annual Meeting on June 21-23, 2007, in Indianapolis, IN.

MedlinePlus Go Local

My Health Minnesota – Go Local was launched on July 31, 2007 in Minneapolis, MN.

The Iowa Go Local project was approved in June 2007. A Go Local subcontract was issued to the University of Iowa during this quarter.

Ruth Holst worked with Judy Rieke from the University of North Dakota about the availability of \$25,000 subcontracts for both North and South Dakota if they decide to do a joint Go Local project. NLM approved the idea of providing separate funding for the two states.

TABLE 4. Presentations and training provided by RML staff

Date	Last name of staff responsible	Title of presentation/training	Location (city, state)	Number of participants	In-person or distance education
5/15/07	Mays	Beyond an Apple a Day: Providing Consumer Health in a Public Library	Burr Ridge, IL	10 public librarians	In-person
5/28/07	Burt	PubMed for Experts	Ottawa, Ontario, Canada	18	In-person
5/29/07	Burt	Patient Safety Resource Seminar	Ottawa, Ontario, Canada	11	In-person
6/1/07	Mays	NLM Resources	University Park, IL	15 medical librarians and 1 CBO	In-person
6/4/07 – 6/24/07	Mays	Nursing on the Net: Health Care Resources You Can Use (Online)	Chicago, IL	9 medical librarians	Blackboard
6/5/07	Mays McDaniels	RML Overview and Medical Librarianship	Chicago, IL	8 medical librarians	Breeze session
6/8/07	Burt	Patient Safety Resource Seminar	Bloomington, MN	19	In-person
6/8/07	Burt	GMR Update	Bloomington, MN	22	In-person
6/15/07	Leskovec Mays	Health & Grant Information Workshop	Sioux City, IA	13	In-person
7/12/07	Vogh	GMR Update	Danville, IL	14	In-person
7/17/07	Mays	Prescription for Success: Consumer Health Information on the Internet	Burr Ridge, IL	6 public librarians	In-person
7/19/07	Vogh	Geeks Bearing Gifts	Burr Ridge, IL	15	In-person
7/26/07	Burt	Keeping Up with PubMed	Detroit, MI	26	In-person
7/26/07	McDaniels	DOCLINE	Detroit, MI	24	In-person

Other staff activities

TABLE 5. Publications and resources developed by RML staff

Date	Last name	Title	Medium	Submitted to
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completed/ published	of staff responsible		(e.g., journal article, newsletter article, brochure, online tutorial)	Clearinghouse ("yes" or "out of scope")
5/4/07	Burt	Handouts: Downloadable Brochures, Flyers and other Exhibiting Resources (new)	Flyer	out of scope
5/15/07	Burt	Patient Safety Resource Seminar: Canadian version (new)	NN/LM Course	out of scope
5/16/07	Burt	PubMed Expert Searching: Using PubMed to Get Advanced Result (updated)	NN/LM Course	No
6/6/07	Burt	Patient Safety Resources Seminar (updated)	NN/LM Course	yes
6/8/07	Burt	PubMed My NCBI (updated)	Brochure	yes
7/19/07	Burt	Keeping Up with NLM's PubMed (updated)	NN/LM Course	No

GMR staff members (Burt, Holst, Leskovec, Mays, McDaniels, Scherrer, Vogh) attended the RML Directors meeting in Philadelphia on May 18, 2007. Several members also attended the Web Developers meeting on May 19, 2007.

As a result of the work of the NN/LM Hospital Internet Access Task Force (HIATF), chaired by Ruth Holst, a new technology standard was included in the *Standards for hospital libraries 2007* approved by the MLA Board of Directors in May, 2007. [The document was later published in the April 2008 issue of JMLA]

The GMR hosted an open house for all UIC library staff members to show off its new space on June 26, 2006.

Jacqueline Leskovec conducted the following site visits:

- Heartland Health Outreach (ILULBT) on June 21, 2007
- Cambodian Association of Illinois (potential network member) on June 21, 2007

Attachment 1

Outreach Activities Conducted by GMW RML Staff in the Greater Midwest Region

RML Q1, 2007-2008

Generated: Monday, July 28, 2008

15 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	201 participants
Average number of participants:	13.40 per activity
Average length:	2.67 hours
Under 1 hour:	4 activities (26.67%)
Between 1 and 2 hours:	3 activities (20.00%)
Over 2 hours:	8 activities (53.33%)
Hands-on practice:	6 activities (40.00%)
Conducted remotely:	2 activities (13.33%)
Offering continuing education:	6 activities (40.00%)
Significant number of minorities:	4 activities (26.67%)

Type(s) of Organization(s) Involved in Activities

Health sciences library:	14 activities (93.33%)
Public library:	6 activities (40.00%)
Government agency:	9 activities (60.00%)
Hospital:	8 activities (53.33%)
Clinical/Health care:	1 activity (6.67%)
Academic institution:	14 activities (93.33%)
Community-Based:	6 activities (40.00%)
Faith-Based:	2 activities (13.33%)
Public Health Agency:	6 activities (40.00%)
Other:	2 activities (13.33%)

Session Content

PubMed:	3 activities (20.00%)
MedlinePlus:	8 activities (53.33%)
ClinicalTrials.gov:	1 activity (6.67%)
NCBI:	0 activities (0.00%)
NLM Gateway:	0 activities (0.00%)
TOXNET:	1 activity (6.67%)
Other technology content:	4 activities (26.67%)
Other, non-technology content:	7 activities (46.67%)

Significant Minority Population Present

($\geq 50\%$ of participants)

African American:	3 activities (20.00%)
Alaska Native:	0 activities (0.00%)
Asian and Pacific Islander:	2 activities (13.33%)
Hispanic:	0 activities (0.00%)
Native American:	0 activities (0.00%)

158 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	80.0%
Health care or service providers:	20 participants (12.66%)
Health science library staff members:	77 participants (48.73%)
Public Health worker:	17 participants (10.76%)
Public/Other library staff members:	35 participants (22.15%)
Members of general public:	13 participants (8.23%)



Attachment 2

Outreach Activities Conducted in the Greater Midwest Region by Subcontractors

RML Q1, 2007-2008

Generated: Monday, July 28, 2008

40 Total Outreach Activities

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	575 participants
Average number of participants:	14.38 per activity
Average length:	1.98 hours
Under 1 hour:	5 activities (12.50%)
Between 1 and 2 hours:	24 activities (60.00%)
Over 2 hours:	11 activities (27.50%)
Hands-on practice:	32 activities (80.00%)
Conducted remotely:	0 activities
Offering continuing education:	7 activities (17.50%)
Significant number of minorities:	12 activities (30.00%)

Type(s) of Organization(s) Involved in Activities

Health sciences library:	39 activities (97.50%)
Public library:	1 activity (2.50%)
Government agency:	2 activities (5.00%)
Hospital:	4 activities (10.00%)
Clinical/Health care:	2 activities (5.00%)
Academic institution:	36 activities (90.00%)
Community-Based:	19 activities (47.50%)
Faith-Based:	11 activities (27.50%)
Public Health Agency:	3 activities (7.50%)
Other:	0 activities

Session Content

PubMed:	30 activities (75.00%)
MedlinePlus:	20 activities (50.00%)
ClinicalTrials.gov:	4 activities (10.00%)
NCBI:	3 activities (7.50%)
NLM Gateway:	5 activities (12.50%)
TOXNET:	8 activities (20.00%)
Other technology content:	23 activities (57.50%)
Other, non-technology content:	4 activities (10.00%)

Significant Minority Population Present

($\geq 50\%$ of participants)

African American:	11 activities (27.50%)
Alaska Native:	0 activities (0.00%)
Asian and Pacific Islander:	1 activity (2.50%)
Hispanic:	5 activities (12.50%)
Native American:	2 activities (5.00%)

73 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	50.0%
Health care or service providers:	48 participants (65.75%)
Health science library staff members:	3 participants (4.11%)
Public Health worker:	31 participants (42.47%)
Public/Other library staff members:	5 participants (6.85%)
Members of general public:	8 participants (10.96%)



Attachment 3

Focus Group Report

NATIONAL NETWORK OF LIBRARIES OF MEDICINE GREATER MIDWEST REGION

Consumer Health Focus Groups

Final Report

Tammy Mays, Consumer Health Coordinator

Ruth Holst, Associate Director

Jacqueline Leskovec, Outreach and Evaluation Coordinator

8/6/2008

INTRODUCTION

The mission of the National Network of Libraries of Medicine (NN/LM) is to advance the progress of medicine and improve the public health by providing all health professionals with equal access to biomedical information and improving the public's access to information to enable them to make informed decisions about their health. The NN/LM Greater Midwest Region (<http://nnlm.gov/gmr/>) offers training opportunities, funding, and a variety of member services to libraries and community-based organizations. Membership in the NN/LM is free and open to any organization that provides health information to its users (<http://nnlm.gov/gmr/member/membershipform/entry.html>).

In the contract for 2006-2011, there is a greater emphasis on the recruitment of Affiliate members, particularly community-based organizations. This report contains findings of two focus group interviews facilitated by staff members of the NN/LM. The idea for the focus group interviews originated in recommendations from the NN/LM Regional Advisory Council (RAC) Consumer Health break out session.

The purpose of conducting the focus group was to learn more about how to work with community-based organizations, learn what their training needs might be relative to the National Library of Medicine and related resources, assess their interest in becoming NN/LM members, and get their suggestions for ways to promote membership to CBOs.

PURPOSE OF THE STUDY

The participants selected for the focus group represented a variety of community-based organizations that use health information or provide health information to constituents as part of their mission. The purpose of our 90-minute sessions was to gather local perspectives on health information needs of community-based organizations and how the NN/LM GMR can help with those health information needs. The focus group interviews also assessed the training needs of community-based organizations. Based on this assessment, the GMR will develop a training curriculum and materials tailored to the needs of community-based organizations. The GMR will monitor the efforts of the National Training Center and Clearinghouse (NTCC), and other regions of the NN/LM to ensure that training materials are shared and do not duplicate existing materials. A train-the-trainer curriculum will be developed and targeted to health educators and health information professionals working in community organizations. Once developed, the training sessions will be promoted in the brochure targeted to community-based organizations.

Gathering strategies on how to communicate effectively and market the GMR funding and training opportunities was another purpose of the study. The results of the focus groups will be used to develop a communications plan to make community-based organizations aware of GMR and NLM programs and services, including membership in the Network and opportunities for partnering with health sciences and public libraries. The communication plan will likely include a brochure targeting community based organizations.

METHODS

Two focus groups were conducted in early May 2007 and held at the Survey Research Laboratory (SRL) on the University of Illinois at Chicago (UIC) campus. The GMR contracted

with the SRL to plan logistics, including provision of suitable location for the focus group interviews, tape recording the sessions, and arranging for transcription of the taped sessions.

GMR staff created a recruiting plan for focus group participants with the assistance of Dr. Cindy Olney from the NN/LM Outreach Evaluation Resource Center (OERC). Recruitment of the focus group participants who could be counted on to attend the session was one of the more challenging aspects of the project. GMR staff contacted community-based organization representatives on the GMR Regional Advisory Council (RAC) to solicit suggestions for potential focus group participants. The GMR also contacted the University of Illinois at Chicago Neighborhoods Initiative (UICNI), which represents a diverse network of partnerships between UIC and organizations in the neighborhoods adjacent to UIC or near University sponsored community-based facilities. Consumer Health Coordinator, Tammy Mays, tapped into her network of church, book club, and running club members, friends and colleagues to seek additional focus group participants.

Potential participants were asked to take part in the interview because of their work for a community-based organization that uses health information or provides health information as part of its mission. As an incentive, lunch was provided at each session. Each participant also received a National Library of Medicine (NLM) portfolio and an NN/LM folder filled with valuable handouts on NLM resources and information about the GMR. Those who accepted the focus group invitation received a letter of confirmation, a follow up e-mail message with complete details of date, time and place with map and parking suggestions. A reminder telephone call was placed the day before the focus group meeting.

The final pool of focus group participants represented a variety of community-based organizations that use health information or provide health information to constituents as part of their mission. In all, twenty-six CBO representatives participated in the study. There were twenty-two women and four men [See Appendix A for a description of the participants and the organizations they represented].

GMR staff members Jacqueline Leskovec, Outreach and Evaluation Coordinator, and Tammy Mays worked to create a logic model to determine what information was hoped to be obtained from the focus groups. GMR staff and Cindy Olney then worked to plan and implement the focus group interview questions. Dr. Olney took the lead to develop the focus group discussion guide that served as the outline and script for conducting the focus groups [See Appendix B for the discussion guide].

Participants were greeted by a GMR staff member either as they entered the building and/or as they approached the meeting room. In addition, signage was posted on the exterior doors and in the lobby and elevator to aid late attendees. Cindy Olney served as the primary facilitator for the focus groups. GMR Associate Director, Ruth Holst, was co-facilitator for the focus group sessions. Each session was audio taped with the approval of the participants. GMR staff observed the groups through a two-way mirror. The sessions began with roundtable introductions along with an introduction to NLM and NN/LM resources and services by Ruth Holst.

Participants were asked to sign a consent form [Appendix C] to acknowledge their participation in a research study and to approve the use of quotations from the sessions. Participants were assured that their comments would be quoted anonymously and/or used in aggregate to protect their confidentiality. An Institutional Review (IRB) exemption for the study was sought through

the UIC Office for the Protection of Research Subjects (OPRS). It was the decision of the Office that the project was not subject to the research regulations under the Federal Common Rule and oversight by the IRB so no approval was necessary.

Despite heavy recruitment endeavors, the first focus group consisted of only 9 participants—the bare minimum required. A few participants phoned or emailed regrets; others simply failed to attend. The first of the two focused groups was used as a pilot test of the script questions. Based on the feedback, several questions were reworded for the second focus group. The second day was overpopulated with more than 20 participants in attendance. More participants than expected arrived, brought along by their invited peers, which although increasing participation, made monitoring the exact number difficult. In addition, some arrived late and a few left early.

Results from both focus groups are included in this report and all discussions featured several open ended questions. The facilitators used nominal group technique and open brainstorming to guide the discussion and increase participation among the focus group participants.

RESULTS

The facilitators asked the participants:

How do CBO staff and clients find health information?

- Although majority of the participants indicated they are the ones who seek health information for their patients or clients they also indicated that finding health information was somewhat difficult
- Clients find health information by using (a) the CDC Web site (b) WebMD (c) Google or (d) through local organizations in their communities (print information)
- Some of the participants produce their own materials or help their clients produce it

What barriers do you encounter when seeking health information?

Reported barriers included:

- Finding the right type of health information.
- No portals that organize multi-lingual health information.
- Reconciling contradictory health information.
- Finding the primary source when something new is reported in the media.

Some participants talked of barriers to others in their organizations. They said they frequently were asked by others to locate health information; and they wished their clients and colleagues could become more independent in finding their own health information.

How could health information databases like MedlinePlus be used / marketed at your CBO?

- At least one respondent suggested that many CBOs have LISTSERVs that can be used to promote health information resources.
- Respondents talked about clients that would benefit from the databases: seniors; homeless families living in community residential facilities; unemployed people working through community employment centers; parents of children cared for in their organization, schools they work with; and parents in the WIC program. One person talked more than once about a computer technology center in a residential facility for seniors. She said the seniors were motivated to learn how to use technology.
- Respondents also talked about staff who could learn about the resources and use the information to help clients. Specific intermediary groups mentioned were child care providers; lay advocates for breast and cervical cancer organization; doctors who give workshops on breast and cervical cancer.
- When asked if their clients had the experience and access to the Internet to make use of online resource without assistance, respondents said some could and others would need print brochures explaining how to get the resources and where to find access. Also, some clients have too many personal “burdens” to find health information online for themselves, so intermediaries probably would have the responsibility of finding useful information for them.
- Respondents recommended using intermediaries that were already going out into the community as a good method to promote health information databases.
- Telling clients that the information is “doctor recommended” is a good way to promote specific resources.

Who in the organizations would make the decision about staff attendance at training programs?

- The answer to this question seems to be situation-specific. In smaller CBOs, the top executive seemed to be the key decision-maker. In larger CBOs, the medical director or clinic administrator seemed to be the person to approach. One respondent also mentioned that the best approach would be to identify a target population and contact the person in the organization that is director of services for that group (like “director of senior services”).
- Respondents conveyed the sense that the “decision-makers” in CBOs have a lot of responsibilities. To get their attention, the RML would have to develop promotional materials that will catch their attention and motivate them to pass information on to the appropriate people in their organizations.
- At least one respondent indicated that information technology would be the contact for training.
- Other suggested contacts included the Ounce of Prevention Fund and the Illinois Department of Human Services as training resources.

How do staff get continuing education (CE)?

Comments to this question included the following summaries:

- Receiving continuing education credits is a motivation for hospital staff especially when provided at low cost
- Older physicians want face-to-face instruction; younger ones will use online training.
- Staff meet regularly with a registered nurse (who provides training).
- A nurse excellence committee puts together programs with CE.

- Some local health organizations organize conferences – could piggy-back at these conferences.
- A consortium development group has training written in their contract.
- In a large hospital setting, care coordinators and nurses who provide direct patient education could be trained as trainers.

What are strategies that CBOs can use to promote quality health information resources, particularly to groups or coalitions of CBOs

- Respondents gave some very specific examples of events and organizations where information could be promoted:
 - Chicago Alternative Policing Strategies (CAPS) meetings
 - Metro Library Association
 - Festivals (Taste of Chicago, Bud Billiken Parade, Cinco de Mayo)
 - Reach advocates and Parents Against Cancer
 - Health ministries
 - Politicians, including aldermen, representatives, the Secretary of State, and the Lieutenant Governor, who has an interest in veterans’ services (IL)
 - The United Way and other big funders (Also mentioned were MacArthur Foundation, LISK , CHOICE)
- Most of the organizations said it would be okay to put links to NLM resources on their Web sites.
- Some respondents said they could put information out about NLM products at their tables at festivals.
- Most respondents said they would be willing to put GMR-written press releases and articles in their newsletters. They suggested, however, that the content of articles vary from month to month so newsletter editors are providing different articles.

How could NN/LM network membership and funding opportunities benefit their CBOs?

Respondents gave some examples of how they would use NN/LM funding:

- Purchase laptops for home health workers to take on home visits to seniors.
- Fund health fairs.
- Provide training to workers who could bring health information to clients.
- Create kiosks in clinics to give patients’ Internet access (the computers should not be placed in waiting rooms where children could play with them).
- Fund educational programs in community technology centers.

How can the GMR promote network membership to other CBOs (e.g., methods of CBO-to-CBO communication, exhibits and events, networks and coalitions)

- Organizations network with each other to coordinate services for their clients (e.g. a housing program for homeless people works with an employment program).

- Sometimes organizations work together as advocates for a common cause (like nurses that have been dismissed or for the health centers that were closed down in their community areas).
- When promoting network members, the GMR should emphasize that the membership is free and requires a low level of commitment.
- Problem solving is a way to market network membership.
- Intra-agency newsletters since many have multiple programs which might benefit from the information
- Provide electronic versions so information will not have to be re-entered from paper to digital.
- A monthly message sent to one organization's group will be included in their newsletter which goes to different churches and different organizations.
- We have a newsletter that's with healthy families is also and such and they have several meetings in different areas. The newsletter is presented every time they have a monthly meeting
- Information about MedlinePlus, for example, should be new and an attention grabber. Some organizations may be encouraged to do this on a very regular basis. Something new and interesting each time would be looked forward to.
- Some churches have websites which could announce programs and services to members who are in the medical field because of the different health facilities in the community. Different types of health information to the congregation during meetings in the church basement.

LESSONS LEARNED

As a result of this experience, we learned a lot about the process of planning and implementing focus groups. Here are some of the lessons learned:

- **Recruitment:** This is probably the most challenging part of the process. Our Consumer Health Coordinator drew on a very wide range of contacts and sources. Techniques to secure participation included sending a number of reminders, follow-ups, telephone calls and multiple email messages.
- **Planning and Execution:** From an idea generated by our Regional Advisory Council months earlier, local (UIC) and network (NN/LM OERC) resources in addition to GMR staff were required to bring this project to fruition.
- **Tape Recording and Transcription:** The facilitator made a back-up tape in addition to the official recording done by SRL. This turned out to be useful in some instances in which the official recording was inaudible. Having a typed transcript was useful for the analysis, but we found it necessary to proofread the transcripts to correct words and phrases that the transcriptionist was unable to understand.
- **Size of Group:** We had one very small and one very large group. Because the smaller group went first, we were able to use the results as a pilot test and revise the interview questions for the second group. The large size (20+) of the second group created several problems: 1) giving everyone a chance to speak, 2) difficulty for facilitator to make eye contact with all the participants, 3) difficulty for some participants to hear others in the room, and 4) crowding made it difficult for late-comers to eat lunch.

- **Co-facilitator:** Having a co-facilitator from the GMR helped to clarify answers to questions concerning local services and procedures.
- **Composition of Participants:** The wide range of types of CBOs represented had pros and cons. Some work with health professionals, some with the public, and some with both. On the plus side, we think they learned from one another despite their varied backgrounds. On the minus side, they did not always understand what the other participants were talking about.

SUMMARY / RECOMMENDATIONS

The results of the focus groups confirm the challenge of outreaching to community-based organizations. The GMR staff reviewed the findings from the focus group discussions and developed ideas for marketing to and working with community-based organizations:

- Build upon the relationship initiated with the twenty-two community organizations who participated in our focus groups and encourage them to join the network.
- Recruit community-based organizations to serve as Affiliates. Implement the marketing ideas from the focus group to get the word out about the GMR and NLM resources and services.
- Develop programs that focus on training intermediaries who work with underserved/underrepresented populations such as, minorities, senior citizens, and low-income populations.
- Contact community organizations' newsletters and write short news items that are easily reproducible about health information and how to evaluate health information on the Web. Store these news items in a blog-like format so all articles are archived and available to CBOs when they want to use them.
- Disseminate information through email, LISTSERVs, and RSS feeds directed at CBOs.
- Present at state, regional and national community organization's meetings about finding, evaluating, and utilizing health information on the Web and hold exhibits highlighting NLM services and resources. Promote dual sponsorship, such as by leaving a space on brochures for local groups to include their own contact information.
- Develop training modules to promote NLM consumer health resources to university staff and assist them in using the resources in their community outreach projects.
- Promote the benefits of network members to the leadership in some of the big funding organizations and to the politicians.
- Identify health professional organizations that offer CEUs to their members and get on their programs to offer training or co-sponsor classes with the organizations to offer CEUs for classes related to health information.
- Design disease-specific cards with the NLM logo. The card says, "MedlinePlus, All you want to know about asthma".
- Work with grade school computer teachers because parents and grandparents are often dependent upon their children to help them navigate the Internet.

- Tap into neighborhood initiatives that are in our communities all the time. Relationships are already developed.
- Integrate with work already being done in the community by the University (of Illinois at Chicago).
- Materials from NLM and GMR should have a space for the coordinating organization to put their own logo and contact information.
- Submit a paper to a professional journal or present at professional organizations' meetings. Some include: International Symposium for Parish Nurses, American Education Research Association (health literacy).

Select verbatim responses are available in Appendix D.

APPENDIX A: LIST OF PARTICIPATING ORGANIZATIONS

Access Community Health Network (ACCESS) Administrative Offices
1501 South California Avenue
Chicago, IL 60608

American Brain Tumor Association
2720 River Road
Des Plaines, IL 60018

Arab American Family Services
5440 W. 87th Street
Burbank, IL 60459

Austin Childcare Provider Network
5831 W. Augusta
Chicago, IL 60651

Bethel New Life
4950 W. Thomas
Chicago, IL 60651

Cancer Wellness Center
215 Revere Drive
Northbrook, IL 60062

Cancer Support Center
18139 Harwood Avenue
Homewood IL 60430

Children's Health Resource Center
1675 Dempster
Park Ridge, IL 60068

Coalition of Limited English Speaking Elderly
53 West Jackson, Suite 1301
Chicago, IL 60604

Healthcare Consortium of Illinois
1350 East Sibley
Suite 303
Dolton, IL 60419

Heartland Health Outreach
4753 N. Broadway, Suite 400
Chicago, IL 60640

Holy House Productions

9811 S. Union Avenue
Chicago, IL 60628

Illinois State Library,
Gwendolyn Brooks Building
300 South 2nd Street
Springfield, IL 62701-1796

Lydia Home Association
4300 W. Irving Park Road
Chicago, IL 60641

National Runaway Switchboard
3080 N. Lincoln Avenue
Chicago, IL 60657

North Shore Senior Center
161 Northfield Road
Northfield, IL 60093

Presbyterian Homes
3200 Grant Street
Evanston, IL 60201

Radiological Society of North America
820 Jorie Boulevard
Oak Brook, IL 60523

United States Bone and Joint Decade NFP
6300 N. River Road
Rosemont, Illinois 60018

UW Center for Women's Health Research
700 Regent Street
Suite 301
Madison, WI 53715

WACA
3600 W. Ogden Avenue
Chicago, IL 60608

Westside Health Authority
5437 W. Division
Chicago, IL 60651

APPENDIX B: DISCUSSION GUIDE

Introductory Comments

- Welcome to participants

Thank you for agreeing to participate in the focus group

- Introduction of facilitator and co-facilitator and focus group sponsor (Greater Midwest Region)
- We will be talking about some organizations and resources that may be unfamiliar to many of you:
 - National Library of Medicine
 - National Network of Libraries of Medicine
 - Greater Midwest Regional Medical Library
 - Online consumer resources – MedlinePlus; MedlinePlus *en español*
- Purpose of the focus group: improve consumer access to quality health information by partnering with community-based organizations that assist clients and patients with health care needs. The GMR can do this in several ways that we will discuss throughout this interview and would like your feedback about creating partnership with organizations like yours.
- Tell participants that discussion is being recorded and the recordings will be transcribed. Transcriptions will be used by the focus group team from GMR and the moderator to write a discussion summary. Only the discussion summary will be shared to those outside of the GMR focus group team.
- Participation is voluntary – they do not need to participate in all questions and are free to leave at any time. We will attempt to end on time, but if we run long, anyone is free to leave.
- Discussion guidelines
 - Lack of anonymity (remind participants that we should keep remarks in the room, but that they should consider that their remarks are not anonymous)
 - They are encouraged to talk with one another, not just to the facilitator
 - As facilitator, I may have to interrupt to move conversation along so we can end on time.
 - Please put cell phones and beepers to vibrate. Participants are free to leave the room if they need to answer calls or for any reason and to return
 - At the end of the meeting, we encourage you to share business cards and any literature you have brought about your organization with focus group members and with the GMR.
- A written summary will be emailed to them before it is shown to anyone outside the focus group team (we need to get their email addresses).

Focus Group Questions

1. Please go around the table and introduce yourselves – give your name, your organization and brief description of it, and your position there.
2. When you or others in your organization work with clients or patients, what kind of health information do you provide?
 - Do you ever get health information to give to your clients?

- On a scale of 1-10, how easy is it to find health information you need for clients (with 1 being “very easy.”)?
 - What health information resources do you currently use? How satisfied are you with those resources?
 - Do you think others in your organization find it frustrating to locate good consumer health information for clients? How can you tell?
3. If the GMR were able to offer training to your organization on how to find health information online, how do you think the staff members would respond?
- What units or individuals in your organization work directly with clients, as health educators, care or social service providers, advocates, volunteers, etc?
 - Who in your organization has to field questions from clients about health-related issues? Do you think they have adequate access to good health information now or would they be interested in learning about good health information resources?
 - Do those who use health information provide it through presentations? In one-to-one or consultation settings?
 - Of those who would benefit most from accessing health information, how much experience do they have with the Internet?
 - How much access do they have?
 - How much computer access and experience do your organization’s *clients* have? Would your staff be more likely to refer clients to the Internet to get health information or print out information?
 - Who in our organization would make the decision about having training sessions for your organization’s staff?
 - How would your staff prefer to learn about online resources – face-to-face classes? Online classes? Learning modules they could access as they need it?
4. Would your organization be interested in promoting quality health information resources?
- Do you have a website where we could put links to resources like MedlinePlus?
 - What training or educational sessions might you offer in which promotional information about MedlinePlus could be distributed? Would trainers show clients MedlinePlus in those classes?
 - Do you have newsletters or other publications where MedlinePlus could be promoted?
5. Community-based organizations are welcome to join the NN/LM. Please take a moment to look at a list of our benefits and services and tell me how you think your organization would benefit from becoming a member.
- GMR sometimes funds projects for promotion of consumer health resources to consumers. Describe any projects your organization might pursue if they had access to such funds.
 - Sometimes partnerships with other organizations can help you when you apply for grants or funding. Would becoming a network member help you get funds from other organizations?
6. Do you have advice about how the GMR can promote network membership to other community-based organizations?

- Do you know of other CBOs in the area that might be interested in joining the NN/LM?
- How do CBOs communicate with each other? Are there publications, websites, newsletters that large numbers of CBOs receive or monitor?
- Are there local networks or coalitions that we should contact?
- Are there good places to have exhibits about the NN/LM and NLM resources?
- How would we find the best person to approach in an organization about joining the NN/LM?

7. The main points I heard during our discussion are... *[summarize main points and asks if anyone has anything to add]* Does anyone have anything to add? *[Give assistant moderator opportunity to ask questions.]*

APPENDIX C: CONSENT FORM

University of Illinois at Chicago
Consent for Participation in Research
Focus Group of Community-based Organizations

Why am I being asked?

You are being asked to participate in a focus group interview being conducted by members of the professional librarians' staff of the National Network of Libraries of Medicine (NN/LM) which is based at the University of Illinois at Chicago (UIC) Library of the Health Sciences. The facilitator will be Cindy Olney, PhD, Evaluation Specialist; the co-facilitator is Ruth Holst, Associate Director. You have been asked to participate in the interview because you work for a community-based organization that uses health information or provides health information as part of its mission. We ask that you read this form and ask questions you may have before agreeing to participate.

Why is this research being done?

The purpose of the focus group interview is to gather local perspectives on health information needs of community based organizations and how the NN/LM Greater Midwest Region (GMR) can help with those health information needs.

What procedures are involved?

The focus group interview will last about 90 minutes. The conversation will be audiotaped. The tapes will be destroyed at the end of the study. The summary report written on the discussion will not include your name or any other identifying information.

What are the potential benefits?

You will learn more about the services and resources of the NN/LM and about some the resources of the National Library of Medicine (NLM).

What are the potential risks?

No risks are anticipated. Participation is voluntary.

What about privacy and confidentiality?

What transpires in the group is confidential and while all precautions will be taken to protect the identity of participants, confidentiality cannot be guaranteed. The audiotapes will be reviewed by only the facilitators and professional librarians' - coordinators working for the NN/LM GMR.

Will there be any compensation for participating in this research?

There will be no compensation for participating in this focus group, but lunch will be provided.

How many participants will be enrolled in this research?

There will be approximately 30 community-based organization representatives participating in this research.

Who should I contact if I have questions?

The facilitator conducting this focus group is Cindy Olney. You may ask any questions you have now. If you have questions later, you may contact the co-facilitator Ruth Holst at UIC at 312-996-2464. **Remember:** Your participation in this research is voluntary. If you have any questions about your rights you may call the Office for Protection of Research Subjects at UIC at 312-996-1711.

If you are interested, we would like to reimburse you for your mileage and parking. Please contact Rosalva Diaz, Business Services Specialist at 312-996-7790 or at rdiaz1@UIC.EDU.

Signature: _____ Date: _____

Printed Name: _____

Signature of Facilitator: _____ Date: _____

Would you like to be contacted in the future about NN/LM membership and/or training opportunities?

____ Yes

____ No

If so, what is your preferred email address? _____

APPENDIX D: SELECT VERBATIM COMMENTS AND IDEAS

“One of my greatest health information needs is, and a lot of us as we move into that retirement age, is going to be that filling out those stupid Medicare forms. You heard about that on the news and how difficult it is. Maybe the national network of libraries of medicine needs to get at least a little bit into that whole realm of helping people connect with the information. I know

there are some public web sites. We probably need to roll that into what we teach people when we do our consumer health.”

“Speaking as a resident of Chicago, we’re so aldermanically driven in the city that getting information to the ward offices and getting them to understand it would be a very good thing. You all have experienced that, I’m sure. Without the alderman nothing works.”

“With me, I convene two monthly meetings: one for the REACH advocates and another for the Parents against Cancer advocates. That would be an avenue where you may want to present the information. We meet in the evenings. We meet at different locations depending on which church is sponsoring it. That would be a good avenue because the advocates promoting the breast and cervical cancer and a lot of these churches do have health ministries. They’re always looking for information, calling me, “Where can I get some information?” That would be a good opportunity.”

“For me also doing things a lot in the marketing field would be to look at all the organizations you really want to reach and contact and to do a blast e-mail to them about what you’re doing and ask if they would consider allowing you to have a link right on their site. When someone opens up their site, they can click on and go straight into your site.”

“Have you made any – I’m just speaking just as myself basically – but have you made any overtures to the Secretary of State, Jesse White?”

“Another politician you need to contact is Pat Quinn, our Lieutenant Governor. He’s been a big advocate of veteran’s health. And you’ve got Tammy Duckworth and so forth. With the scandals that occurred a few months ago, Pat Quinn and Tammy Duckworth have been on it. They would be wonderful advocates.”

“So you think that would be a good thing, flooding an area, hitting all the events?”

“I wouldn’t even say that you have to hit all the events. I would say that if you’re really trying to get this message, let’s say the message is diabetes, then I would look at the events that are happening in that community area and put some information out. Sometimes it’s just having your display table there. Sometimes it’s saying that you will give one of those technology awards in that community area. You target the area; you target your resources to go where the need is.”

“We send out a weekly e-mail thing to all the libraries. I’d be happy to put stuff in there. That’s a freebie, that’s an easy one.”

“You were asking about convenience. In the community development corporation they used to have a national community economic development conference. That organization is defunct now. Only one I know that still exists is the Christian Community Development Conference. It will be in St. Louis. They convene people around the country. They come to this conference. It’s somewhere around 3,000 people who come. Last year when it was in Philadelphia, they had

a whole booth around health. When they had their open vendors, and you could go get your blood pressure checked. They were checking bone density. They were doing all these health related screenings for people. They were saying it's the new frontier for poverty is health. Scrolling through the internet gives people conferences and information. It's another way for you to attach, is this worth opening a grant to these people because they can help promote our message?"

"Look at who's providing funding in this region around health issues and talk with them as strategy to get to them. Often times that's how we get together because we come together through an advocacy piece, whether we're advocating from a nurses that have been dismissed or advocating for the health centers that were closed down in our community areas. Last night I was at a meeting at (hospital). They're putting together this whole funding board that's looking at five community areas to saturate money on and they were trying to rate the opportunities of what they want to put the money in. They're purposeful connections. Your question was how do you get to us? I always tell people 'follow the money'. When you follow where the money is, the money will get people in the room because United Way call a meeting, she's going to come. You call a meeting, they may come, they may not. United Way, call a meeting and she knows they're her number one funding source. It becomes a priority to their organization to have someone in the room."

"This also leads to the question before when you asked about nonprofessionals and getting information out. I belong to an organization in the Chicago area that works with community health workers. It could be anything from the doula to the asthma educators to the general health promoters. We have a listserv and it's sponsored by the Fry Foundation and the VNA. I wrote myself a note to indicate to you who this group is. We have this list serve of upcoming formations and opportunities for all community health workers. That goes to the organizers of them. Their supervisors. That would be another marketing."

"I do a lot of consortium development so where we both put on a lot of trainings and events and different things like that. This is nice. Maybe June would be a month I'd say we are having a training for staff and whatever clients that the staff may think is interested on the training. Maybe two or three sessions we might have maybe training in this area by health educators, perinatal nurse case managers and different things like that. That's how we would do, we would talk to the CEOs and directors and say we have this training so this is what needs to happen based on the contracts that we have. If the organization may want to come in and actually do the training or if you want to teach us and we do the training. It would be a mandatory training, like a continuing education."

"We are funded by the Ounce of Prevention and they always have a lot of training going on. I think a person that does a lot of the training and they send it out to the sites and they always have different topics would be a good person to contact. Train that person and then they'll say we have this training going on and whoever wants to come out and learn about this and you take it back to your site. The Ounce covers all over Illinois. We have two doula's per site all across Illinois."

“We’re funded by Illinois Department of Human Services. That’s where we get a lot of our literature for the dissemination to the clients. They also would probably be a good group to call to give them the information so that they can disseminate amongst the funded agencies. We pretty readily get information regarding from breast feeding to immunizations to whatever we need that’s related to the client. We basically get it through them. That would be a good source.”

“Yeah, if you are in a neighborhood organization, you’re also very, very busy and pulled in so many different directions now. I have to say this about this meeting today. I got two pieces of information, two pieces of mail that came across my email about a meeting with the University of Illinois. I thought this was that meeting, another meeting. I was in that meeting first. Then I looked and I realized I had another meeting so I have to leave this meeting and go back to that meeting in the neighborhood. Much of what they’re talking about in neighborhood meetings today is about how does the community and the university get more integrated and how do we do more partnership building? For me, in the community, it’s all the same. It’s the relationship with the university so we can get some things done in the community. Whether that’s through the National Library of Medicine and using these resources better or using some of the other resources, basically I see the university as having some resources that can help prepare, help connect, help equip our community. It doesn’t matter whether it’s through this one or that one, I figure that somehow you’re going to work with them to get us what we need or I will work with you to get us what we need rather than working with them. I can’t be split with this group at the university and that group at the university and that group because I can’t work with the university and not work with the community.”

“I’m trying to understand the process and the benefits of membership. As the head of a community based organization, If I say yes, I’m interested in membership, what does it obligate me to? I have two questions. What does it obligate our organization? What does that mean in terms of what do I have to do? I live in Maywood and right down the street is this big Loyola University. I just don’t ever think of it as a resource for information and education. People live around universities all the time and they don’t see it as a resource for education and information. I tend to go on the Internet and look up *kidney failure*. We Google that and get that information and that’s what people know how to do. It seems like a lot of folks in the room know a lot more about stuff than I know. I just need to know how do I become a member and how do I access these resources? Specifically, what’s the difference between a member and a non-member? It means that right now I can’t access these resources because I’m not a member? That’s a question.”

Attachment 4
Subcontractor quarterly report

My Health Minnesota → Go Local

Quarterly Report April-June 2007

Principal Investigator: Linda Watson, MLS, AHIP
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Minneapolis, MN 55455

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Minneapolis, MN 55455

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Fax: (612) 626-2454
Email: block006@umn.edu

Date Submitted: July 13, 2007

PROGRESS IN RELATION TO TIMELINE

We have accomplished the following during this reporting period:

- Began planning our project's launch, including meetings with relevant staff in the University Libraries Communications Office and the Academic Health Center's Office of Communications.
- Received feedback from NLM:
 - Pre-launch call with NLM staff.
 - Received written feedback from NLM.
 - Conference call to discuss written feedback.
- Began working with a practicum student for the MLIS program at the College of St. Catherine (a current employee in technical services). This involves 120 hours over the course of approximately twelve weeks. Activities for the practicum include selecting and entering records, approving/auditing selected records, assisting with preparation of training materials for staff (including volunteers at the Minnesota State Fair booth), attending meetings of the project team, conducting training for library staff, and gaining a broader understanding of outreach and how Go Local fits into an outreach context.
- Participated in the Go Local listserv and phone/e-mail discussions with several Go Local colleagues from other states.
- Continued to enter and approve records in our NLM database.
- Continued to develop some templates for selected service terms.
- Met regularly with our project team.
- Met with Marisa Conte during her week at the Health Sciences Libraries, including discussion of Go Local evaluation, introduction to Go Local web reports, and her attendance at one of our project team meetings.
- Participated in the Go Local meeting at the Medical Library Association annual meeting (Linda Watson).

ESTIMATE OF WHEN OUR PROJECT WILL BE READY TO LAUNCH

Our project will have a soft roll-out on July 25, 2007, followed by a launch event on July 31 and a bigger splash at the Minnesota State Fair in late August/early September (at two booths, with the Academic Health Center, University of Minnesota for one day, and with MINITEX/University Libraries on behalf of libraries throughout Minnesota, for the entire run of the Fair).

CURRENT STAFF AND THEIR ROLES

We were thrilled to add Erinn Aspinall (formerly with the New Mexico Go Local project) as a staff member during this reporting period. Erinn will be with us during the months of June and July as a reviewer/approver.

WORK DONE TO CREATE THE SITE

As of July 13, 2007 we have passed the 2300 mark for approved records. Additionally, we have approximately 100 pending records and approximately 1000 incomplete records (for a total of 3446 records). We intend to exceed the 2500 mark for approved

records before our launch and will focus on finishing as many incomplete records as possible before the launch event at the end of July.

OUTREACH AND PROMOTION EFFORTS

We continue with progress on a number of outreach and promotion activities.

- Exhibited at the Minnesota e-Health Summit.
- Exhibited at the Minnesota Rural Health Conference.
- Presented to an all-staff meeting for the Health Sciences Libraries.
- Presented at the Enhancing Quality Staff Symposium sponsored by the University Libraries.
- Presented at the Collection Development Symposium sponsored by the University Libraries.
- Prepared and published an item in *Streaming News*, a newsletter from the State Librarian.
- Engaged in planning for the Minnesota State Fair presence with MINITEX and the Academic Health Center (including preparation of sample searches and training material).
- Published information in the *Health Informer*, newsletter of Health Science Libraries of Minnesota.
- Exhibited at one session of the spring Mini Medical School for the Academic Health Center at the University of Minnesota.
- Included promotional material in the summer class schedule for the Bio-Medical Library at the University of Minnesota.

--Respectfully submitted by Karla Block, July 13, 2007

**Attachment 5
Subcontractor quarterly report**

Health-E Illinois – A Go Local Project

**Quarterly Report
For projects not yet available to the public**

April 2007-June 2007

Submitted by Mary Klatt, Loyola University Health Sciences Library

Progress in relation to timeline, and estimate of when will be ready to launch

Goal 1: Continue to enter records into NLM database

During this period, reviewers began assigning service terms to records uploaded into the Go Local database.

Goal 2: Continue to identify resources for inclusion in database
Estimated completion date: 8/30/07

We continue down the priority list from subject to subject. We have nearly completed Tier 1 & 2 areas.

Goal 3: Train new project staff in creating records & assigning geographic terms (e.g., city, county, and zip code) & subject headings per the Medline Plus/Go Local thesaurus. *Ongoing*

As we have had changes in our staff, new staff members need to be trained on Go Local procedures. Training continues as we hire remote reviewers to work on the project.

Goal 4: Begin outreach activities

In April, brochures and handouts were created and continued to evolve through May. Along with printed materials, a PowerPoint slide presentation was developed. This slide presentation combined information from the National Network of Library of Medicine (NN/LM) Greater Midwest Region *Beyond an Apple a Day* PowerPoint with Go Local information.

During April and May, the outreach staff began to contact outreach target libraries and organizations. Several presentations were conducted and are listed below. In June, plans were made to promote the project's presentation to public libraries throughout the state. To that end, two flyers were created. One simply explained the Health-E Illinois project. The other explained the content of our presentation.

Estimated completion date: 8/30/07

Goal 5: Prepare for launch

The launch date will be September 7, 2007. The Go Local team has begun planning for the festivities.

Estimated completion date: 9/07/07

Goal 6: Meet with the Health-E Illinois Advisory Board
Completed

The meeting was held on March 22, 2007. Below is the agenda for the meeting:

- Introductions
- Minnesota Go Local Project update – Linda Watson
- Health-E Illinois Go Local Project Update – Tom Bartenfelder
 - # of records: approved, pending
 - Topics Covered
 - Timeline – Next 4 months
 - NLM Critique
 - Live Demo
- Proposed Outreach & Marketing Activities – Mary Klatt
- Project Website Updates – Tom Bartenfelder
- Additional Funding: LSTA, State, etc. – Logan Ludwig
- Q & A

Current staff and their roles

In May, Tom Bartenfelder, Co-Project Manager, left Loyola to pursue other career opportunities but will remain on the project as a remote reviewer.

- Logan Ludwig – Principal Investigator
- Mary Klatt – Co-Project Manager, Outreach Coordinator & Reviewer
- Open position – Co-Project Manager & reviewer
- Dianne Olson – Reviewer
- Anthony Molaro – Co-Project Manager & Reviewer
- Samantha Meyer – Data entry
- Regina Zarilla – Administrative assistant & data entry
- Jan Behnke – Data Entry & Outreach
- Katie Posniak – Outreach & Reviewer
- Eileen Cooney – Reviewer
- Part-time night staff – Record checkers
- Tom Bartenfelder – Remote reviewer

Work done to create the site

Database Statistics as of July 11, 2007

- 612 Incomplete records
- 7,391 approved records
- Partial list of areas completed:
 - Advocacy Services

- Adult Day Care Services
- Alcohol Abuse Programs
- Ambulatory Care Centers
- Assisted Living Facilities
- Blood Banks
- Clinics & Community Clinics
- Drug Abuse Treatment Centers
- Group Homes
- Gynecologists
- Home Health Care Services
- Hospices
- Hotlines
- Immunization Programs
- Long-Term Care Facilities
- Midwives
- Nursing Home Facilities
- Pet Assisted Therapy
- Physical Rehabilitation Programs
- Poison Control Centers
- Public Health Services
- Referral Services
- Retirement Facilities
- Respite Care Services
- Senior Centers
- Specialty Care Assisted Living Facilities
- Smoking Cessation Programs
- Social Services
- Support Groups

Fundraising

The Library applied for an AT&T Excelsior Grant in the amount of \$25,000.00 on May 2007. Grants will be awarded in fall, 2007. The Library continues to search for funding opportunities.

Outreach and promotion efforts

A promotional brochure was developed. Outreach programs were held.

- Fifty-three brochures were distributed at the Society of Teachers of Family Medicine 40th Annual Spring Conference, April 26, 2007, Hyatt Regency Hotel, Chicago, Il.
- Sixty-one brochures were distributed at the Society of American Diabetes Association Conference, June 24, 2007, McCormick Place, Chicago, Il.
- Outreach presentation and Health-E Illinois presentation – Governors State University Library, June 1, 2007
- Outreach presentation and Health-E Illinois presentation – Oak Lawn Public Library, June 19, 2007
- Outreach presentation and Health-E Illinois presentation in conjunction with Tammy Mays Beyond an Apple a Day Presentation (Tammy took care of the report forms for this session), Metropolitan Library System, Burr Ridge, Il, June 8, 2007

Attachment 6
Subcontractor quarterly report

Evidence Based Public Health Nursing
Follow-Up Project

Library of the Health Sciences Peoria
University of Illinois at Chicago
Peoria, Illinois

Sandra De Groote
sgroote@uic.edu
Library of the Health Sciences Peoria
University of Illinois at Chicago
One Illini Drive, P.O. Box 1649
Peoria Illinois 61656
309-671-8494 (phone)
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August 15, 2007
Quarterly Report 3 – May 2007 to July 2007

1. Executive Summary

Six EBPHN workshops were offered in Peoria, Urbana, Rockford, Burr Ridge, Moline, and Chicago. The workshops were met with such success, that locations and dates were set for presenting a second round of face to face EBPHN workshops.

2. Description of Progress towards Major Objectives

a. Administrative/ Planning Activities

- Registration for the EBPHN face-to-face workshops in Rockford (UIC), Urbana (UIUC), Peoria (UIC), Quad Cities, Chicago (UIC), Chicago suburbs (Metropolitan Library System) was completed. Two hands-on sessions occurred in late May and four hands-on sessions were held in early June. One workshop was held online.
- As a result of the success and popularity of the workshops, an extension was requested from the GMR for this subcontract so that more workshops could be offered in the fall.

b. Collaborations/Partnerships

- Key members of the APHNE consortia notified its members of the newly scheduled Fall workshops.

c. Publicity / Marketing Activities

- A brochure was updated with the dates for the Fall workshops and emailed to all APHNE members. Several recipients forwarded the email to employees in their public health departments who they felt would benefit from the training. Marketing was a success as most of the workshops to be offered in the fall (late September, October) are already full.

d. Product / Resource Development Activities

- Several Podcasts were created including one on MedlinePlus and one on Keeping Current Using RSS Feeds. Further podcast developments are underway.

- Handouts, powerpoints, and outlines of the workshops presentations were mass produced for the workshops.

e. Site Visits. None to report

f. Outreach Activities

Online Module Use

Below are the number of participants who completed a quiz for each module and the number of hits for the modules from May to June.

- EBPHN Home Page – 1431 hits
- Module Home Page –638 hits
- Module 1 - 15 participants completed quiz for CE, 433 hits
- Module 2 -11 participants completed the quiz for CE, 262 hits
- Module 3 - 7 participants completed the quiz for CE, 274 hits
- Module 4 - 6 participants completed the quiz for CE, 367 hits
- Module 5 - 6 participants completed the quiz for CE, 226 hits
- Module 6 - 6 participants completed the quiz for CE, 290 hits

Workshop Attendance

Location	Date	Hours	# attendees	Participant Information
Peoria	05/10/07	3	9	Health Care providers & Public Health Workers
Urbana	05/16/07	3	13	9 Health Care providers, 9 Public Health Workers, 1 HS Librarian
Rockford	06/05/07	3	9	7 Health Care providers, 1 Public Health Workers, 1 HS Librarian
Moline	06/06/07	3	2	2 Health Care providers, 2 Public Health Workers
Chicago	06/07/07	3	15	11 Health Care providers, 11 Public Health Workers, 1 HS Librarian, 1 Public Library Staff
Burr Ridge	06/08/07	3	10	7 Health Care providers, 6 Public Health Workers, 1 Public Library Staff
Online	07/10/07	3	3	3 Health Care provider, 2 Public Health

g. Web site developments activities

- EBPHN Registration page was updated to reflect the new workshops that will be offered in the fall.
- Several WebPages were updated.
- A new webpage was developed on Keeping up with Public Health News and Information. This page outlines sources for finding Public Health RSS feeds, Podcasts, and how to manage updates.

3. Lonesome Doc/ Document Delivery Activities

- Workshop attendees were informed of Lonesome Doc/ Document Delivery services available through LHS Peoria and through the Department of Public Health in Springfield.

4. Evaluation Activities

a. Online Tutorial Evaluations

Respondents earning CE credit were asked to evaluate how well the objectives were met using a Likert scale (1-Not at All; 2-To a Slight Extent; 3-To a Moderate Extent; 4-To a Great Extent)

I feel I have achieved the following objectives as a result of this educational activity:	Rating Average (out of 4)
OBJECTIVE #1: Online participants will demonstrate knowledge about evidence based practice in PHN.	3.92
OBJECTIVE # 2: Online participants will demonstrate proficiency in literature retrieval methods for evidence based practice.	3.85
OBJECTIVE # 3: Online participants will demonstrate proficiency in accessing print and electronic resources for evidence based practice.	3.69
OBJECTIVE # 4: Online participants will demonstrate proficiency in identifying and accessing databases for evidence based public health nursing interventions.	3.85

Respondents earning CE credit were asked to evaluate the teaching effectiveness of each module using a Likert scale (4, Good = 3, Fair = 2 , Poor = 1)

	Rating Average (out of 4)
Module I: Introduction to EBPHN Grant & PHN	3.62
Module II: PubMed	3.69
Module III: Evidence-based Resources for Public Health	3.69
Module IV: Critical Appraisal of the Literature: Part 1	3.54
Module V: Critical Appraisal of the Literature: Part II	3.62
Module VI: Strategies for Staying Current	3.62

b. Face to Face Workshop Evaluations

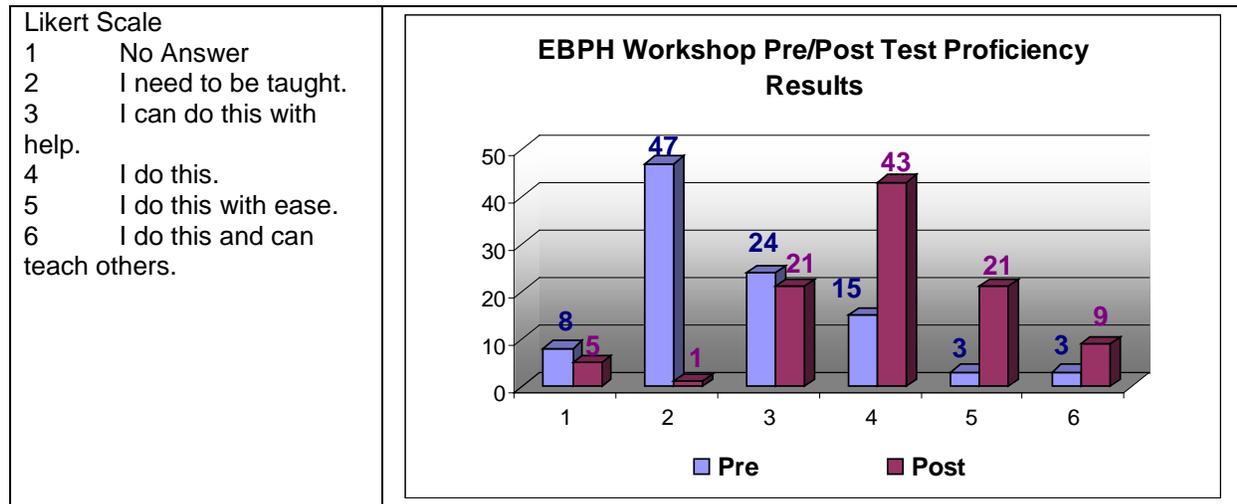
During the Workshops, attendees were asked to evaluate if the following objectives were met using a 4 point rating scale. (4 being To a Great Extent and 1 being Not at All)

1. Attending practitioners will demonstrate knowledge about evidence based practice in PHN
2. Attending practitioners will demonstrate proficiency in literature retrieval methods for evidence based practice.
3. Attending practitioners will demonstrate proficiency in accessing print and electronic resources for evidence based practice.
4. Attending practitioners will demonstrate proficiency in identifying and accessing databases for evidence based public health nursing interventions.

EBPHN Workshops	1	2	3	4
Peoria	3.44	3.22	3.22	3.33
Urbana	3.5	3.17	3.25	3.25
Rockford	3.75	3.88	3.75	3.88
Quad Cities	3	3.5	3.5	3.5
Chicago	3.86	3.86	3.86	3.86
Burr Ridge	3.78	3.67	3.56	3.67
	21.33	21.3	21.14	21.49
Overall score (36 evaluations)	3.56	3.55	3.52	3.58

During the Workshops, attendees were also asked to complete pre and post tests rating their level of comfort with Evidence Based material before and after the workshop. Attendees were asked the following questions and were asked to rate them using the Likert Scale provided in the table below.

1. I am knowledgeable about evidence based public health practice
2. I am proficient in accessing print and electronic resource for evidence based practice
3. I am proficient in literature retrieval methods that result in finding the best evidence for most public health practice interventions
4. I am proficient in identifying and accessing databases for evidence based public health practice.



Results: 52% increase in the proficiency level of EBPH Workshop participants.

Pretest = 71% felt they needed to be taught or helped. 21% felt they could do this, with ease, and teach others.

Posttest = 73% felt they could do this, with ease, and teach others. 22% felt they still may need some help.

5. Problems / Corrective Actions

- The workshops reached full capacity quickly. Consequently, a number of public health workers and nurses were unable to attend. As a result, the PI put in a request to extend the time period for the grant to facilitate another round of Workshops. Funds are still available to cover travel and other expenditures related to the extension.
- Originally when the grant was submitted, enhanced (or graphic) podcasts could only be created using a Mac. Since that time, a newer version of Camtasia has been released that allows real time images of webpage searches to be captured on a screen and produced into a PodCast. Therefore, the newer versions of Camtasia were purchased and production of Podcasts is being done primarily with Camtasia on a PC.

6. Lessons Learned/ Significant Feedback

- Originally the workshops were to last for 3 hours with no scheduled breaks. Attendees were told to just leave whenever they needed to. Because attendees were worried about missing something discussed at the workshops, they requested scheduled break time. Because of this, the workshops were extended 15 minutes to allow attendees an opportunity for a break.
- Although some of the workshops filled up very quickly and registrants were reminded of the workshop several days before, a couple of the workshops (most notably Chicago) did not have as many people attend as registered. To

compensate for this, the number of registrants allowed to attend at each workshop location has been increased, to compensate for individuals who sign up but do not attend.

- Many attendees stated that the hands-on lessons were great but they were concerned that they would not remember everything once they returned to work. Attendees were encouraged to also complete the online modules to reinforce what they had learned during the workshops. We also probably need to plan some follow-up workshops, most likely offered online, in order to answer questions that attendees may have come across since the workshops.

7. Goals for Next Quarter

- a. Complete production of PodCasts and upload to website.
- b. Finalize registration for Fall workshops. Send reminders to registrants ensuring attendance.
- c. Provide Fall workshops in Peoria, Rockford, Urbana, Decatur and Chicago.
- d. Produce (photocopy) materials that will be provided at the face-to-face workshops.
- e. Add information on email alerts to the Keeping up with Public Health News and Information webpage.
- f. Complete consumer health resources page.
- g. Further populate the EBPHN digital repository.
- h. Develop follow-up survey of attendees to evaluate the success of putting their training into practice, and to determine future needs.
- i. Apply for MLA CE Credit for Librarians.

8. Reports of Training/ Demonstration Sessions and/or Exhibit Reports

None to report

Summary of Expenditures

Travel

To Urbana & return	\$83.66
To Rockford, next Moline, next Chicago, next Burr Ridge & back to Peoria (3 nights hotel)	\$592.24
Hotels - \$234.36	
Mileage - \$357.88	

Software

Camtasia – 2 copies	\$187.00
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Reproduction

Brochures – 1500 & fold	\$432.00
Folders & Labels	\$54.54

Personnel

Karen Luna Salary & Benefits	3555.97
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Total for Quarter **\$4905.41**

A copy of the budget is attached: budget.xls

Appendix

A copy of the handouts and flyers are attached.

Promotions

EBPHN Brochure: This promoted the EBPHN website, online modules, and workshops. (ebphn brochure Final.doc)

Educational Opportunity Flyer: This brochure promoted the EBPHN workshops held in May & June. (educational opportunity flyer.pdf)

Educational Opportunity Flyer 2nd: This brochure is promoting the Fall EBPHN workshops to be held in October. (educational opportunity flyer 2nd.doc)

Workshop Handouts

Evaluation Form Workshops.doc Form evaluating if objectives were met

Preposttest ebphn workshop.doc Pre and post test form

EBPHN Workshop Agenda.doc – Agenda of Workshops

What is EBPHN.ppt - Introduction to workshop and about Evidence Based Practice

PubMed

Finding the Best Evidence in Public Health Nursing: ebm pubmed.pdf

Also included in the handouts were:

PubMed Basics: <http://nnlm.gov/training/resources/pmtri.pdf>

Searching PubMed with Mesh:

<http://nnlm.gov/training/resources/meshtri.pdf>

PubMed My NCBI: <http://nnlm.gov/training/resources/myncbtri.pdf>

How to Read an Article for Public Health.ppt: covers how to search for Evidence Based information in Public Health

Keeping Current in Public Health .doc: lists Public Health RSS feeds and Public Health PodCasts and ways to manage them

Keeping Current in Public Health

News feeds

- **RSS - Really Simple Syndication**
 - *Subscribe* to news “feeds”
 - The *feed* provides an alert to updated content
 - A feed “reader” or “aggregator” delivers and manages the alerts
 - includes news, blogs entries, web pages, and podcasts

- **Websites offering RSS Feeds**   
 - Public Health Partners News RSS Feed
 - <http://commprojects.jhsph.edu/pr/newsrss.xml>
 - Evidence Based Nursing
 - <http://ebn.bmj.com/>
 - Biomed Central Public Health
 - <http://www.biomedcentral.com/bmcpublichealth/>
 - CDC Public Health Law News
 - <http://www2a.cdc.gov/phlp/Weeklynews.asp>
 - National Library for Health RSS Directory
 - <http://www.library/nhs.uk/rss/Directory/>
 - Medscape Public Health and Prevention
 - <http://www.medscape.com/publichealth>
 - Morbidity Mortality Weekly Report
 - <http://www.cdc.gov/mmwr/>
 - EBPHN Keeping Up Website
 - <http://www.uic.edu/depts/lib/projects/ebphn/keepingup.html>

- **How to Manage RSS Feeds**
 - WebBased Readers
 - Newsisfree www.newsisfree.com/
 - Bloglines www.bloglines.com
 - Newsgators www.newsgator.com
 - RSSReader www.rssreader.com
 - Feedster www.feedster.com/

 - Client Based Readers
 - AmphetaDesk; www.disobey.com/amphetadesk/
 - Windows/macs/linux; Free
 - FeedReader; <http://feedreader.com/>
 - Windows; Free
 - Onfolio; <http://onfolio.com/>
 - Windows; Free
 - Windows Live Toolbar

 - Personalized Portals
 - Yahoo; MyYahoo - <http://my.yahoo.com/>
 - Google; Google Reader - <http://reader.google.com>

 - Ways to Find Rss Feeds
 - RSSfeeds.com www.rssfeeds.com
 - Subject categories, Keyword
 - Syndic8 www.syndic8.com
 - Search or browse
 - NewsIsFree www.newsisfree.com
 - Browse by category, date, etc.

 - Google
 - Google search engine – save search to RSS Feed

- **PodCasts**
 - Delivers audio/video to your computer or MP3 player
 - Apple iTunes - www.apple.com/itunes/
 - Juice - <http://juicereceiver.sourceforge.net/>
 - Available on demand from web site
 - <http://www.uic.edu/depts/lib/projects/ebphn/keepingup>

- **Email Newsletters**
 - News from PHP Partners
 - https://list.nih.gov/cgi-bin/wa?SUBED1=phppartners_link&A=1
 - PHP Partners discussion & email lists
 - <http://phppartners.org/dlists.html>

- **Journal Alert services**
 - Science Direct www.sciencedirect.com
 - ISI Web of Knowledge – Journal Alerts
 - Journal Websites (go to the website of a journal you are interested in and see if you can set up an alert)

- **Saved Database searches**
 - PubMed (free)
 - PubMed Informer
 - MyNCBI (formerly Cubby)
 - CINAHL (EBSCO)
 - ISI Web of Knowledge

EVALUATION FORM

Name of Sponsor: National Network of Libraries of Medicines, UIC, Library of the Health Sciences, and UIC College of Nursing.

Title of Educational Activity: Evidence Based Practice in Public Health Virtual Workshop

Date(s): 7/10

Please assist us in evaluating this educational activity and planning future activities by completing this evaluation form.

OBJECTIVES

Rating Scale:

Please use the following rating scale to evaluate the objectives by circling the appropriate number.

To a Great Extent = 4
To a Slight Extent = 2

To a Moderate Extent = 3
Not at All = 1

I feel I have achieved the following objectives as a result of this educational activity:

(The sponsor of the activity must list each objective on the Educational Activity Overview form identically below.)

- | | | | | |
|--|---|---|---|---|
| 1. Attending practitioners will demonstrate knowledge about evidence based practice in PHN. | 4 | 3 | 2 | 1 |
| 2. Attending practitioners will demonstrate proficiency in literature retrieval methods for evidence based practice. | 4 | 3 | 2 | 1 |
| 3. Attending practitioners will demonstrate proficiency in accessing print and electronic resources for evidence based practice. | 4 | 3 | 2 | 1 |
| 4. Attending practitioners will demonstrate proficiency in identifying and accessing databases for evidence based public health nursing interventions. | 4 | 3 | 2 | 1 |

Rating Scale:

Please use the following rating scale to evaluate the questions below by circling the appropriate number.

Excellent = 4 Good = 3 Fair = 2 Poor = 1

PRESENTERS/CONTENT SPECIALISTS

Rate the teaching effectiveness of EACH presenter/content specialist:

Please circle the presenter/content specialist presenting on these portions of the program.

- | | | | | | |
|--|---|---|---|---|---|
| 1. Public Health Nursing: Shift to population-based care
Presenters: Baldwin | 4 | 3 | 2 | 1 | |
| 2. Searching PubMed
Presenters: Dorsch/DeGroot | 4 | 3 | 2 | 1 | |
| 3. Public Health Resources Websites
Presenters: Dorsch/DeGroot | 4 | 3 | 2 | 1 | |
| 4. Critical Analysis of the Literature: Study types & Levels of Evidence
Presenters: Dorsch/DeGroot | | 4 | 3 | 2 | 1 |
| 5. EBPHN Informatics: Keeping Current
Presenters: Dorsch/DeGroot | 4 | 3 | 2 | 1 | |

Rate the effectiveness of the teaching/learning strategies 4 3 2 1

PROGRAM INTEGRITY

The content was presented without bias of any commercial product or drug. 4 3 2 1

Additional Comments:

THANK YOU.

Educational Opportunity

Evidence Based Practice in Public Health

Dates:

- **Thursday, May 10** 1 - 4 p.m.
UIC - College of Medicine, Peoria, IL
Registration Deadline: 5/3/07
- **Wednesday, May 16** 9 a.m. - 12 p.m.
UIC - UIUC Agricultural Library, Urbana, IL
Registration Deadline: 5/9/07
- **Tuesday, June 5** 1 - 4 p.m.
UIC - College of Medicine, Rockford, IL
Registration Deadline: 5/29/07
- **Wednesday, June 6** 9 a.m. - 12 p.m.
UIC - College of Nursing, Moline, IL
Registration Deadline: 5/30/07
- **Thursday, June 7** 9 a.m. - 12 p.m.
UIC - Library of the Health Sciences, Chicago, IL
Registration Deadline: 5/31/07
- **Friday, June 8** 9 a.m. - 12 p.m.
Metropolitan Library System, Burr Ridge, IL
Registration Deadline: 6/1/07

Workshop Description

The workshop conducted in computer labs with limited seating will introduce the Evidence Based Public Health Nursing and the Evidence Based Medicine websites. Participants will experience hands-on training to access and retrieve the evidence from online databases such as PubMed and PHPartners. Further, health services librarians will provide instruction on how to critically appraise articles.

Target Audience

This training opportunity is open to all public health practitioners (administrators, public health nurses, health educators, environmental health, nutritionist, etc.). While the websites were specifically designed for public health nurses (PHNs) and medical doctors, information presented may be accessed by all healthcare practitioners. Nurses: CEU "contact hours" application in process.

Course Objective

Participants will be able to:

1. Demonstrate knowledge about evidence based practice in public health.
2. Demonstrate proficiency in literature retrieval methods for evidence based practice.
3. Demonstrate proficiency in accessing print and electronic resources for evidence based practice.
4. Demonstrate proficiency in identifying and accessing databases for evidence based public health interventions.

Please use the Likert Scale provided to determine your proficiency about evidence based public health nursing in the questions below. →

1 = I need to be taught about this.
 2 = I do or can do this with help.
 3 = I do or can do this.
 4 = I do this with ease.
 5 = I do this and can teach it to others.

QUESTIONS	CIRCLE YOUR RESPONSES FOR QUESTIONS				
A. I am knowledgeable about evidence based public health practice.	1	2	3	4	5
1. I can define the term evidence based practice	1	2	3	4	5
2. I can describe the paradigm shift in public health nursing	1	2	3	4	5
<hr/>					
B. I am proficient in accessing print and electronic resources for evidence based practice.	1	2	3	4	5
1. I can identify web-based portals for evidence based public health practice.	1	2	3	4	5
2. I can identify the types of resources for evidence based public health practice.	1	2	3	4	5
<hr/>					
C. I am proficient in literature retrieval methods that result in finding the best evidence for most public health practice interventions.	1	2	3	4	5
1. I am proficient in retrieving literature using PubMed, PHPartners, etc.	1	2	3	4	5
2. I am knowledgeable in the scope, controlled vocabulary, and limits features of literature retrieval.	1	2	3	4	5
3. I can identify appropriate methodology with varying levels of evidence when critically appraising an article as valued.	1	2	3	4	5
<hr/>					
D. I am proficient in identifying and accessing databases for evidence based public health practice.	1	2	3	4	5
1. I can identify an evidence based database.	1	2	3	4	5
2. I can describe how to access various evidence based databases.	1	2	3	4	5
3. I can identify participating libraries for evidence based databases.	1	2	3	4	5

Attachment 7
Subcontractor quarterly report

Title of Project: Providing Consumer Health Outreach and Library Programs to Virtual World Residents in Second Life

Name of Institution: Alliance Library System

Location of Institution: East Peoria, Illinois

Name, Mailing and Email Addresses, Voice and Fax Numbers of Person Submitting the Report:

Lori Bell
Alliance Library System
600 High Point Lane
East Peoria, IL 61611
lbell@alliancelibrarysystem.com
(309)694-9200 ext. 2128
Fax: (309)694-9230

Number and Inclusive Dates of Quarterly Report

May 1, 2007 - July 31, 2007

Date Submitted:

August 7, 2007

Executive Summary

HealthInfo Island continues to grow and increase partnerships thanks to the leadership of Project Coordinator Carol Perryman and Medical Librarian Guus Namro. The HealthInfo island was surrounded on all sides, with more agencies requesting to be located near it. We have moved the HealthInfo Island out to the far west of the Info Island Archipelago as a central hub for medical, health and science information and partnerships. Surrounding the island now are the Centers for Disease Control, University of Groningen (Holland) and the University of Pittsburgh Medical Center. Because of the great interest in working with HealthInfo Island, Alliance Library System has made some space available on Eduisland 4 for the NIH National Library of Medicine, the Heron Sanctuary, an agency for people with disabilities, the Johns Hopkins Center for Bioethics, and an assistive technology center. There is some additional land available for Guus and Carol to provide to health organizations wanting to get started in Second Life. Ideally these would be more closely located to HealthInfo Island; however this is a start.

Description of Progress toward the Project's Major Objectives

a. Administrative/Planning Activities

Carol Perryman and Namro Orman, Clinical Medical Librarian, meet on a weekly basis. Both meet with other health organizations in Second Life on a regular basis and communicate HealthInfo Island activities to all the Second Life librarians. We just received another NLM/GMR grant to develop an accessibility center on HealthInfo Island. Carol and Guus are assisting with displays and coordination with other HealthInfo Island activities.

b. Collaborations/ Partnerships

Carol Perryman has met with a number of individuals in Second Life who are interested in working with HealthInfo Island. She met with Link Chambers about a Multiple Sclerosis Charity event, with someone from the SL Burn Foundation, with Zalong Rhode regarding St. Jude and eye cancer, with Chris Lenz, a pharmacist from France, with Connie Burns, a nutritionist. Hehdark Lundquist, a medical student, with Tam Hyun regarding a new display, MB Chevalier who works with the University of Plymouth in the UK, Maged Boulos who is creating a list of health related sites in Second Life, and John Anderton of the CDC.

San Jose State University Graduate School of Library and Information Science has an island in the Info Island Archipelago and offered a service learning course for credit this summer. HealthInfo Island is always in need of informational and even interactive displays on health issues. Carol Perryman wrote a proposal to get a student to create a display that would be the Second Life version of a webliography, with some kind of takeaway (notecard bib with URLs, for example) - this is wide open for the creative student. Resources cited must be top level, since this is an NLM-funded project. One student expressed an interest, which may lead to similar opportunities in the future. This student prepared a proposal for an interactive information object on sexually transmitted diseases, then worked to create content. Perryman reviewed all content, discussing resource quality guidelines (recommending the use of MedlinePlus.gov as a primary resource) in creating a decision tree in which the user would be able to make a series of choices. Ultimately, the user is led to a web page or other resource; all information is well documented, and the student understands issues related to health literacy.

c. Publicity Marketing Activities

Carol Perryman spent a total of 15 hours preparing for the MLA Presentation on Second Life, including a number of meetings with Guus and Jennifer, in preparing the Powerpoint and manuscript, and in actual presentation time. The presentation took place on May 21, and was attended by approximately 70-80 people. Although the time allocated for the presentation was extremely brief (12 minutes!), interest was very high, and questions took them over the time limit. She is still receiving emails connected to this, as well as offers of collaboration. In addition, she has been invited to submit an article to JMLA on the topic of the presentation.

Carol Perryman and Lori Bell gave a presentation about the Second Life Library and HealthInfo Island projects to National Library of Medicine staff and staff at the regional

offices. Perryman, van den Brekel, and others conducted interviews and wrote other content for the Infolands' regular newspaper column in the Metaverse Messenger, writing about complementary and alternative medicines, consumer health information services, and other topics.

Perryman was invited to present at Virginia Commonwealth University for their Technology Days, about the project and HealthInfo Island project. The presentation was very well attended, with health and allied health personnel and library staff showing considerable interest.

Perryman has also presented information about her Second Life experiences to four classes in various locations during this quarter. One class had created avatars, so that they were able to visit Second Life; the others were introduced to the virtual community by means of Skype and Powerpoint slides, or by one class member (or the teacher) having entered Second Life, with others looking on. She has, in addition, met with representatives from the National Library of Medicine, the Second Life Burn Foundation, St. Jude and eye cancer organizations in Second Life, and a large number of interested allied health professionals, including a pharmacist, a nutritionist, and several medical students; all have expressed interest in participation with the HealthInfo project.

Guus van den Brekel and Perryman co-wrote a chapter for a text on Second Life called Virtual Worlds, Real Libraries

d. Produce/Resource Development Activities

Carol created a display about consumer health libraries that is located in front of the consumer health library. This work was inspired by a meeting with Tom Peters, who had wanted to attend support group meetings and ask survey questions as a means of measuring activity and outcomes. Carol felt that doing so might be an invasion of privacy, so suggested a display that could also function as an educational intervention ('what is a consumer health library?') and also - at the end of it - ask the viewer to respond to a short series of questions about their own activities and preferences regarding CHI at Second Life. Guus developed a survey script, and incorporated the questions into it. Responses will feed into email, and from there, into a database for analysis and reporting purposes.

HealthInfo Island has also hosted displays about breast cancer detection, collection points for the American Cancer Society's Relay for Life, and autism. The AIDS/HIV display begun by Tam Hyun, an epidemiologist, and added to by YinYang, an HIV-positive young person, has been enhanced by a poster with a teleporting mechanism directing people to another location owned by the University of Plymouth (UK), where another funded initiative about sexual health is being conducted. Currently Perryman is creating a webpage that will provide information about health-associated sites, resources, and support groups in Second Life. This collation of information will be accomplished through collaboration with several other residents of SL who have already put together partial resource listings.

e. Site Visits (Include number and descriptions of the sites and target population)

These are planned for next quarter.

f. Outreach Activities (Total number of training or demonstration sessions)

Carol Perryman gave a presentation at the MLA Conference and Carol and Lori Bell gave a presentation to the National Library of Medicine staff and regional staff. Presentations were made to four different library school classes about the project and Second Life in general. Sessions for support groups included AIDS/HIV, several for the Diabetes group, and the Autistic support group.

g. Website development activities

Both Carol Perryman and Namro Orman contribute to the Info Island blog.

h. Exhibits

New exhibits are planned for next quarter.

i. Other

Attachment 8
Subcontractor quarterly report

Title of Project: *Making Connections: Partnering with Parish Nurses to Improve Access to Health Information in Milwaukee's Central City*

MCW Libraries, Medical College of Wisconsin
8701 Watertown Plank Road
Milwaukee, Wisconsin 53226

Report submitted by: Sue Coenen
MCW Libraries
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Quarterly Report #2 for Health Disparities Subcontract
Inclusive Dates: May 1, 2007 – July 31, 2007

Submitted August 15, 2007

NARRATIVE DESCRIPTION

1. Executive Summary

We are carrying out this Health Disparities subcontract project to improve access to reliable health information to people living in Milwaukee's central city in Medically Underserved Areas. To meet our objectives, we are working with eight parish nurses who serve ten parishes in Milwaukee's central city. This quarter we received and delivered the seven laptops and six printers ordered from this subcontract's funding to the nurses. (One of the nurses did not need a laptop or printer and donated an extra printer for another parish nurse.) In addition, laptop bags, Ethernet cables, memory sticks, print cartridges, and mice were ordered and delivered to the nurses. The MCW Libraries' Outreach Librarian, Sue Coenen, went to each parish to teach the nurses to use the laptop and printer. The six nurses who were able to connect to the Internet successfully reviewed MedlinePlus and learned about PubMed in more detail. (Two of the nurses could not connect to the Internet, but one has since received wireless service and the other is in the process of obtaining access to the parish's secured wireless service. The PubMed sessions for these nurses will be held in August.) In addition, three of the parish nurses ordered consumer health books from their \$75 allotment.

2. Description of Progress toward the Project's Major Objectives

a. Administrative/Planning Activities:

The eight nurses involved in this project are very busy, and the nature of their work often makes scheduling appointments in advance difficult. To accommodate each nurse's schedule the PubMed sessions were held at their church offices during times convenient for them. Communication to set up the sessions was over email or the telephone. Before session #2, nurses were sent pre-session surveys with addressed, stamped envelopes included. The pre-session surveys helped in the planning of session #2, which covered PubMed. After the second session, the nurses received a post-session survey to complete with a stamped, addressed envelope. In addition, a report form was sent out in July to the nurses to complete. The peer reviewers asked that more reports be requested of the nurses during the project period, and this report sent in July was the first of three that will be requested.

b. Collaborations/Partnerships

This project is a collaborative effort with the eight parish nurses named in the grant. Jeff Luecke (St. Michael's, 1445 N. 24th St.), Teresa Flaherty (Our Lady of Divine Providence, 3055 N. Fratney St. & 2600 N. Bremen), Linda Radder (Cross Lutheran, 1821 N. 16th St.), Julie Pekarske (Capitol Drive Lutheran, 5229 W. Capitol Dr.), Julia Means (New Life Presbyterian, 3276 N. Palmer St. and Ebenezer Church of God in Christ, 3121 N. Martin Luther King Dr.), Marcia Isherwood (Gesu, 1210 W. Michigan), Wanda Nye (St. Adalbert, 1923 W. Becher St), and Marge Hendrickson (Prince of Peace, 1126 S. 25th and Ascension Lutheran, 1236 S. Layton Blvd.).

c. Publicity/Marketing Activities

The eight parish nurses named in this project have all learned about MedlinePlus, PubMed, and the MCW Library resources and services which are available to the public as a result of this subcontract. Some have used MedlinePlus and PubMed with their clients and have showed the MedlinePlus Web site to them as well. Some of the nurses plan to include information in their church bulletins about this project and have said that they will likely host a MedlinePlus presentation at their church to be presented by Sue Coenen.

d. Product/Resource Development Activities

A handout to accompany the session on PubMed was created, in part reviewing the information covered in the sessions held in the spring of 2007 at the Medical College and also including new information on using the MeSH database, limiting searches, and combining searches using the History in PubMed. (See item #1 in the Appendix). The handout is a review of the PubMed material covered in session #1 in using Limits to find Patient Handouts in PubMed and directions for ordering articles using Loansome Document ordering.

To provide the nurses with additional patient information from reputable sources, Sue Coenen located several short patient handouts from U.S. government sources to supplement information found in MedlinePlus and PubMed. The list includes the URL's to several handouts. (See item #2 of the Appendix.)

Additional information was sent to the nurses to help them choose consumer health books with their \$75 allotment. Only Jeff Luecke and Teresa Flaherty have spent all of their funds. Julia Means spent all but \$22, and the rest have not submitted orders. The Library Journal's

“Best Consumer Books” lists for 2005 and 2006 were already given to the nurses in spring, but duplicates were emailed in July as well. In addition, the 2004 list from Library Journal was emailed and a list of additional consumer health books was generated using reviews and the suggestions from the CAPHIS Web site. Because we are using Amazon to order books for the nurses, [a link to a “wish list”](#) was sent to the nurses so that they could view the additional ideas for ordering. Of course, nurses were told that they were free to order other books as well, but with their busy schedules, the lists will hopefully help them to find quality consumer health books to order more quickly.

There were some questions about shutting off the laptops. The Windows Vista operating system is not the same as XP when it comes to shutting down a computer, so directions with a screenshot were sent to the nurses. In addition, some nurses asked about firewall settings, so a handout was emailed to the nurses with information on that as well.

e./f. Site Visits and Outreach Activities

Sue Coenen traveled to various churches during this reporting period to deliver the laptop computers and accessories and the printers to the seven nurses requesting the equipment. She went over basic instructions for using the laptops and printers and using the Word 2007 program and Vista operating system. Session #2 also included instructions in using PubMed, including using the MeSH database, limiting searches, and using History to combine searches. The Outreach Express Award, *LCD Projectors for Parish Nurses Serving Milwaukee’s Central City*, is an extension of this project. Six of the eight nurses in the project present information to groups of parishioners and other community members and will be receiving an LCD projector to help disseminate health information that they locate from MedlinePlus, PubMed, and other quality health resources. As LCD projectors are delivered to the nurses, additional information about MedlinePlus, PubMed, and PowerPoint will be shared with them depending on their needs. Below is a chart of outreach activities related to this project for this reporting period.

6/6/2007	9:00-11:00am	Capitol Drive Church	Session 2: PubMed, how to use laptop & printer	Julia Pekarske
6/6/2007	1:00-3:00pm	Old St. Mary Church	Session 2: PubMed, how to use laptop & printer	Teresa Flaherty
6/14/2007	2:00-3:00pm	Ebenezer Church	Session 2: PubMed, how to use laptop & printer	Julia Means
6/19/2007	9:00-11:00am	St. Michael Church	Session 2: PubMed, how to use laptop & printer	Jeff Luecke
6/28/2007	9:00-11:30am	Prince of Peace Church	Session #2a: how to use laptop & printer (no Internet connection yet)—PubMed session part b scheduled for August	Marge Hendrickson
7/5/2007 & 7/6/2007	9:00-11:00am 9:00-10:00am	St. Adalbert Church	Session #2a: how to use laptop and printer, tried unsuccessfully to get Internet connection--PubMed session part b scheduled for August	Wanda Nye
7/19/2007	9:00-10:00am	Ebenezer Church	Session 2: PubMed, how to use laptop & printer	Julia Means
7/27/2007	9:00-10:00am	Gesu Church	PubMed, LCD projector delivery (did not receive a laptop or printer)	Marcia Isherwood
7/30/2007	2:00-3:45pm	Old St. Mary Church	LCD projector delivery, PowerPoint	Teresa Flaherty

g. Web site development activities—not applicable

h. Exhibits—not applicable

3. Loansome Doc/Document Delivery Activities—No nurses used the Loansome Doc service to request articles from May 1-July 31, 2007.

4. Evaluation Activities

Before attending session #2, the nurses completed a pre-session survey on their knowledge and use of PubMed. Six of the eight nurses have completed session #2 on PubMed and received a post-session survey and mailing envelope. Five of the six returned a completed post-session survey. A blank form is included in the Appendix.

One of the questions on the survey was, “If you will use PubMed in the future, please explain how you think it can help you in your role as parish nurse.” Here are some of the answers to that question which were included on the completed surveys:

“It will help find studies/research to help guide counseling/educating clients and congregation members.”

“Individual patient education / program development resources for community education programs...”

“ (PubMed) has been helpful as teaching tool for answering medical questions.”

“I did use it (PubMed) after attending a daylong seminar on homelessness and older adults and found an article from a nursing journal written by UWM School of Nursing authors!”

“I give presentations to the Adult Center, Choice girls’ group, Challenges boys’ group, church during worship services, and health fairs.”

To get some feedback from the nurses during this project, the peer-reviewers of the subcontract proposal suggested that the nurses complete three progress reports during the project period. The nurses received a report form in July with a due date of August 6th. To date, we have received six of the eight reports. The blank form is included in the Appendix.

All of the respondents said that they have used MedlinePlus in their role as parish nurse as a result of this project. Here are some examples included in their reports of how:

“...I used it to look up information on Teen Contraception to share with girls youth group—used it to find article on arthritis for a home visit—used it to look up medication that I needed information about.”

“One of the big benefits is the access to free!! resources in Spanish as well as English.”

“Presentation on stress / used tutorial, patient handouts, to find links to other resources.”

“I used the info to get information on blood pressure and diet changes for people.”

“To resource medical information requested by parishioners / writing weekly bulletins related to health promotion and wellness / program support for health education series at the churches.”

“At least six members have had knee replacement surgery this year. I watched the video procedure on the laptop—this gave better understanding of how it is done & appreciation for their recovery time.”

“Used two articles for added resources for wellness teaching.”

5. Problems/Corrective Actions

The laptops and printers were not purchased as quickly as we anticipated, but they were ordered, received and delivered to all seven nurses who were to receive one during the June - July. Sue Coenen delivered the laptops and printers to the nurses at their churches. This provided an opportunity for the nurses to receive assistance with their laptops, connecting the laptop to the Internet, and getting the printer working. Instead of holding the training session on PubMed at the MCW Libraries, the sessions were held with the nurses individually at the churches when the laptops were delivered. Scheduling was somewhat difficult because the parish nurses have very busy schedules. The Internet connection was a problem in three of the parishes. One nurse did not have the correct password to connect to the wireless and could not find anyone at the church to help her. As a result, she can only use the Internet with the laptop at her other parish or at home until the problem is resolved. Another nurse's office was moved, and no Internet connection was available. The church has since put in wireless service so that she can now access the Web from her office. Another parish nurse has a connection at his free clinic and at home, but when at his church office he can only use the connection from his colleague's office, which is inconvenient. In addition, it is dial-up and very slow.

6. Lessons Learned/Significant Feedback

The nurses have been very enthusiastic in the use of MedlinePlus with their clients. Some have also used PubMed to look up information on specific conditions to help their clients better understand their health. The patient education available from MedlinePlus has been very well-received. Working with the nurses at their individual parishes has been very rewarding. The nurses have shared their work experiences and information needs informally at these sessions. While written forms are useful, the verbal comments and interpersonal connections formed during the project have been the most rewarding and insightful.

7. Projected Activities for Next Quarter

During the next quarter, the nurses who did not complete session #2 will do so. This includes Wanda Nye and Marge Hendrickson. The LCD projectors received from the Outreach Express Award will be delivered to Jeff Luecke, Julia Means, Linda Radder, and Marge Hendrickson. This will serve as an opportunity for the nurses to ask questions about MedlinePlus and PubMed, learn how to use PowerPoint and Microsoft Picture Manager to prepare

presentations based on the information from these and other reliable resources, and ask follow-up questions on how to use the laptop and printer that they received from this subcontract funding.

The nurses who have not ordered consumer health books will also be reminded to do so. In addition, MedlinePlus classes will be taught at churches as requested by the nurses. At this point, most of the nurses have expressed an interest in having a presentation at their church, but no one has scheduled a date.

8. Reports of Training/Demonstration and /or Exhibit Reports

The Outreach Activity Data and Participation Activity sheets for the training sessions described above and were submitted electronically to the outreach activity reporting system.

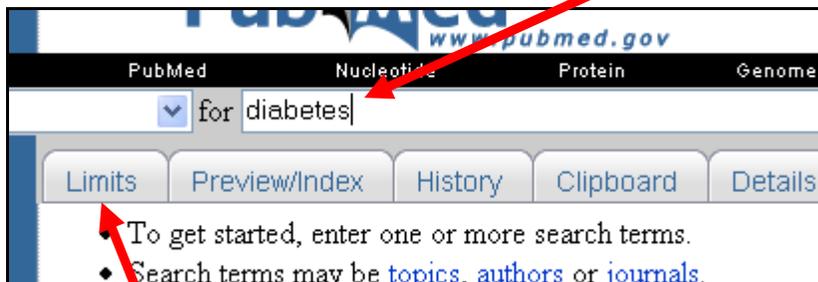
Table of Contents for Appendix for August 15th Report: *Making Connections: Partnering with Parish Nurses to Improve Access to Health Information in Milwaukee's Central City*

Item 1 – PubMed handout for session #2	pp. 1-8
Item 2 – List of additional patient handouts from U.S. Government Printing Office	p. 9
Item 3 – Post-session #2 survey form 11	pp. 10-
Item 4 – Report from nurses' form #1 13	pp. 12-

Item 1: PubMed handout for session #2

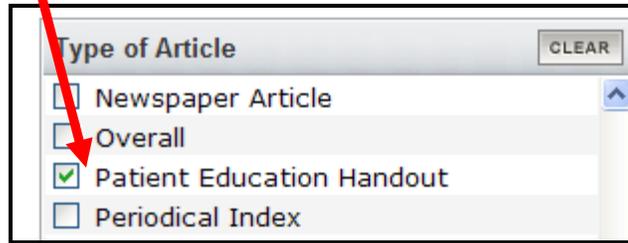
Topic 1 / Finding Patient Handouts in PubMed:

1. Type www.pubmed.gov in the address bar to go to PubMed.
2. Type in a search in the search box: diabetes



3. Click on the Limits tab.

4. Limit to Patient Handouts.



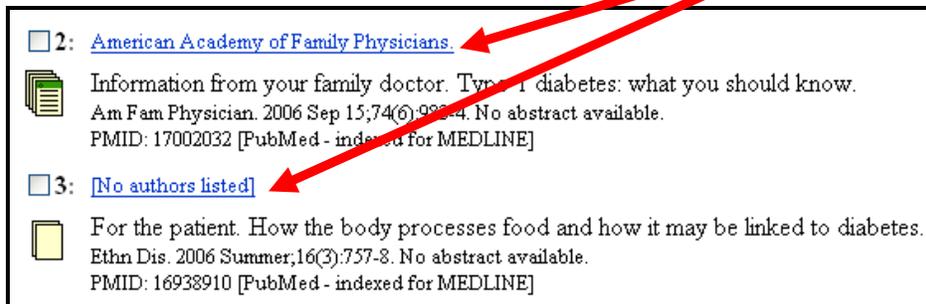
Type of Article CLEAR

- Newspaper Article
- Overall
- Patient Education Handout
- Periodical Index

5. Click on Go at the bottom of the page.

GO

6. You will see a list of article citations. Click on the underlined link to bring up the abstract.



2: [American Academy of Family Physicians.](#)
Information from your family doctor. Type 1 diabetes: what you should know.
Am Fam Physician. 2006 Sep 15;74(6):983-4. No abstract available.
PMID: 17002032 [PubMed - indexed for MEDLINE]

3: [\[No authors listed\]](#)
For the patient. How the body processes food and how it may be linked to diabetes.
Ethn Dis. 2006 Summer;16(3):757-8. No abstract available.
PMID: 16933910 [PubMed - indexed for MEDLINE]

7. When you see a green or orange band under the tablet icon, that means the article is available for free to everyone. The “Information from your family doctor” article is free.

8. After clicking on the link, you’ll be brought to this page where you can get the article by clicking on the “Free full text” icon.



1: [Am Fam Physician.](#) 2006 Sep 15;74(6):983-4.

Information from your family doctor. Type 1 diabetes: what you should know.

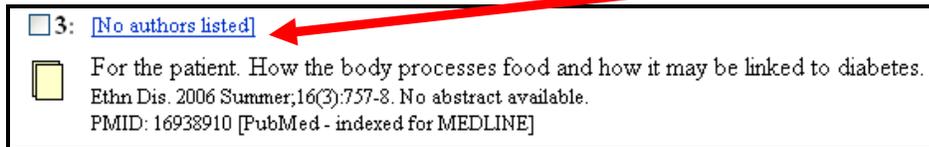
[American Academy of Family Physicians.](#)

PMID: 17002032 [PubMed - indexed for MEDLINE]

FREE full text from 

9. When the article is something you'd like but it's not free, like in the second example, "For the patient. How the body processes food and how it may be linked to diabetes," you can use Loansome Document ordering, and MCW Libraries will email or send you the article in almost all cases.

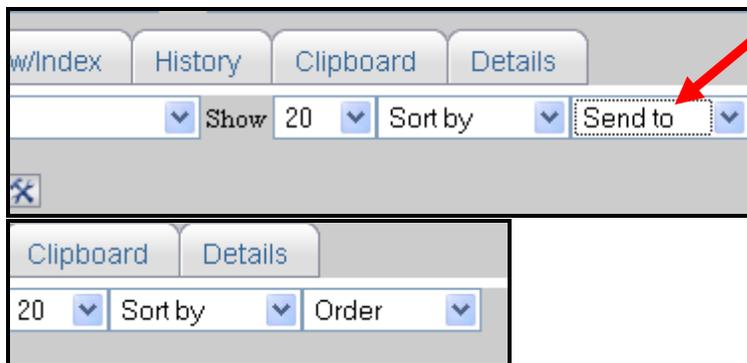
10. First go to the article record by clicking on the link.



3: [\[No authors listed\]](#)

For the patient. How the body processes food and how it may be linked to diabetes.
Ethn Dis. 2006 Summer;16(3):757-8. No abstract available.
PMID: 16938910 [PubMed - indexed for MEDLINE]

11. On the next screen, use the dropdown menu by the "Send to" box and choose "Order."



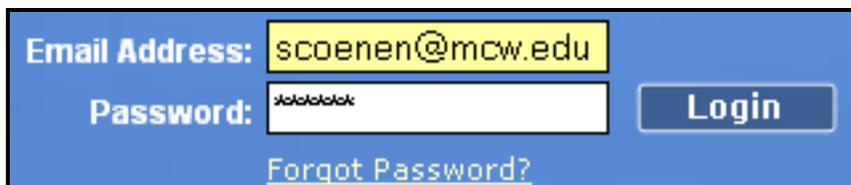
w/Index History Clipboard Details

Show 20 Sort by Send to

Clipboard Details

20 Sort by Order

12. You will now see the log-in page for Loansome Document ordering. Enter your email address and your password.



Email Address:

Password:

Login

[Forgot Password?](#)

13. On the next page, you will see your order listed. Click on "Proceed to Delivery Options."

Place Order

Please review your citations before proceeding to delivery instructions. Items not in your library's holdings may not be available. Refer to your library's policies for more information.

Sort by 1 requests being sent to:

Citation Information (by Article Title)

Title: For the patient. How the body processes food and how it may be linked to diabetes.
Citation: *Ethn Dis* 2006 Summer;16(3):757-8
PMID: 16938910

14. Indicate \$0. Almost all articles will be available for free. Also please add the “parish nursing grant” note in the comments to remind our staff that you’re part of the grant project.

Delivery Instructions

Delivery Method: Web (PDF)
 Delivery Address: scoenen@mcw.edu

Order Details * = required

Max Cost per Article: I am willing to pay up to \$ per article.?

Cancel order if item(s) cannot be shipped by: (mm/dd/yyyy)?

Comments to Library:

Please do not include any secure information (such as credit card number) in this field.

* I have read and understand the [Copyright Compliance](#).

15. Your article will be sent to you as indicated in the “Delivery Method” box.

Place Order > **Delivery Options**

Select your processing and document delivery instructions for all items included in this order.

1 requests being sent to:

Delivery Instructions

Delivery Method: Web (PDF)
Delivery Address: scoenen@mcw.edu

Topic 3: Setting Limits

16. Limits can be set for many options including: author, journal, journal group, date, type of article, and many others. Below are just a few different limits. Once the limit is set, it stays in effect for all searches until cleared.

The screenshot shows the 'Limits' section of the PubMed search interface. The 'Limits' tab is circled in red. Below it, the text reads 'Limit your search by any of the following criteria.' The interface is divided into several sections:

- Search by Author:** Includes an 'Add Author' button and a 'CLEAR' button. This section is circled in red.
- Search by Journal:** Includes an 'Add Journal' button and a 'CLEAR' button. This section is circled in red.
- Full Text, Free Full Text, and Abstracts:** Includes three checkboxes: 'Links to full text', 'Links to free full text', and 'Abstracts'. A 'CLEAR' button is also present.
- Dates:** Includes two dropdown menus: 'Published in the Last:' (set to 'Any date') and 'Added to PubMed in the Last:' (set to 'Any date'). This section is circled in red.
- Humans or Animals:** Includes checkboxes for 'Humans' and 'Animals' and a 'CLEAR' button.
- Gender:** Includes checkboxes for 'Male' and 'Female' and a 'CLEAR' button.
- Languages:** Includes checkboxes for 'English', 'French', 'German', 'Italian', and 'Japanese'. This section is circled in red.
- Subsets:** Includes a 'Journal Groups' section with checkboxes for 'Core clinical journals', 'Dental journals', and 'Nursing journals'. The 'Nursing journals' checkbox is circled in red.

Topic 4: Searching and using the “history” tab to combine searches.

17. You can search with keywords:

The screenshot shows the PubMed search bar. The NCBI logo is on the left, and the PubMed logo with the URL 'www.pubmed.gov' is on the right. Below the logos, there are tabs for 'All Databases', 'PubMed', 'Nucleotide', and 'Pro'. The search bar contains the text 'PubMed' in a dropdown menu, followed by 'for' and the keyword 'diabetes'. The keyword 'diabetes' is circled in red.

18. A broad search like this is probably better if limits are applied and more keywords are added. This search resulted in **271543 articles!**

19. Let's add some limits.

The screenshot shows the PubMed search filter interface. At the top, there are two dropdown menus: "Published in the Last:" set to "2 years" and "Added to PubMed in the Last:" set to "Any date". Below these are four filter sections: "Humans or Animals" with "Humans" checked; "Gender" with "Male" and "Female" unchecked; "Languages" with "English" checked; and "Subsets" with "Nursing journals" checked under the "Journal Groups" category. Red circles highlight the "2 years" dropdown, the "Humans" checkbox, the "English" checkbox, and the "Nursing journals" checkbox.

20. That resulted in 613 articles. They are the newer articles from nursing journals in English.

21. Here's an example search on "heart disease" with the same limits set.

The screenshot shows the PubMed search results page. The search query is "for heart disease" in the search bar. Below the search bar are tabs for "Limits", "Preview/Index", "History", "Clipboard", and "Details". The "Limits" tab is active, showing a summary of the applied filters: "Limits: published in the last 2 years, Humans, English, Nursing journals". Below this, there are options for "Display" (Summary), "Show" (20), "Sort by", and "Send to". At the bottom, it shows "All: 707" and "Review: 250". Red circles highlight the search query "for heart disease" and the "Limits" tab.

22. To combine the two searches to see articles written about BOTH heart disease and diabetes, first click on the "History" tab.



23. By typing #2 and #3 in the search box, I can combine the results from diabetes and heart disease.

PubMed and the National Institutes of Health
www.pubmed.gov

Search: for #2 and #3 [Preview] [Go] [Clear]

Limits: published in the last 2 years, Humans, English, Nursing journals

- Search History will be lost after eight hours of inactivity.
- Search numbers may not be continuous; all searches are represented.
- To save search indefinitely, click query # and select Save in My NCBI.
- To combine searches use #search, e.g., #2 AND #3 or click query # for more options.

Search	Most Recent Queries	Time	Result
#3	Search heart disease Limits: published in the last 2 years, Humans, English, Nursing journals	17:17:47	707
#2	Search diabetes Limits: published in the last 2 years, Humans, English, Nursing journals	17:16:53	613
#1	Search diabetes	17:11:42	271543

24. The resulting articles are on both topics. Only 48 articles resulted, but they will be very relevant.

Topic 5: Medical Subject Headings

25. Sometimes it helps to search by the official subject heading, or “Medical Subject Heading” (MeSH) in PubMed. This increases relevancy and helps focus the search.

26. Go into the MeSH database first. The link is on the left side of the screen.

About Entrez

- Text Version
- Entrez PubMed
- Overview
- Help | FAQ
- Tutorials
- New/Noteworthy
- E-Utilities
- PubMed Services
- MeSH Database**
- Journal Database
- Single Citation
- Matcher
- Batch Citation

Limits: published in the last 2 years, Humans, English, Nursing journals

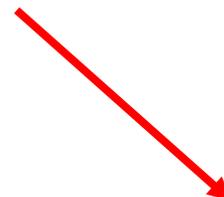
Display: Summary

All: 48 Review: 19

- 1: [White K, Jacques](#)
- 2: [Nair M.](#)

Diabetes mellitus
Br J Nurs. 2007 Feb 15;18(2):10-12.
PMID: 17363887

27. Once in the MeSH Database, type in a term. Then click on the “Go” button.



display Full Show 20 Send to

All: 1

- If making selections (e.g., Subheadings, etc.), use the [Search](#)
- Select PubMed under the Links menu to retrieve all records
- Select [NLM MeSH Browser](#) under the Links menu for a

Send to
Text
File
Printer
Clipboard
Search Box with AND
Search Box with OR
Search Box with NOT

1: Hypertension, Pregnancy-Induced

A condition in pregnant women with elevated systolic (>140 mm Hg) and diastolic (>90 mm Hg) blood pressure on two occasions 6 h apart. HYPERTENSION complicating pregnancy can be divided into several broad categories: PROTEINURIA; SEIZURES; abnormalities in fetal growth; and other. Year introduced: 2005

Subheadings: This list includes those paired at left and right. You may select any combinations.

blood chemically induced classification diagnosis drug therapy economics enzymology etiology genetics immunology metabolism mortality nursing pathology physiopathology psychology therapy ultrasonography urine

In this example, we've marked "blood" and "ultrasonography."

To look up articles on either topic, we choose OR in the Send to box. If we wanted articles that only addressed BOTH topics in the same article, then we would choose AND instead.

30. The search moves into the search box. We can click on the "PubMed Search" button to search for the articles. Using MeSH is sometimes a better way to search when you're not sure which terms to use.

All Databases PubMed Nucleotide Protein Genome Structure

Search MeSH for Go Clear

Limits Preview/Index History Clipboard Details

("Hypertension, Pregnancy-Induced/blood" [Mesh]
OR "Hypertension, Pregnancy-Induced/ultrasonography" [Mesh])

PubMed Search Clear

Display Full

Click here to search PubMed.

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The government, often in collaboration with other organizations, has published several hand-outs for consumers. The following are available from the Government Publishing Office (GPO). They are all in PDF's. I've put together a list of some of the publications that looked useful with URL's to the document. (If the URL's don't work, please let me know.) The handouts are generally in color and are written for patients.

Diabetes

1. Tips for helping a person with diabetes : how you can help your loved one with diabetes. (2 pages)
<http://purl.access.gpo.gov/GPO/LPS56068>
2. Controle la diabetes por su y de por vida : consejos para ayudarlo a sentirse mejor y a mantenerse saludable. (Spanish-2 pages)
<http://purl.access.gpo.gov/GPO/LPS58390>
3. Take care of your heart, manage your diabetes : blood glucose, blood pressure, cholesterol. (2 pages)
<http://purl.access.gpo.gov/GPO/LPS57693>
4. Prevent type 2 diabetes = prevengamos la diabetes tipo 2. (1 page in English and 1 page in Spanish)
<http://purl.access.gpo.gov/GPO/LPS58404>
5. Get real : you don't have to knock yourself out to prevent diabetes. (2 pages)
<http://purl.access.gpo.gov/GPO/LPS56072>
6. Ua tej yam me me raws li ntawm no nquis tes ua tej yam mes li hais tamsim no los : tiv thaiv kom txhob mob ntshav qabzib. (Hmong-2 pages) <http://purl.access.gpo.gov/GPO/LPS58321>
7. What I need to know about Gestational Diabetes (24 pages) <http://purl.access.gpo.gov/GPO/LPS79951>

Nutrition, exercise, wellness

8. Fit for two healthy eating & physical activity across your lifespan. (27 pages)
<http://purl.access.gpo.gov/GPO/LPS78330>
9. Improving your health tips for African American men and women. (14 pages)
<http://purl.access.gpo.gov/GPO/LPS78233>
10. Sugerencias para personas mayores cómo alimentarse y mantenerse activo durante : Toda la vida. (42 pages)
<http://purl.access.gpo.gov/GPO/LPS73200>
11. Consejos para la futura mamá cómo alimentarse y mantenerse activo durante : toda la vida. (35 pages)
<http://purl.access.gpo.gov/GPO/LPS73199>
12. Energize yourself and your family! (20 pages) <http://purl.access.gpo.gov/GPO/LPS78304>

Heart Disease

13. La mujer y las enfermedades del corazón cosas que usted necesita saber. (2 pages)
<http://purl.access.gpo.gov/GPO/LPS80058>
14. Actue rapido frente a los sintomas de un ataque al corazon (6 pages) <http://purl.access.gpo.gov/GPO/LPS49829>
15. High blood cholesterol : what you need to know (6 pages) <http://purl.access.gpo.gov/GPO/LPS17742>

Hypertension

16. Your guide to lowering your blood pressure with DASH DASH eating plan : lower your blood pressure. (64 pages)
<http://purl.access.gpo.gov/GPO/LPS70949>

Parish Nurse Questionnaire (after PubMed session)

Please fill in the following evaluation form. Thank you very much for your valuable feedback. Feel free to write comments, too.

1. Do you think that you will use PubMed in the future?

_____yes, definitely _____yes, probably _____not sure _____no

2. If you will use PubMed in the future, please explain how you think it can help you in your role as parish nurse. If you don't plan to use PubMed in the future, please explain why you don't think you will.

3. How confident are you using PubMed?

___very confident ___quite confident ___somewhat confident ___not confident

4. Would you like to learn more about **PubMed** or review at a later time? _____

5. Would you like to learn more about **MedlinePlus** or review at a later time? _____

6. Would you like to learn about some **additional Web sites** from the National Library of Medicine or from other sponsors at a later time? _____

7. Would you like to learn how to use PowerPoint at a later time? _____

Comments: _____

8. If you answered “yes” to another session, where would you like that held?

OVER→

9. Can you think of anything else right now can I do to assist you in using the laptop, printer, software, or health resources?

10. This grant runs through January of 2008. As part of the grant requirements, I need to get a "report" from you in July and October for the funding agency, NN/LM GMR.

- a) Would you prefer to receive the form by email, fax, or regular mail?

- b) If by fax or mail, please provide fax number or the place you'd like this sent:

- c) What's the most convenient way for you to return this report to me?

____Email ____Fax ____Regular mail

11. Would you like me to present a MedlinePlus session for your parishioners or a community group of 30-60 minutes? This can be PowerPoint if there's no Internet, and I can bring a laptop and LCD projector.

____Yes ____No ____Maybe

Thanks for completing this questionnaire.

Item 4 – Report from nurses’ form #1

Parish Nurse Questionnaire- for period covering **May 1, 2007 – July 31, 2007**

Your Name: _____

The group that funded our subcontract requested that I ask for information to evaluate this project three times during the 12-month project.

Please put this in the mail by August 3rd. I need to turn in a report August 15th with the information you provide. Thanks very much.

1. As a result of this project, do you use MedlinePlus in your role as a parish nurse?

If yes, please give one or more examples.

2. Do you use PubMed more than you did in the past?

3. Have you encountered difficulties or frustrations when using MedlinePlus or PubMed? If so, please explain.

4. Have you checked out any materials from the MCW Libraries or requested articles using Loansome Doc service as a result of this grant?

5. Has the laptop and printer helped you to find and use health information from PubMed, MedlinePlus, or other health resources? →

6. Do you have other comments, questions, concerns, or suggestions?

Thanks again!

Attachment 9
Subcontractor quarterly report

**MULTILINGUAL HEALTH INFORMATION ACCESS
FOR IMMIGRANTS AND REFUGEES**

SUB604

August 15, 2007

Second Quarter Report
May 1 through July 31, 2007

Report submitted by Lead Institution

Heartland Health Outreach
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This project has been funded in whole or in part with federal funds from the National Network of the Libraries of Medicine, National Institutes of Health, under Contract No. NO1-LM-6-3503.

I. Executive Summary

The purpose of the Multi-lingual Health Information Access for Immigrants and Refugees project is to enhance access to health information on the Internet for immigrant and refugee populations in the greater Chicago area. Through collaboration with the Loyola University Chicago Health Sciences Library and representative community-based mutual aid associations, Heartland Health Outreach (HHO) proposed to provide the technical support and equipment necessary for health promoters working in eight distinct immigrant communities to research and download culturally and linguistically appropriate health information. This health information, in audio, print, and multi-media format, would be stored on dedicated computers purchased for each agency for its ethnic community's use. In addition, health information would be downloaded onto portable formats for individual distribution and/or viewing in community settings.

In the second quarter of this project, the eight dedicated health education computers were installed in the different mutual aid associations and the refugee resettlement agency. Although the use of each computer is different and reflects the uniqueness of each situation, the computers have proven to be a success beyond the expectations of the grantees (and the health promoters). The immense popularity of the health education computers gave rise to a call for printers so that the material that was accessed by the community members could be printed and brought home for further study. The computers have been used for individual education (a single refugee, for example, learning about diabetes) to group education (a senior citizen group that will sit around the computer for a weekly health lesson). In addition, the health promoters have been able to easily access the health education material they need, in their language, for individual and

community health education outside their agency. Another unexpected positive result was the health promoters' report that their community members were getting, in small increments, more comfortable with pressing keys and moving cursors associated with using a computer. Thus, the health education computers were helping to close the "digital divide" so apparent in the refugee and immigrant community.

The health promoters will be presenting this project at the 2007 Refugee and Immigrant Conference to be held in Chicago in October 2007. One concern that has arisen is the unclear relationship between the community-based organization (lead institution) and the partnering institution (Loyola University Chicago Health Sciences Library).

II. Description of Progress toward the Project's Major Objectives:

In May, the eight dedicated health education computers were delivered to the respective mutual aid associations and the refugee resettlement agency. Initial documents that were downloaded onto flashdrives during the first workshop at Loyola were then uploaded onto the computers. There were various delays in setting up the Internet on the computers at the various agencies (need to buy a wireless router, etc.), but eventually all the computers were set up with Internet access. The computers were installed in the following agencies: Bosnian-Herzegovinian American Cultural Center; Cambodian Association of Illinois; Chinese Mutual Aid Association; Lao-American Community Services; Pan African Association; Ethiopian Community Association of Chicago; Vietnamese Association of Illinois; and the Heartland Human Care Services/International Refugee Center, a local resettlement agency. The different mutual aid associations have chosen locations for the health education computers to optimize the community's use. For example, the health promoter of the Pan African Association also serves as a part-time receptionist. She has located the computer in the agency's small lobby where she can assist clients in its use. The health promoter of the Chinese Mutual Aid Association has placed the computer next to her desk so that she can guide the clients she attends in her other capacity as a medical case manager. Both the Cambodian Association of Illinois and the International Refugee Center have placed the computers in a large room often used for meetings or as a classroom in order to incorporate the computer into their teaching.

A second workshop was held at Loyola for the health promoters on May 22, but it proved to be poorly planned and of little use to the health promoters. (This concern will be addressed later in the report.)

A major boost to the project was the one-month employment of an intern from the University of Illinois School of Public Health. Funds were available from another source to hire this intern who was instructed to research multi-lingual health education websites off the Internet that can then be accessed to download material onto the dedicated health education websites. (The health promoters' computer skills and time available for searching the Internet are limited, so the intern's assistance was invaluable in getting these computers up and running with the health education documents.) The intern produced a 264-page, single-spaced document with hyperlinks to hundreds and hundreds of health education documents in a wide variety of languages. The document was organized according to language groups, and the intern uploaded appropriate language group links onto the respective computers in the various agencies. (For example, Khmer and English for the Cambodian Association of Illinois; French, English, Swahili, Amharic, and other African languages for the Pan African Association). She also created within each computer a filing system to organize the documents by language and by topic.

Although the intern did create an organizing framework with various topic-related files for the computers, she did not have enough time to download all the documents she had researched into

those files. In addition, she preferred to have the documents reviewed by the health promoter (who understood the language) to determine the worth of each document before downloading it. Some of the agencies have hundreds of documents pending review and downloading. In the meantime, the health promoters do seek out specific topics and follow the document's hyper-links to access that website. The health promoters would benefit from another intern with the time and the skills to download and organize the documents onto the computers.

Much has been said about the potential of downloading literally hundreds of identified documents onto the computers, it must be repeated that the computers already do have many language-specific documents on the computers that have been of enormous help to the promoters. The amount of documents on the various computers differ according to language availability and the computer skills of the various health promoters, but each computer currently has at least 10-15 documents downloaded and even more that the health promoter accesses directly off the Internet. In one case (Lao American Community Services), a young Lao assistant with computer savvy has personally downloaded and organized close to 100 documents in Lao.

The health promoters are effusive in their praise of this project. Some health promoters will arrange for an individual to review a document on a specific health topic as part of their health counseling. Other health promoters arrange for senior citizens or other groups to watch an audio-visual presentation directly off the computer, and then allow time for discussion. Every agency has welcomed the printers that allow for health documents studied at the agency to be brought home for further review. Here is a quote from the health promoter from the Bosnian-Herzegovinian American Cultural Center.

My clients and I are very satisfied with the health information available on the Web, particularly those translated into Bosnian, Croatian, and Serbian languages. This allows us the opportunity to discuss and print out important information for future reference. Some topics are also available in audio/visual. I would like to thank all those responsible for this program and wish it much success, so my clients can continue benefiting from it. Best regards, Fadila.

III. Loansome Doc/Document Delivery Activities

Table of documents accessed and viewed on computer

AGENCY	MAY			JUNE			JULY		
	# Times computer used	# of diff. hlth topics	Lang accessed	# Times computer used	# of diff. hlth topics	Lang accessed	# Times computer used	# of diff. hlth topics	Lang. accessed
Bosnian-Herzegovinian American Cultural Ctr.	30	4	Bosnian	33	4	Bosnian	60	8	Bosnian Croatian
Cambodian Asso. of Illinois	36	13	Khmer	30	13	Khmer	25	14	Khmer
Chinese Mutual Aid Association	30	8	Chinese, Vietnamese	45	10	Chinese, Vietnames	60	10	Chinese, Vietnamese
Ethiopian Comm. Asso. of Chicago	20	5	Amharic, Tigrinya, Arabic, French, Swahili	60	15	Amharic Tigrinya Arabic, French, Swahili	60	15	Amharic, Tigrinya, Arabic, French, Swahili Kirundi
Lao American Community Services	30	10	Lao	45	20	Lao	60	30	Lao
Pan African	Not set	NA	Tigrinya,	40		Tigrinya	60		Tigrinya,

Association	up		French, Amharic, Swahili, English, Arabic, Creole, Kirundi			French, Amharic Swahili, English, Arabic, Creole, Kirundi			French, Amharic, Swahili. Kirundi
Vietnamese Asso. of Illinois	60	12	Viet nameese	60	9	Viet nameese	60	9	Viet nameese
International Refugee Center	45	8	Amharic, Arabic, French, Kiswahili, Somali, others	50	10	Amharic Arabic, French, Kiswahili, Somali, others	45	12	Amharic, Arabic, French, Kiswahili, Somali, others

Table of health documents accessed, printed, and distributed

AGENCY	No. of printed documents distributed in 2nd quarter	Health topics accessed and information distributed
Bosnian-Herzegovinian American Cultural Ctr	400	Emergency Room visits; Mental health; Diabetes; Healthy lifestyles; Domestic Violence; Adolescence; Nutrition; Tuberculosis, TB Treatment; Hypertension
Cambodian Asso of Illinois	1135	Nutrition; Breast Cancer; Cervical Cancer; Lead poisoning; Common Illnesses; TB; Men's Health; Asthma; STDs, HIV/AIDS, Women's health; Allergies; Diabetes; Dental health
Chinese Mutual Aid Asso.	Not reported	
Ethiopian Comm Asso Chicago	200	Diabetes, Mental health, TB, Nutrition, Women's health
Lao American Comm Serv	Not reported	
Pan African Association	125	Cold and flu, Nutrition, Medical Care in US, Asthma, Diabetes, HIV/AIDS, Hypertension,
Vietnamese Asso of Illinois	816	Diabetes, Birth control pills, Allergies; Cervical Cancer; Handwashing, Asthma, Cardiac health; Cholesterol; STDs, Hypertension in pregnancy; Breast Cancer
International Refugee Center	Not reported	Not reported

IV. Evaluation Activities

The project is on target to meet or exceed all the performance goal thresholds for the utilization of the dedicated health education computers.

V. Problems/Corrective Actions

1. Unclear relationship with the partnering library, Loyola University Health Sciences Library. It is the grantee's desire that the future of this relationship be defined, and other options be discussed. This project is wildly successful, and should be a shining star in NN/LM:GMR's project portfolio to be replicated in other settings. However, the absence of a collaborating agency is felt. Maybe the NN/LM:GMR could investigate other means of partnering community-based organizations with outreach libraries or librarians.
2. Need for continued technical assistance for the health promoters in their use of the computers and accessing health education material. Options for part-time paid internships are being explored.

VI. Lessons Learned/Significant Feedback

The most important lesson learned so far in this project is the ongoing need for technical assistance at the agency level for the health promoters. The amount of assistance that the health promoters would need was underestimated by the grantees, both Heartland Health Outreach and the Loyola University Health Sciences Library. Two half-day workshops at Loyola were not enough to launch this project. The health promoters are intelligent and committed, but have uneven computer expertise and are extremely busy serving as links between their ethnic communities and the health care system. The project received a significant boost through the work of a University of Illinois School of Public Health intern who was paid to research health education material on the web and download documents onto the agency computers. The student intern did a phenomenal job during the month that she was able to work, creating a 264-page document with links to multiple multi-lingual health education websites. She created a system to organize the material on each computer, but did not have the time to download all the documents and organize them into files. The project would definitely benefit from on-going technical assistance and support at the community level, a student or intern who could make weekly visits to the agencies and check and see what needs to be done to update the computers.

VII. Projected Activities for Next Quarter

1. Seek a paid intern or volunteer to continue to develop the health education computers at the agency level, assisting in the downloading and organizing the health education material off the Internet.
2. Health promoters are scheduled to co-present at the 2007 Refugee and Immigrant Conference to be held October 22 and 23, 2007 in Chicago. The health promoters will highlight this program and share their experiences in bringing quality health education to their immigrant communities.

**Attachment 10
Subcontractor quarterly report**

COVER SHEET

Title of Project: Libraries MUVE (Multi-User Environment) Consumers Into Accessibility Awareness

Name of Institution: Alliance Library System

Location of Institution: East Peoria, Illinois

Name, Mailing and Email Addresses, Voice and Fax Numbers of Person Submitting the Report:

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Number and Inclusive Dates of Quarterly Report

May 1, 2007 - July 31, 2007

Date Submitted:

August 7, 2007

Executive Summary

The Libraries MUVE Consumers Into Accessibility Awareness is off to a great start! We have spent the first quarter setting up the accessibility center, creating displays, and making contacts. Our grand opening will be September 9. The Accessibility Center is also the beneficiary of a small grant from the Blue Wave Publishing Group to assist in staffing the center.

Description of Progress toward the Project's Major Objectives

a. Administrative/Planning Activities

ALS contracted with Kristen Hall to serve as Project Coordinator for the project. She is working on displays, program coordination and project publicity. She is the editor of the most popular newspaper in Second Life, the Metaverse Messenger. We have contracted with Tom Peters of TAP Information Services to serve as Project Evaluator. With grant funds from iViNNiE, the publishing group, we have been able to add staffing hours for Alice Krueger who is a co-founder of the Heron Sanctuary in Second Life. The

Heron Sanctuary serves as a safe place for people with disabilities in Second Life. Alice and Kristen will make contact with other groups serving people with disabilities in Second Life to see how we can work together and refer people to the right group. She will also assist with programs and displays. The sanctuary provides second life training, events, and support for people. The iViNNiE grant also provided 8 hours of staffing for Valerie Brandon, who has experience working with library services for the print-impaired, people who cannot read regular print because of a visual, physical or learning disability. Valerie is doing the research for information on various disabilities to be included with the displays. The project team is meeting August 8 to decide on the year long contacts, meetings, displays and programs. These will kick off September 9 with the grand opening of the accessibility center.

The data collection aspects of the evaluation of the iViNNiE Accessibility Center in Second Life are taking shape. On August 7th Carol Perryman placed sensors on each floor of the iViNNiE Accessibility Center, plus at other locations around HealthInfo Island. The sensors count the number of unique avatars who visit a location during each hour, day, week, and month, the total number of minutes spent by avatars at each location for the selected time period, and the average number of minutes spent by unique avatars at the selected location for the selected period of time.

b. Collaborations/ Partnerships

ALS is working with Carol Perryman, the consumer health librarian on HealthInfo Island and Guus vandeBrekkel, the medical librarian on HealthInfo Island. Project staff are making contact with other groups serving people with disabilities in Second Life; the purpose of these contacts is to invite groups to put a poster or display in the accessibility center on their services with a teleport option so that people can easily visit the other sites. The contacts will also enable staff to refer visitors to other areas for additional services. Sojourner Truth, the woman who runs "Dreams" island for stroke victims and "Brigadoon" for people with Asperger's Syndrome and adult autism spoke to the project team about how we could work together. Staff also talked to Traderjohn Susa, who is running a Homeless Shelter which trains people with disabilities on how to do things in Second Life, how to create and run a business, and offers low interest loans for disabled individuals who want to run a business.

c. Publicity Marketing Activities

Marketing and publicity efforts will start in the second quarter with the grand opening on September 9th.

d. Produce/Resource Development Activities

The project team has started on a mobility/dexterity display and worked on a low vision display; a display on audio description; a deaf/hard of hearing display, and additional displays are planned.

A display on what it is like to be color blind has been placed next to the accessibility center.

More displays will be created during the next quarter.

Guus vandeBrekkel is creating RSS feeds and links to podcasts on topics which will be placed with those displays.

e. **Site Visits (Include number and descriptions of the sites and target population)**

These are planned for next quarter.

f. **Outreach Activities (Total number of training or demonstration sessions)**

Planned for next quarter.

g. **Website development activities**

Both Carol Perryman and Namro Orman contribute to the Info Island blog.

h. **Exhibits**

See Produce/Resource Development activities.

i. **Other**

Attachment 11
Subcontractor quarterly report