



**Title of the Project:** Linking Rural Network Health Workers to On-line Health Information Resources

**Type of Award:** Express Outreach Award

**Name of Institution:** Montana Health Network

**Location of Institution:** 11 South 7<sup>th</sup> Street, Suite 241, Miles City, MT 59301

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**Inclusive Dates of Final Report:** July 15, 2005 – March 30, 2006

**Date Submitted:** April 14, 2006

## **NARRATIVE DESCRIPTION**

### **1. Summary/Introduction: Summarize your accomplishments on the project.**

The Montana Health Network, in conjunction with two Montana medical librarians, conducted training via teleconference on accessing health information to health care employees in the Montana Health Network, which allows the health care employees to provide a patient education component in the case management of their patients. Our goals and related accomplishment were:

- 1) Obtain access and create links to MedlinePlus, ClinicalTrials.gov, PubMed and other National Library of Medicine (NLM) resources on the Montana Health Network (MHN) website for healthcare workers, their families and their patients to access.
- 2) Develop an Outreach information letter that includes MedlinePlus, ClinicalTrials.gov and PubMed promotional materials from the National Network of Libraries of Medicine for distribution to Montana Health Network facility healthcare workers.
- 3) Offer and provide training session to 17 MHN healthcare facilities via teleconference demonstrating how to access web resources from the National Library of Medicine.
- 4) Provide “Helpline” assistance thru the MHN office to assist healthcare workers, their families and others with questions or wanting to learn how to access the National Library of Medicine online resources.

In addition we invited county health nurses and patients in the communities to attend the sessions.

### **2. Geographic region/number of counties: List the geographic regions or all the counties that were impacted by the project.**

The following facilities have been impacted by the project:

Advanced Imaging Community Medical Center – Missoula, MT  
Ashland Community Health Center – Ashland, MT  
Big Horn Hospital Association – Hardin, MT  
Community Health Partners – Livingston, MT  
Crook County Medical Services – Sundance, WY  
Dahl Memorial Healthcare Association –Ekalaka, MT  
Daniels Memorial Hospital – Scobey, MT  
Eastern Montana Community Mental Health Center – Miles City, MT  
Frances Mahon Deaconess Hospital – Glasgow, MT  
Hi-Line Retirement Center – Malta, MT  
Liberty County Hospital –Chester, MT  
Livingston Healthcare –Livingston, MT  
Madison Valley Hospital & Clinic – Ennis, MT  
McCone County Health Center – Circle, MT  
Missoula Radiology – Missoula, MT  
Missouri River Medical Center – Fort Benton, MT  
Montana Health Network – Miles City, MT  
Northeast Montana Health Services – Wolf Point and Poplar, MT  
Phillips County Hospital - Malta, MT

Pondera Medical Center – Conrad, MT  
 Prairie Ridge Village, LLP – Glasgow, MT  
 Roosevelt Memorial Medical Center – Culbertson, MT  
 Rosebud Health Care Center – Forsyth, MT  
 Roundup Memorial Healthcare – Roundup, MT  
 Ruby Valley Hospital – Sheridan, MT  
 Sheridan Memorial Hospital – Plentywood, MT  
 Sidney Health Center – Sidney, MT  
 Sweet Memorial Nursing Home – Chinook, MT  
 Valley View Nursing Home – Glasgow, MT  
 Wheatland Memorial Hospital – Harlowton, MT  
 Weston County Health Services – Newcastle, WY

**3. Collaborations/Partnerships:**

**Include names and types of organizations with which there was collaboration at any time during the project. Provide the current status of the partnerships, challenges encountered, and lessons learned.**

In addition to the facilities listed under question 2 we collaborated with the Billings Clinic and Miles Community College.

The Billings Clinic librarian trained the Help Desk Assistant to utilize MedlinePlus, Clinical Trails.gov and other National Library of Medicine resources. The Billings Clinic librarian and the Miles Community College librarian agreed to act as resources to our Help Desk Assistant with any questions or problems she may encounter as well as co-present the teleconferences.

Many of MHN’s members who participate in the employee health insurance program have collaborated on a number of other MHN programs since 1987. The CEO’s of 17 member healthcare entities are members of the Board of Directors of Montana Health Network and develop the strategic objectives for the Network.

**4. Training:**

**In the final report, provide a summary of the training events and participants:**

- **Total number of sessions conducted as part of the project**
- **Total number of sessions in which half or more than half of participants were from minority populations**
- **Total number of participants in the project’s sessions**
- **Breakdown of participants by:**
  - **Health care or service provider**
  - **Health sciences library staff member**
  - **Public/other library staff member**
  - **Member of the general public**

<b># of Sessions</b>	<b># of Sessions in which half or more participants were minority</b>	<b># of Participants</b>	<b>Breakdown of participants.</b>
Session 1 10/27/05	N/A	9	Health Care Providers
Session 2 03/29/06	N/A	13	Health Care Providers

5. **Training sites:**  
**Provide a brief description of training sites.**

MHN provided two teleconference training session demonstrating how to access web resources from the National Library of Medicine and distributed an outreach information letter that included MedlinePlus, ClinicalTrials.gov and PubMed promotional materials from the National Network of Libraries of Medicine to healthcare workers, their families and their patients.

Ann Rutherford, MS, Director of the Miles Community College (MCC) Library in Miles City, Montana and the Montana Health Network's (MHN) Help Desk Assistant presented a Medline Plus training session via teleconference and online demonstrations on Thursday, October 27, 2005 from 2:00 pm to 3:00 pm. Another training session was provided by the MCC Nursing Department Administrative Assistant and the MHN Help Desk Assistant on Wednesday, Mary 29, 2006 from 3:00 pm to 5:00 pm.

Participating organizations of the October 27, 2005 session were:

Sidney Health Center, Sidney, MT	3 Participants
Roosevelt Memorial Medical Center, Culbertson, MT	3 Participants
Ashland Community Health Center, Ashland, MT	3 Participants

Participating organizations of the March 29, 2006 session were:

Sheridan Memorial Hospital, Plentywood, MT	3 Participants
Liberty County Hospital, Chester, MT	5 Participants
Northeast Montana Health Services, Poplar, MT	1 Participant
Holy Rosary Healthcare, Miles City, MT	4 Participants

The presentation entailed a detailed understanding and demonstration regarding how to access, search and utilize the information on the MedlinePlus website. A copy of the presentation is attached.

6. **Exhibits:**  
**List all the exhibits connected with the projects (if applicable). Include the meeting name, dates, location, estimated number of contacts made, demonstrations given and general impressions of success.**

N/A

7. **Resource materials:**  
**Provide a brief description of any materials that were developed for training or for promotion/marketing (include newspaper announcements, brochures, etc.). Include copies of materials developed. If web-based resources were developed, please provide the URL for the site where the materials are located.**

Article printed in the Montana Medical Libraries Vol 1(2) Fall 2005 – News About Montana Health Science Libraries.

The Montana Health Network placed an article in the MHN quarterly newsletter informing members of the wonderful no-cost opportunity to join the National Network of Libraries of Medicine – Pacific Northwest.

Through the MHN Disease Management Program, we have provided Medline Plus, PubMed and other NLM resources to 48 employees diagnosed with at least one condition

that puts them in the “high risk” health group. Our goal is to teach healthcare employees how to access up to date health information which will allow them to better inform their patients and families.

8. **Web sites:**

**Detail the current status of web sites created as part of the project. Include URL, plans for future maintenance, and impact.**

MHN created links to the National Library of Medicine (NLM), National Network of Libraries of Medicine (NN/LM), MedlinePlus, PubMed, National Institutes of Health (NIH), and ClinicalTrials.gov resources on the Montana Health Network (MHN) website at [www.montanahealthnetwork.com](http://www.montanahealthnetwork.com) for healthcare workers, their families and their patients to access.

9. **Document delivery and reference services:**

**If document delivery services and reference services were provided, please provide appropriate statistics.**

N/A

10. **Approaches and interventions used:**

**Describe the steps or activities used in the following areas: identifying and scheduling sessions; promotion/marketing; training; personnel/staffing; web site development.**

Attached are two invitations to the training sessions. Other marketing and promotional pieces are identified under other questions.

11. **Evaluation:**

**How was the project evaluated? What results were achieved based on the objectives of the project?**

Due to the low participation among the teleconference training sessions, a verbal poll was taken after each session. The general consensus was that the majority of healthcare professionals in attendance were not aware of Medline Plus as a health information resource. However, they found the session very informative and are looking forward to utilizing this resource in the future.

12. **Problems or barriers encountered:**

**Provide details on problems encountered in the areas of promotion/marketing; training; equipment/telecommunications; personnel/staffing; and web site development.**

- The numbers of employees contacted through the disease management program were not as high as anticipated. This is a new program as of July 1 and as the program grows we expect an increase in healthcare employees contacted.

- The Medline Plus training session via telemedicine did not result in as many participants as planned. This is partially due to general staff shortages and people have less time for education.

13. **Continuation plans:**

**Report on how you plan to continue the project. Will all or some of the project's activities continue? Who will provide the funding and staffing to do so?**

- Maintain the link to the National Library of Medicine on-line resources on the MHN webpage.
- Continue to provide "Help Desk" assistance and toll free phone line.

14. **Impact:**

**Include information on the perceived and actual impact of the project on the library, institution, or consortium. This can include the effect of the project on the library's image, increased utilization of the library, etc.**

There was a positive impact in that participants became familiar with regional medical librarians and now have access to them if they need medical information. The continuation of the Help Desk will also provide another resource for health information. Due to the nature of this grant there was not significant impact to the libraries because the librarians were used as trainers and information was communicated through long distance mechanisms across the region.

15. **Recommendations for improvement:**

**Include suggestions for alternative methods, training materials, promotional materials, etc.**

The training and promotional materials through the NNLM were excellent. With staff shortages and multiple work activities we need to develop a more exciting communication method to create interest in the programs. Once the participants attend they are very interested, but we need to find a new method to attract them to the training sessions.

16. **Responses to follow-up questions (attached):**

**If answers to the follow-up questions are contained elsewhere in your report, indicate where they are located.**

## **FOLLOW-UP QUESTIONS**

1. **Were your original project goals and objectives met? If not, why not?**

Our original project goals and objectives were met as outlined in number one, Summary and Introductions. However, the number of participants taking advantage of this opportunity was much lower than anticipated.

- 2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?**

Please refer to question 15.

- 3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?**

Please refer to question 15.

- 4. What advice or recommendations would you give to anyone considering a similar outreach effort?**

Please refer to question 15.