

UNIVERSITY OF WASHINGTON HEALTH SCIENCES LIBRARIES WWAMI REPORT FOR 2005-2006

The mission of the Health Sciences Libraries (HSL) is to connect faculty, staff and students to knowledge in the health sciences, supporting teaching, research and patient care. The HSL staff strives to integrate this knowledge at the point of use for clinicians, researchers, administrators, instructors and students within a distributed multi-state educational environment.

To achieve this vision, HSL partners with health sciences departments and programs and external organizations, delivering services from three facilities: the Health Sciences Library and Information Center and School of Social Work Library on the main campus, and the K.K. Sherwood Library at Harborview Medical Center. HSL supports six schools: Dentistry; Medicine; Nursing; Pharmacy; Public Health and Community Medicine; and Social Work. A primary user population of over 20,000 students and faculty are located both on campus and at clinical sites throughout the five-state WWAMI (Washington, Wyoming, Alaska, Montana, Idaho) region. Serving this large geographic area requires that we focus our efforts on providing web-based knowledge resources regardless of physical location of the user. The HSL contracts with the National Library of Medicine to be the headquarters of the National Network of Libraries of Medicine, Pacific Northwest Region, connecting health professionals and consumers across the region to information services.

Library services are increasingly focused on information management education in its broadest sense. Each health sciences department or program has an assigned librarian liaison that is responsible for coordinating services to that program area, including development and presentation of targeted instructional sessions, individual information management consultation, collection development, and web page linkages. HSL librarians presented orientations and instruction for over 4,000 attendees in FY 2005-2006.

HSL staff includes 32 FTE librarians and professional staff and 21 FTE classified staff and xx FTE student assistants; 15 FTE staff members are funded by grants and contracts. Knowledge resources include 7,200 medical and health electronic journals, 1,300 current print journals, 136,000 book titles, 525 electronic textbooks, and 200 databases available via the web. All online content is made available through the HealthLinks website (<http://healthlinks.washington.edu>).

Curriculum support services include a full-service computing lab composed of 65 PCs in 3 classrooms, a library teaching lab, and 70 drop-in computing stations for independent student learning. In addition, the Learning Commons has a Reserves section (offering a mediated e-reserves system for instructors), VCRs and other AV equipment, anatomical models, study rooms and Ethernet laptop ports. In addition, approximately 70 public PC stations are located in the three HSL sites for

research, study, and email access. All but a handful of these workstations now require UW NetID authentication to use. HSLIC and the School of Social Work Library also have wireless Internet access available throughout.

Librarians lead or participate in several research and development projects, including: deep linkages to content in knowledge resources from within the electronic medical record; a cultural medicine textbook called EthnoMed; a genetic textbook called GeneReviews; specialized toolkits for molecular biologists and grant seekers; and extraction and visual mapping of research findings from reports of scientific research, the Telemakus project.

Health Sciences librarians and staff published 27 journal articles in the past year, including several on clinical topics as part of the Family Physicians Inquiries Network program.

The HSL received over \$1.5 million in grant funds in the past year. This includes funding from the National Library of Medicine for the Regional Medical Library contract to support health information access for health professionals and the general public, a grant for the development of the Telemakus Knowledge Base System from the Ellison Medical Foundation; funding from several other grants that librarians serve on as co-Principal Investigators or play other roles; special funding for collections/resources; and UW Student Technology Fee grants to support the HSL Learning Commons and purchase of a key BioCommons resource for education purposes.

The HSL BioCommons offered continuing innovative services including specialized databases, tools, collaborative web resources (the BioResearcher toolkit) and consulting. Dr. Mark Minie, the HSL BioResearch liaison, serves as a trainer for the National Center for Biotechnology Information (National Institutes of Health), and, in addition to campus training, he taught a number of classes regionally and nationally on behalf of NCBI.

HealthLinks: Web Access to Clinical Information Resources

HealthLinks serves as the portal to health-related information for UW affiliates, regardless of location in the WWAMI region. HealthLinks provides 24-hour-a-day access to more than 3600 electronic journals and more than 450 electronic textbooks and databases. The Care Provider Toolkit, containing a selected set of tools useful for clinicians, continues to be one of the most heavily used sections of HealthLinks. The PrimeAnswers project, funded by an NLM grant through 2003, is now supported by HSL as one of its core products. PrimeAnswers provides deep linkages to knowledge resources enabling primary care providers to quickly find reliable information at the point of care.

HSL continues to license major electronic resources including UpToDate, a clinical reference library; MDConsult and Clinical Resources@ Ovid, electronic 'bookshelves' that contain textbooks, full-text journals, drug references, and

patient education materials; Clinical Evidence, a collection of evidence-based synopses of clinical topics; Cochrane Library, the gold-standard for evidence-based medicine, and TRIP, a meta-search tool for evidence-based sources. HSL has licensed a variety of clinical information resources which can be downloaded to PDAs, such as InfoRetriever and Unbound Medicine.

In addition to providing access to more resources on the web, HSL continues to work to increase access points to instruction for students and faculty throughout WWAMI. A growing number of journals in PubMed contain direct links to UW holdings. Online self-guided tutorials developed by HSL staff are available on searching PubMed, finding drug information, finding measurement tools, and other topics. Concise video clips of instructional content have been added to some tutorials, for instance on searching PubMed. Short orientation videos covering key library access skills were created so that all students could receive this information, regardless of their physical location.

HSL supports use of the UW Libraries Proxy Service, which allows access by UW students, faculty and staff throughout WWAMI to UW-licensed journals, textbooks, databases, and other resources on HealthLinks. Proxied access has increased the number of active WWAMI users of library resources. Custom tools such as the “proxy bookmarklet” have been developed by the UW Libraries to accommodate individual research styles. Assistance with library service is available to all WWAMI faculty and students by e-mail, telephone, and instant messaging.

Educational Outreach

Library liaisons provide training and information on library services to departments and programs throughout the WWAMI region, as well as targeted e-mail via HSL-News to faculty and students.

MEDEX students from Spokane, Yakima and Seattle programs receive orientations to library resources and services, and are trained in using the Care Provider Toolkit and PrimeAnswers on HealthLinks to locate evidence-based reviews, patient education materials, online textbooks, and journal articles, and PDA resources before leaving for their clinical rotations.

Librarians teach WRITE students and preceptors at their Seattle orientation, and provide ongoing phone and e-mail support to students and preceptors at their sites.

Librarians participate in HuBio 590, Critical Reading and Evaluation of Medical Literature, a required course for all first year medical students. HSL librarians provide information on evidence-based practice (EBP) tools and maintain HealthLinks pages to reinforce EBP training. Seattle librarians worked with librarians and faculty at the WWAMI sites to insure access for students and faculty during intensive use periods of the course.

Librarians taught faculty development workshops in Seattle for several Family Medicine faculty groups, including the Family Medicine Residency Network faculty fellowship, and the Native American Center of Excellence faculty development seminar. A refresher on accessing HealthLinks resources was presented at the Family Medicine predoctoral faculty meeting.

Librarians provided training and support to WWAMI faculty and librarians so that they could continue training visiting medical students and residents.

A breakout workshop was led by a UW librarian for the Advances in Family Practice and Primary Care conference, held at the UW for family physicians, other primary care physicians, and mid-level practitioners in primary care from the WWAMI region.

HSL Librarians participated in two faculty development workshops, Writing with Evidence, and Writing for Pepid, sponsored by the Department of Family Medicine. These workshops focused on researching and writing for the Family Physicians Inquiries Network Clinical Inquiries and Pepid projects. Librarians, faculty and residents co-authored FPIN Clinical Inquiries which are published in the Journal of Family Practice and in Advances in Family Practice. Co-authoring Clinical Inquiries is a requirement for residents in several of the Family Medicine Residency Network sites. Twelve Clinical Inquiries co-authored by librarians and UW faculty or residents were published during this report period. Family Medicine Residency Network faculty writing primary care content for the Pepid database received research guidance from librarians during the workshop.

National Network of Libraries of Medicine, Pacific Northwest Region (Regional Medical Library Program)

The **Pacific Northwest Regional Medical Library** (PNRML), based at the University of Washington Health Sciences Library, is the regional headquarters for the National Network of Libraries of Medicine. The PNRML collaborates with academic, hospital, and community libraries, and with health agencies and organizations, to ensure that quality health information is accessible to health care providers and consumers throughout Alaska, Idaho, Montana, Oregon, and Washington. The PNRML staff provides training in Internet search skills and use of NLM online health resources, exhibit at health professional and community health meetings, and speak and write about health information. Small grants to libraries and community health organizations to carry out health information-related projects are also used to promote the use of quality health information. The PNRML provides a regional link to many National Library of Medicine programs and services.

The PNRML researches and tests ways to improve the effectiveness of health information outreach programs, particularly in communities with pronounced health disparities. Community-based approaches--emphasizing the development of a

community's capacity to meet the health information needs of its people through both information technology and training--are being tried with Hispanic communities in the region working through community clinics.

The PNRML looks for ways to improve the ability of medical libraries to bring needed information, especially journal articles, to the health professionals they serve. In 2006 funding continued for medical libraries in the region to purchase or improve equipment and software for more efficient electronic document delivery.

Alaska

- Awarded \$72,937 to the Southcentral Foundation, Anchorage, Alaska, to train Alaska native research health informatics specialists to work with Alaska communities.
- The PNRML worked with Kenai Community Library to strengthen and encourage consumer health service and outreach in the Kenai community. The Kenai Community Library was subsequently recognized as the Alaska State winner for the 2006 NCLIS consumer health awards.
- Discussions were held among the PNRML, the University of Alaska Anchorage (UAA) and leadership in Buckland, Alaska, to determine ways to address health information needs in this Alaska Native village. Subsequently, staff traveled to Buckland to provide multiple training sessions and to consult with village school about methods by which they can incorporate health issues into their curriculum at multiple grade levels.

Idaho

- Made Planning and Assessment awards at \$2,000 each to:
 - Kootenai Medical Center, Coeur d'Alene, Idaho, to plan activities to enhance the Idaho 211 System, and
 - Idaho State University, Pocatello, Idaho, to assess the health information needs of Speech-Language Pathologists.
- Staff made a site visit to the NeeMeePoo Health Clinic in Lapwai, Idaho to meet with health professionals at the clinic.
- A series of training sessions was provided throughout Idaho regarding consumer health information mostly for public libraries staff.

Montana

- Funded an \$8,940 project for Kalispell Regional Medical Center, Kalispell, Montana, to work with previously trained "Health Information Providers" to increase access to health information by health care consumers.
- The PNRML Initiated marketing strategies to increase awareness and profile of Network members as community resources for health information and were invited to partner with the Montana State Library year long "What's Your Story" campaign to help remind Montanans of

the value of Montana libraries to the communities they serve. Campaign materials, including a PSA and poster, highlight Montana health libraries and resources of the NLM.

- Presentations on PubMed were made to scientists at Rocky Mountain Labs (NIAID) in Hamilton, MT, and to public librarians at Marcus Daly Hospital.

Washington

- Washington Catholic Family & Child Services in Yakima, Washington was awarded \$10,000 for their project "Healthy Kids in Kittitas County", which fostered collaboration between community agencies, public health entities, and libraries and provided information to low-income families about where to seek information on health topics.
- \$9,000 was awarded to The Puget Sound Alliance for Community Technology (PSACT), Seattle, Washington, to collaborate with the King County Housing Authority (KCHA) to provide access to health information resources online to KCHA residents. MedlinePlus and the Ethnomed website were utilized, and a directory of online resources was produced.
- Awarded Street Youth Ministries, Seattle, Washington \$9,250 to assess the health-related information needs of homeless and street-involved youth ages 13-24 in Seattle's University District and to assist service providers for this population to learn about available resources and train youth leaders.
- Community-Minded Enterprises, Spokane, Washington, received \$10,106 to investigate health information access and use among low-income and under-insured or un-insured individuals and families. Based on the findings, a plan was developed for integrating delivery of accurate, accessible health information, with assistance to facilitate access to quality health services.
- The Church Council of Greater Seattle, Mission for Music and Healing, Seattle, Washington, was awarded \$2,000 to help produce radio programming on accessing health information on the Internet.
- A Continuing Education class, "¿No Comprende? Spanish Health Information Resources for English-Speaking Librarians," was taught at the Washington Medical Library Association meeting.
- PNRML staff met with the Washington State Department of Health and Ann Madhavan, Sewell Library Fellow, to review PHPartners.org and activities of the PNRML. We discussed possibilities for extending access to the Virtual Public Health Library being developed by Ms. Madhavan to other public health jurisdictions in Washington.
- Staff provided three workshops for public health staff (assessment coordinators), at the invitation of Washington Department of Health coordinators. At each session, MedlinePlus, PubMed, TOXNET, and PHPartners.org were demonstrated. Sessions were also taught to

Maternal and Child Health representatives of local public health jurisdictions in Yakima, WA.

Wyoming

- Onsite workshops were provided by librarians for faculty and residents at the Casper Family Practice residency site. Workshops covered using clinical and evidence-based practice resources on HealthLinks, and accessing electronic journals. Individual help was provided to faculty members on how to effectively search PubMed and other databases for specific topics of interest.