



PACIFIC SOUTHWEST REGION (REGION 7)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE

Pacific Southwest Regional Medical Library (PSRML)

Serving the states of Arizona, California, Hawaii, and Nevada, and the U.S.-Associated Pacific Basin.

Quarterly Progress Report
February - April 2004

TABLE OF CONTENTS

REGIONAL SERVICES AND PROGRAMS

A. Network Programs	1
B. Outreach Programs	9

APPENDICES

A. PSRML Exhibits and Budgets	13
B. PSRML Outreach Subcontracts Reports	22
1. University of Nevada School of Medicine, Savitt Medical Library, Reno, Nevada	23
2. Vision Literacy, Milpitas, CA.....	27
3. Good Samaritan Regional Medical Center, Health Sciences Library, Phoenix, AZ.....	33
4. Hawaii Medical Library, Honolulu, Hawaii.....	37
5. Henry Madden Library, California State University, Fresno, CA	51
6. Arizona Health Sciences Library, University of Arizona, Tucson, AZ	53
7. San Diego State University, San Diego, CA	59

QUARTERLY PROGRESS REPORT
PACIFIC SOUTHWEST REGIONAL MEDICAL LIBRARY (PSRML)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE, PACIFIC SOUTHWEST REGION
FEBRUARY 2004-APRIL 2004

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

- At the end of this contract year, 96 libraries in the Pacific Southwest Region are active participants in LinkOut; there are 32 inactive LinkOut participants. LinkOut participants in our region account for 13.6% of all US LinkOut libraries.
- Loansome Doc service is offered by 200 libraries in the Pacific Southwest Region.
- The following videotapes and audiotapes circulated to network members during the quarter via our PSRML multi-media loan page¹:
 - **Videotapes/CD-ROMs/DVDs:**
MLA Informationist Conference (**4 Network Members**); Libraries, Copyright & the Internet (**1**); MLA teleconference "Reading Between the Lines: Focusing on Health Information Literacy"; Frankenstein: Penetrating the secrets of nature (Booklet) (**1**); 2004 MLA teleconference "Roles and Essential Skills for the Expert Searcher"; (**2**) Safeguarding our Patrons Privacy: What Every Librarian Needs to Know about the USA Patriot Act & Related Anti-Terrorism Measures (**1**) NLM: Branching Out - MeSH Vocabulary (**2**) NLM: Breath of Life, The History of Asthma (**1**)
 - **Audiocassettes:**
Medical Library Association 2003 Annual Meeting and Exhibit – 2
- PSRML filled **25** requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed a total of **7,408 items** NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.
- On April 1, 2004, we received the following message from Geri Bodeker, MS, AHIP, Medical Librarian, Kaiser Permanente, South San Francisco: "As promised, here are some pictures from our Senior Health Fair. Unofficial count of participants was over 600! Thank you so much for the materials you provided to make this event a success for the libraries. I think you will see the materials were put to good use." See pictures of this event in Appendix XX.

2. Assessing the needs of health science libraries

- Julie Kwan and Alan Carr attended the Annual Meeting of the Hawaii-Pacific Chapter of the Medical Library Association in Honolulu on April 2, 2004. The speaker at this

¹ <http://nmlm.gov/psr/loans/>

meeting was Linda Watson, Past President of the Medical Library Association. This meeting offered an opportunity to learn about local conditions and issues and to strengthen relationships with these network members. Two PSRML workshops were offered in conjunction with this meeting (see II.3).

- During this visit, Julie Kwan visited the following libraries:
 1. Medical Library of Tripler Army Medical Center to continue training on LinkOut for Libraries program.
 2. St. Francis Medical Center Medical Library to meet with the new librarian to provide an overview of NLM and NN/LM resources and services.
- Other library visits during this quarter included a visit to Oakland Children's Hospital in Oakland, California. The librarian at Oakland Children's had contacted PSRML regarding a recommendation for a consultant to provide advice to the hospital regarding space needs. The hospital decided to retain the hospital in its present highly desirable location rather than decreasing its size. Hospital medical staff played an important role in the final decision.
- Kay Deeney visited the Scottsdale Health storefront health library in April. The storefront library has been very successful. The library has also expanded to open health libraries for women's health issues and cancer.

3. Managing the NN/LM Network membership program for the region

- We have been in contact with staff of the former High Desert Hospital in Lancaster, California. This county facility has been converted into an ambulatory care facility and is now called High Desert Health System. Over the next several months, administrators there will determine if they will continue operating the library.
- Julie Kwan and Andrea Lynch gave a presentation on NN/LM membership at a meeting of the Libraries of Oriental Medicine (LOOM) meeting in Hollywood on April 27, 2004. The meeting was held in association with the Council on Colleges of Acupuncture and Oriental Medicine annual meeting. There are 54 colleges in this organization. Most are located in the United States; one is located in Canada. We were invited to participate in this meeting by Naomi Broering, who currently serves as Dean of Libraries of the Pacific College of Oriental Medicine. Ms. Broering reported on the group's efforts to increase indexing of complementary and alternative medicine titles in MEDLINE.
- According to DOCLINE, Region 7 has a total of 655 network members: 241 Affiliate and 414 Full members.

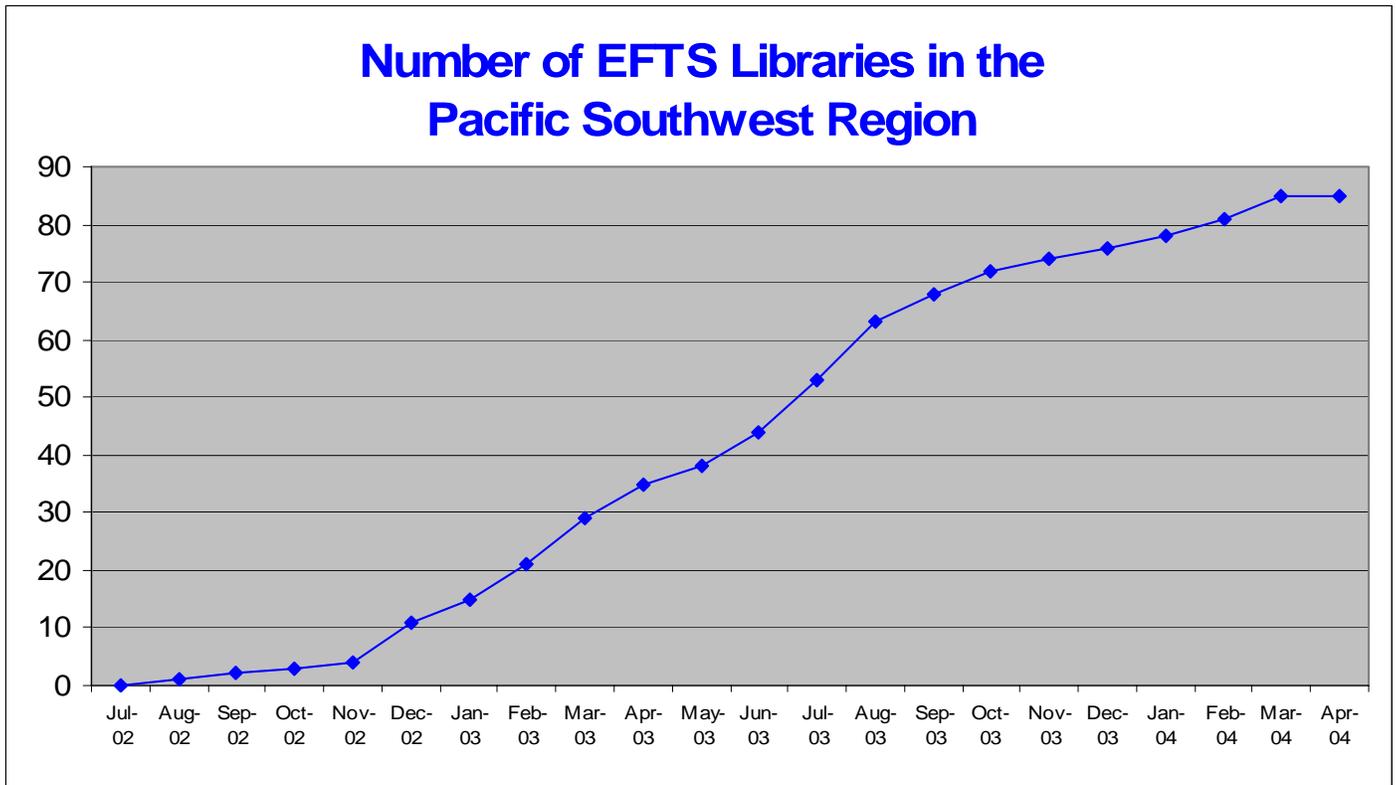
4. Implementing the Regional Document Delivery Plan

- In April 2004, we received a supply of the new DOCLINE promotional item, stuffed Tugger² dolls. We plan to use Tugger to encourage best practices in DOCLINE, from

² <http://www.nlm.nih.gov/docline/tugger/tugger.html>

major updating of routing tables, promoting electronic delivery, processing DOCLINE requests in 1 day or less, and other best practices as we identify them.

- Julie Kwan and Andrea Lynch continued to work with EFTS staff and with MLA chapter representatives to encourage greater participation in EFTS in the Pacific Southwest Region.
- At the end of the quarter, 85 (20.5%) of Region 7's 414 DOCLINE libraries had joined EFTS. We have a ways to go to meet Ralph Arcari's goal of 60% participation. We have sorely missed the email announcements of new members that EFTS used to provide. We posted these lists back to our regional listserv so that network members would be able to see which of their borrowing partners had joined. Apparently, the new web system, which is supposed to generate these messages, is not functioning correctly. Consequently, we have had no way to monitor new members. A major barrier to joining EFTS continues to be difficulties in entering ILL loan charge data into the system.



- During this quarter, PSRML staff participated in three NLM DOCLINE teleconferences: February 17th, March 16th, and April 20th.

DOCLINE statistics for the Pacific Southwest Region are:

- There are no pending DOCLINE applications.
- 414 DOCLINE libraries; 31 of these are Borrow-only libraries.

- 49 DOCLINE routing table approvals were completed at PSRML during the quarter.
 - Seven DOCLINE orientations were performed via telephone during the quarter, which took a total of 7 hours.
 - Twenty-eight DOCLINE Library Groups are recognized in our Region. This number includes those library groups that are cross-regional.
 - Thirty-one requests for DOCLINE holds were received and processed during the quarter.
 - One library was added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 101 FreeShare library group members in this Region.
- The following chart shows DOCLINE participation in the Pacific Southwest Region:

Location	Serial Holdings Contributors	Borrow-Only DOCLINE	Total DOCLINE Participants
Arizona	43	7	50
California	309	22	331
Hawaii	15	1	16
Nevada	11	1	12
Pacific Basin	5	0	5
Regional Total	382	31	414

5. Meeting responsibilities of Resource Libraries and the RML

- Andrea Lynch provided a DOCLINE reports and serials holdings training session at the University of California, Irvine, on April 15, 2004. The library has recently made a commitment to completely update its serials holdings information in order to improve its DOCLINE fill rate. This is an ideal time since the library has new staffing.
- RML staff and regional resource libraries provided comments to NLM on its policy for ILL Maximum charges by the 2/19 deadline; the RML subsequently submitted the revision version of the policy to our Resource Library Directors in April.
- Heidi worked with John Breinich, Director of Hawaii Medical Library, to secure an agreement for Phase II of the NLM-Centric Monitoring Project.

6. Establishing and maintaining effective communication

- One issue of *Latitudes* was published during this quarter, the March/April 2004 issue. This issue featured articles announcing UCLA's new University Librarian, Gary Strong, and Judy Consales' appointment as PSRML Director; a report on the symposium, "Stake Your Claim to Health Literacy"; an announcement about testing a new version of BioMail; and a network member submission about a presentation on effective listening, in addition to regular feature articles.

- Alan contributed three articles for the May/June issue of *Latitudes* announcing recently awarded Express Outreach Awards, a new RFQ for AIDS community information outreach, and hints for PubMed expert searching.
- Alan Carr and Kay Deeney attended monthly Outreach Coordinators teleconferences. Kay Deeney was the leader for the February Outreach teleconference. Heidi Sandstrom attended the monthly consumer health teleconferences.
- Kay Deeney attended an MLGSCA Joint Meeting 2005 planning meeting in February.
- PSRML web usage summary statistics are:

Month	Visits	Page Views
Feb 2004	8,657	42,963
Mar 2004	12,566	42,183
Apr 2004	10,441	42,963

- There was a slight decrease of visits in February but they went back up in March. More detailed statistics online³.
- During the quarter, 28 postings were sent to RMLRG7-L, PSRML's email announcement list. Updates to RMLRG7-L were as follows:
 - 34 additions to the list
 - 22 deletions from the list
- During the quarter Michael Miller began working with Julie Kwan to review results of an earlier PSRML website usability test and to develop a plan for re-designing the website. He continued to update and maintain the Partners in Information Access for Health Professionals website until the end of April. As of May 1, 2004 Michael will no longer be working on the phpartners.org web development committee.

7. Consulting with the Regional Advisory Committee

- RAC members (those not potential applicants) and RML staff reviewed the 2004 EAHI RFP solicitation draft; feedback was provided to NNO.

8. Monitoring and evaluating regional programs

- Julie Kwan identified a statistical consultant to work with on the Hospital Evaluation Study, targeted for Year 04. The consultant is employed by the Statistical Biomathematics Consulting Clinic, a unit of the UCLA School of Medicine.

³ <https://staff.nlm.gov/usage/psr/>

- Alan Carr distributed a survey received from NLM to network members, which asked questions about preferences for VHS tapes vs. DVDs. He collected the responses, compiled the results, and sent them to Karen Sinkule at NLM.
- Alan Carr was selected to serve as a member of a work group, which was formed to identify recommendations for streamlining NN/LM's awards process. The group held two teleconferences to gather suggestions for proposed changes, which were compiled and sent to NNO for consideration.
- Kay Deeney continued to attend the weekly meetings of the Technical Advisory Committee for NOMC. Kay Deeney attended Census training in Los Angeles that covered access to minority groups.

9. Obtaining feedback from users and recommending ways of improving information access

- This was solicited from exhibit attendees and received by phone and email during the quarter.

10. Providing a computer-equipped training facility.

- The Computer Training Lab continued to be used for the UCLA David Geffen School of Medicine, Dean's Office; UCLA Department of Molecular and Medical Pharmacology; UCLA Biomedical Library staff for staff development programs, and PSRML staff for teleconferences.

11. Provide feedback to the NLM from user and non-users on NLM and NN/LM products and services.

- Kay Deeney gave NLM input on the proposed email function within Cubby.
- Several PSR librarians attended Siebel training and tested the contact management software for potential use with the network members.
- Heidi Sandstrom attended the hands-on training workshop all day February 19th and half a day on February 20th at the Chicago Multi-Type Library System (CMLS), in order to become familiar with and provide feedback on the four consumer health workshops developed for training public librarians.

12. Promoting and encouraging the submission of applications for NLM-funded grants.

- Julie Kwan identified a statistical consultant to work with on the Hospital Evaluation Study, targeted for Year 04. The consultant is employed by the Statistical Biomathematics Consulting Clinic, a unit of the UCLA School of Medicine.
- Alan Carr consulted with three network members to help them successfully apply for Express Outreach Awards. He reviewed a fourth proposal, which was sent back to the bidder with recommended changes.

13. Following up on NLM-funded grants.

Outreach Subcontracts

- Quarterly reports were received for continuing PSRML Express Outreach Awards.
- Outreach Subcontracts: An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in **Appendix A**. The Subcontractor outreach activity tabular reports were generated from the National Online Mapping and Reporting System⁴. Outreach data included in the summaries are: total number of activities; total number of activities that included a significant number of minorities and total number of participants. *Note: Where N/A is indicated, there were no outreach activities reported in this quarter.*

- **Assessing Potential of Handheld Computing Applications in Public Health – Savitt Medical Library, University of Nevada**

Terry Henner completed his subcontract during the quarter. He held two onsite meetings with participants to continue the process of gathering feedback on use of the PDAs, to ascertain problems, to provide informal assistance and troubleshooting, and to distribute additional hardware and software. Also discussed were HIPPA and privacy issues and how they relate to PDA use. A new technology staff person was hired by the Washoe County Health District to lend support to participants in the project. Mr. Henner reports that use of this technology has become so ingrained in staff operations that the WCHD has purchased additional PDAs out of the county budget in order to equip more staff in the departments represented by the pilot group.

Total Training/Demonstrations:	N/A
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- **Basic Health Research for Adult Learners – Vision Literacy Service, Santa Clara County.** This subcontract was also completed during the quarter, during which Vision Literacy, PlaneTree Health Library, and Santa Clara Valley Medical Center (VMC) formed the *Health Literacy Collaborative of Santa Clara County* to reduce the problems associated with low health literacy. PlaneTree Health Library and Vision Literacy also officially launched an easy-to-use interface for easy-to-read health links⁵. Other activities included hosting a luncheon for VMC doctors and health educators following a Grand Rounds discussion by Dean Schillinger, M.D. Near the conclusion of the project, Vision Literacy participated in a rigorous grant application process through ProLiteracy America for funding to offer intensive instruction for adult learners in new and innovative ways, and was one of three organizations selected nationally to participate in this project.

Total Training/Demonstrations:	N/A
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⁴ https://staff.nlm.gov/outreach/activity_reporting/

⁵ http://www.planetreesanjose.org/easy_to_read_resources.

- 4th Quarter reports were received from the Access to Electronic Health Information (AEHI) project contracts.

- Central Valley Access to Electronic Health Information Project – Henry Madden Library, California State University, Fresno, CA**

Total Training/Demonstrations:	N/A
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- Facilitating School Nurses' Access to Electronic Data - Library & Information Access, San Diego State University, San Diego, CA**

Total Training/Demonstrations:	N/A
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- Hawaii Health Portal - Hawaii Medical Library, Honolulu, Hawaii**

Total Training/Demonstrations:	4
Total sessions of participants were 50% ≥ minorities:	4
Total Participants:	177

- A Partnership between Good Samaritan Regional Medical Center and the Body Positive Foundation of Phoenix - Good Samaritan Regional Medical Center, Health Sciences Library, Phoenix, Arizona**

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	1
Total Participants:	250

- Subcontracts were sent for signature to Guam Memorial Hospital, San Mateo Medical Center Library, and the University of California, San Diego, Medical Center Library.

B. OUTREACH PROGRAMS

1. Outreach to Health Professionals

- The following summarizes the outreach activities completed as part of the RML contract.

Total Training/Demonstrations:	12
Total sessions of participants were 50% ≥ minorities:	2
Total Participants:	158

- Alan Carr accomplished a great deal of outreach and training to the public health workforce during the quarter. Two sessions of “Introduction to PubMed” and two sessions of “Consumer Health Resources at the NLM” were offered to public health nurses in rural Lake County, California, on March 11-12, 2004. The sessions were held in a small computer lab operated by the county’s health department, and about seven people attended each session. The sessions were very well received and the nurses were

enthusiastic audience members. They invited Alan to return at some point for additional training for staff not able to attend.

- On April 1, 2004, Alan taught the two-hour “Using HIV/AIDS Public Health Internet Resources: An Interactive Computer Session” to a group of 11 HIV/AIDS professionals from the Hawaii Department of Health. Content included instruction related to PubMed, MedlinePlus, and other HIV/AIDS information from NLM. This session was held in a small computer lab that the Honolulu County DOH provided. Audience members were very appreciative, and encouraged Alan to return to give instruction to HIV/AIDS professionals on the other Hawaiian islands. The contact person who helped arrange the session was an attendee at the HIV/AIDS Information Summit, which PSRML sponsored in March, 2003.
- On April 27, 2004, Alan taught “Introduction to Consumer Health Resources at the NLM” to about 24 public health professionals from the San Bernardino County, CA, Public Health Department. In addition to MedlinePlus, ClinicalTrials, and the NLM Gateway, the instruction included other NLM resources such as Haz-map, ToxTown, the Household Products Database, and NIHSeniorHealth. The session lasted about three hours.
- All of the above institutions sponsored continuing education credits for attendees.
- Alan Carr participated in teleconferences with the AZ Turning Point project Steering Committee, and suggested that the group consider applying for a major outreach award, for continuation of the project after the end of its initial funding period.
- Kay Deeney examined the past OARFs in order to add public health as a type of organization involved in the activity.
- Heidi Sandstrom worked with the Tribal Connections Four Corners group to provide funding for their tribal liaison position.

2. Consumer Health Information Services

- Kay Deeney taught two sessions of the Introduction to Consumer Health Resources at the National Library of Medicine workshop at the Scottsdale Health in Scottsdale, Arizona.
- We talked to a librarian from the joint San José State University and San Jose Public Library about training to take place in May.
- We discussed training with the San Diego Community Technology Coalition, but because of grant deadlines, they were unable to schedule it during this quarter.
- The Medical Digital Reference Project continues to have twelve network member institutions involved covering live chat. Ten QRC questions were answered, and five live

digital reference questions were answered. Kay Deeney attended the 24/7 Reference Users Meeting at PLA and was able to promote the Health area to attending librarians. Kay Deeney arranged QRC training for three network librarians.

- Heidi Sandstrom signed a Memorandum of Understanding with NexCare to attend their advisory meetings on a quarterly basis. She attended the March 11 NexCare Advisory meeting during the quarter, and continued to assist NexCare in developing a Go Local initiative for Los Angeles County.
- The new Go Local RFP was announced to the region on March 4. Two Go Local proposals from Arizona were submitted to and accepted by NLM in April.
- Heidi Sandstrom continued to participate in Subgroup II (Public Library Logic Model) teleconferences to develop the online resource, Public Libraries and Community Partners: Working Together to Provide Health Information.
- Heidi solicited a health literacy proposal from Literacyworks during the quarter.
- Heidi Sandstrom's workshop proposal for the 2004 Pacific Education Conference was submitted and accepted during the quarter. Heidi will conduct this workshop in Rota, Commonwealth of the Northern Mariana Islands, in July 2004.
- The ACP/NLM Rx program was announced to the region in April.

3. Training to Support Electronic Access to Health Information

- Julie Kwan and Alan Carr presented two workshops in conjunction with the Hawaii-Pacific Chapter of the Medical Library Association Annual Meeting on April 2, 2004, in Honolulu: "NLM Systems Update 2004" and "Using NLM Resources to Find the Best Evidence." The latter course was developed to follow an HPCMLA course in evidence-based medicine held in February, 2004 and the MLA teleconference on expert searching in March, 2004.
- PSRML sponsored nine viewing sites in the region for the MLA 'Roles and Essential Skills for the Expert Searcher' Satellite Teleconference on March 10, 2004. 147 participants from 3 states attended.
- Two professional development awards were awarded during the quarter.

4. Exhibits and Presentations at Meetings

- In February, Kay Deeney helped organize the Congenital Heart Disease Awareness Day with the three major institutions, Ahmanson/UCLA Adult Congenital Heart Disease Center, Cedar Sinai Medical Center, and Children's Hospital of Los Angeles. Kay Deeney located the venue, worked on the facilities arrangements, welcomed and

introduced the speakers. Kay Deeney and the committee were able to obtain a proclamation signed by the governor concerning Congenital Heart Disease Awareness Day. PSR also exhibited, distributing pens and MedlinePlus bookmarks to attendees.

- Kay Deeney helped exhibit at the Public Library Association National Conference in Seattle, Washington. Kay Deeney presented a PubMed demonstration at the booth.
- The national exhibits that PSR was responsible for this quarter were AORN in San Diego, California and NOVA in Tucson, Arizona. We had two network member volunteers at AORN: Anna Habetler formerly of Childrens' Hospital, San Diego and Judy Bube, University of California, Irvine, Irvine, California.
- Two librarians from the University of Arizona were able to assist us in covering the NOVA exhibit in Tucson.

5. Technology Awareness and Integration

- Julie Kwan and Andrea Lynch attended the LinkOut teleconference on March 8, 2004.
- Kay Deeney and Michael Miller explored the use of Robodemo and Camtasia for producing short videos on the web on database training.
- Michael Miller arranged a demo of portable display projectors for staff in order to select a replacement for current projectors.

6. Library Improvement

- Kay Deeney visited the librarian at the Arizona State Hospital in April. We talked about some library improvement possibilities since she is also serving the clientele for the closed Arizona public health library.

7. Connections

N/A

C. OTHER ACTIVITIES

- Julie Kwan, Andrea Lynch, and Michael Miller continued working with a team of graduate students from the University of Southern California Center for Software Engineering. The student team is developing a software product to manage frequently asked questions for PSRML. The product, called *Ask PSRML!*, is scheduled for delivery in early May 2004.
- Judy Consales and Julie Kwan met with University Librarian Gary Strong and UCLA's Department of Information Studies Chair Virginia Walter to discuss library school

education for health sciences librarians in February 2004. We are very interested in increasing educational opportunities for health sciences librarians in our region.

- Alan Carr presided over the MLGSCA business and Advisory Council meetings at the spring program meeting on April 15, 2004, at the UC Riverside Science Library.
- Alan Carr was appointed to a two-year term as a member of the NLM/MLA Joseph Leiter Lectureship Committee.
- Kay Deeney, Alan Carr, and Heidi Sandstrom attended the MLGSCA sponsored Health Statistics: Navigating the Data CE class taught by Natalie Kamper and Cheryl Bartel in Riverside, California.
- Kay Deeney toured the American Indian Studies Center at UCLA. The librarian is knowledgeable about tribal colleges in the Southwest.
- RML librarians attended the MLA satellite teleconference on Expert Searching.
- Heidi Sandstrom submitted an article in March to *Library Trends* about the NN/LM PSR health literacy symposium held in January 2004.

APPENDIX A:
EXHIBIT REPORTS

EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT **2/16/04**
- II. NAME OF PERSON SUBMITTING REPORT **Kay Deeney**
- III. ADDRESS **PSRML**
- IV. EXHIBIT:
- A. Name of Meeting **Congenital Heart Disease Awareness Day**
- B. Location (City, State) **Los Angeles, CA**
- C. Dates **February 14, 2004**
- D. Staff **Kay Deeney**
- E. Number of Registrants **100**
- F. Number of Exhibits **8**
- G. Specify by Days:
1. Exhibit Hours **3**
2. Number of People Visiting the Booth **60**
3. Number of NLM System Demonstrations **0**
4. Number of Internet Demonstrations other than NLM System Demonstrations **0**
- H. Total Number of People Visiting the Booth **60**
- I. Total Number of NLM System Demonstrations **0**
- J. Total Number of Internet Demonstrations other than NLM System Demonstrations **0**
- V. EXHIBIT SUMMARY (Narrative)
- K. Distribution of Pre-mailers, Letters or Invitations (if applicable) **N/A**
- L. Description of Booth Location
- M. Description of Program Presentations
- As Chair of the event, Kay Deeney introduced the speakers. Kay Deeney also did a brief talk using PubMed as a resource for finding health information.**
- N. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.
- No**
- O. Problems
- None.**
- P. User feedback

Many didn't know that MedlinePlus exists and that it is totally free. MedlinePlus has an extensive page in English and Spanish on the resources, so many attendees were pleased to learn that.

G. Suggestions/comments

H. Recommendations: Should NLM exhibit at this meeting next year?
Yes, it's a good community approach to educating the public about NLM resources.

VI. BUDGET SHEET: **N/A**

VII. APPENDICES:

Maps of exhibit hall

Pictures

Samples of promotional materials used

EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT **April 1, 2004**
- II. NAME OF PERSON SUBMITTING REPORT **Kay Deeney**
- III. ADDRESS **PSRML**
- IV. EXHIBIT:
- A. Name of Meeting **AORN 51st Congress**
- B. **Location (City, State)** **San Diego, CA**
- C. Dates **March 21-25, 2004**
- D. Staff **Alan Carr, Kay Deeney Deeney; Judy Bube, University of California at Irvine, Science Library, Irvine, CA; Anna Habetler, San Diego, CA.**
- E. Number of Registrants **6000**
- F. Number of Exhibits **700**
- G. Specify by Days:
1. Exhibit Hours
 2. Number of People Visiting the Booth
 3. Number of NLM System Demonstrations
 4. Number of Internet Demonstrations other than NLM System Demonstrations

Dates	<u>Hours</u>	<u>Visitors</u>	<u>NLM Demos</u>	<u>Internet Demos</u>
3/23/04	10am-3:00 pm	102	41	
3/24/04	8:30am-3:00 pm	121	53	2
3/25/04	8:30am-1:00 pm	73	24	1
Total	16 hours	296	118	3

- V. EXHIBIT SUMMARY (Narrative)
- H. Distribution of Pre-mailers, Letters or Invitations (if applicable)
N/A
- I. Description of Booth Location

In Scientific Exhibit area, in back of last exhibit area G of B-G. Behind large OR furniture & equipment booth. Two empty booths at end of our aisle. Traffic not great.

J. Description of Program Presentations

Several exhibitors had presentations in their booths for which the OR Nurses obtained CME credit. Now that we are able to give nurses CME credit (except for CA & Iowa) we might want to consider larger booths for teaching purposes. We highlighted MedlinePlus and PubMed/MEDLINE in the booth. Occasionally we showed NIHSeniorHealth. Attendees were interested in fires and safety in the OR, room temperature regulation and patient drug information.

K. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

Yes, Health Hotlines, Guide to NIH HIV/AIDS Information Services

L. Problems

They edited & misspelled MEDLINE in our Exhibit Promo guide for which we paid an extra fee. Medline Industries Inc. was also an exhibitor; a few attendees confused us. We used phone lines because of previous problems with the telecommunications vendor at this site, so we had some problems with interactive tutorials and the sound with NIHSeniorHealth.

M. User feedback

“What would we do without MEDLINE? The translation service on MedlinePlus is great!” Meaning MedlinePlus en español. “I use MedlinePlus and it’s great!” Visitor was very happy to have access to NCCAM for alternative medicine information for patients undergoing surgery. The staff at small hospitals have limited access to full text journals.

G. Suggestions/comments

H. Recommendations: Should NLM exhibit at this meeting next year?
(Yes or no, give reasons for your answer)

Yes, while several recognized MEDLINE/PubMed from their graduate school days, most were unaware of MedlinePlus. This group is very interested in CME for nursing.

VI. BUDGET SHEET

VII. APPENDICES:

Maps of exhibit hall
Pictures
Samples of promotional materials used

Exhibit Budget Sheet

Meeting Title: **Association of Perioperative Nurses**

Meeting City, State: **San Diego, CA**

Meeting Dates: **March 23-25, 2004**

ITEM	COST
Booth space fee	900.00
Electrical Fee	172.00
Internet connection fee	759.00
Other booth fees (Furnishings)	543.75
Total exhibit booth fees	2,374.75
Shipping	350.00
Drayage and material handling	225.00
Total travel costs (including mileage, parking, airfare, accommodation, per diem) <i>(No reimbursement submitted from staff in connection with the meeting.)</i>	N/A
Other costs (please specify)	N/A
TOTAL EXHIBIT COST	\$2,949.75

EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT: **April 26, 2004**
- II. NAME OF PERSON SUBMITTING REPORT: **Jeanette McCray**
- III. ADDRESS
- Arizona Health Sciences Library
University of Arizona
1501 N. Campbell Avenue
PO Box 245079
Tucson AZ 85724-5079
- IV. EXHIBIT:
- A. Name of Meeting: **NOVA Annual Meeting**
- B. Location (City, State): **Tucson, Arizona**
- C. Dates: **April 22-24, 2004 (exhibits only on the 22nd)**
- D. Staff: **Jeanette McCray and Mary Riordan, Arizona Health Sciences Library, University of Arizona, Tucson, AZ**
- E. Number of Registrants: **150**
- F. Number of Exhibits: **20**
- G. Specify by Days: Thursday, April 22 – One day only
- a. Exhibit Hours: **7-8:30am, 10:30-11am**
2. Number of People Visiting the Booth: **77**
3. Number of NLM System Demonstrations: **4**
4. Number of Internet Demonstrations other than NLM System Demonstrations: **None**
- H. Total Number of People Visiting the Booth: **77**
- I. Total Number of NLM System Demonstrations: **4**
- J. Total Number of Internet Demonstrations other than NLM System Demonstrations: **None**
- V. EXHIBIT SUMMARY (Narrative)
- A. Distribution of Pre-mailers, Letters or Invitations (if applicable): N/A
- B. Description of Booth Location

All exhibits were in a large room against the 4 walls, except for 3 exhibits in the middle of the room. There was no room for chairs and no electrical connectivity (no big deal – we had batteries to go with our laptops). Table assignment was on a first come, first served

basis. The room was very close to the breakfast buffet which was outside, and next to the room where the first speakers were. Very strategically placed – couldn't have done better.

C. Description of Program Presentations

N/A

D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

No

E. Problems

Wireless connectivity was a challenge – finally had to install some hotel software to make it work. We were a bit late in getting it up and running.

F. User feedback

Most know MEDLINE, little familiarity with word, PubMed. We spent more time talking about MedlinePlus than anything else and we were surprised at their relative unfamiliarity with this product.

G. Suggestions/comments

It would have been great to invite VA librarians to staff the NLM table at this conference. Great exposure for them and library profession.

H. **Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer)**

Yes. Nurses are very appreciative of NLM's presence and the attention to *their* need to have access to information.

VI. BUDGET SHEET

VII. APPENDICES:

Maps of exhibit hall

Pictures

Samples of promotional materials used

Exhibit Budget Sheet

Meeting Title:	NOVA Annual Meeting
Meeting City, State:	Tucson, Arizona
Meeting Dates:	April 22-24, 2004

ITEM	COST
Booth space fee	600.00
Internet connection fee	150.00
Other booth fees	N/A
Total exhibit booth fees	750.00
Shipping	100.00
Drayage and material handling	N/A
Total travel costs (including mileage, parking, airfare, accommodation, per diem) <i>(No reimbursement submitted from staff in connection with the meeting.)</i>	N/A
Other costs (please specify)	N/A
TOTAL EXHIBIT COST	850.00

APPENDIX B:
OUTREACH SUBCONTRACT REPORTS

**2002 Express Outreach Project
Final Report
1/01/04 to 4/31/04
Submitted: 5/2/04**

PROJECT NAME

Assessing Potential of Handheld Computing Applications in Public Health

PURCHASE ORDER NUMBER

5415 G DB 509 00

INSTITUTION

Savitt Medical Library, University of Nevada School of Medicine

LOCATION

Reno, NV 89557-0001

SUBMITTED BY

Terry Henner
Savitt Medical Library
Pennington Medical Education Bldg MS 306
University of Nevada School of Medicine
Reno, NV 89557-0001
Telephone: 775-784-4625

2002 Express Outreach Project
Final Report
1/01/04 to 4/31/04
Submitted: 5/2/04

Administrative Activities:

During the final project quarter two onsite meetings were held with participants to continue the process of gathering feedback on use of the PDAs, to ascertain problems and provide informal assistance and troubleshooting, and to distribute additional hardware and software. Participants were again given 'Information Activity Tracking Logs' and directed to log a week's worth of activity, capturing what kind of information-based activity was encountered when out in the field. Additional licenses of drug handbooks and street atlas mapping programs were purchased as the need for these programs expanded.

Due to schedule conflicts, one of the original participants, based in the environmental health office, was forced to withdraw from the project. He was replaced by a public health nurse from the community health offices of the WCHD (Washoe County Health District).

The final meeting served to introduce a new technology staff person recently hired by the WCHD who would be lending support to participants in the project. This was a welcome hire, for tech support for the project has been problematic throughout the project due to the limited staffing at the WCHD. This meeting also provided a forum for a discussion of HIPAA and privacy issues as they relate to PDA use. A representative from WCHD legal council gave a presentation to participants and verified that appropriate steps were in place to insure compliance.

Success Stories:

Participants are all now successfully finding Web-based information and transferring pages to their PDA to use in support of field work. The task of converting documents from the Web and loading them onto PDAs had been a technical hurdle for some of the participants. After scheduling of individual training sessions proved unworkable, I developed an online tutorial that takes participants through each step of the process. They felt the online training format was very successful and was a useful accommodation to the constraints of their daily schedules. The tutorial can be found at:
<http://www.med.unr.edu/wchd/wchd.html>.

Use of this technology has become so ingrained in staff operations that the WCHD is now in the process of purchasing additional PDAs out of the County budget in order to equip more staff in the departments represented by the pilot group.

Impact of Information/Technology: The impact of this technology continues to be felt by participants. The uses conveyed in previous reports, such as note taking, referring to textbooks and Web content, using Powerpoint as a vehicle for patient education resources, and replacement of paper calendars and planners with more sophisticated PDA tools, has become increasingly established over time. With more time for experimentation

and greater familiarity with the capabilities, the participants have demonstrated great creativity and innovation in creating new uses to assist in work activities. Restaurant inspectors, for example, have found they can create PDA versions of complaint forms from which they can then copy and paste the data into the department's database tracking system. Participants have also learned to embed voice recorded notes into word documents, thereby creating multi-media reporting capabilities. The portable keyboards, in conjunction with Pocket Word, have proved to be extremely valuable for recording field encounters.

Problems

Pocket PCs, like any fairly new technology, have their flaws, bugs, breakdowns, and quirks. This quarter, one of the pocket pc's developed a screen display flaw—a thin horizontal line—which did not prevent use, but was cause for concern. The unit is being sent in for warranty service. Another participant revealed at a meeting that her unit could no longer recognize the memory card. We were able to resolve this immediately. However it illustrates a problem throughout the project regarding communication between participants, myself, and the WCHD computer technician providing technical assistance. That is, participants often failed to communicate problems they are encountering, either due to the exigencies of their job demands, or unavailability of tech staff. I have observed also, that sometimes there is simply a failure to recognize that they do indeed have a problem, due to insufficient operational knowledge of the device itself.

Evaluation Activities

Participants continued to hand in daily report logs which indicate a sampling of the type and frequency of use of PDAs in work activities. Among the most frequently reported uses were: looking up street maps, finding phone numbers, scheduling appointments, looking up drug reactions, recording mileage in Excel tracking forms, charting notes after home visits, and referring to content downloaded from the Web. Public health nurses made the most frequent use of PDAs, using them between 2-8 times daily, while restaurant health inspectors used them less frequently. A detailed evaluation form went out to all participants with a few forms still extant. Once all forms are in, results will be tabulated and analyzed to establish trends over the arc of the project period. From surveys returned thus far, I can summarize that participants:

- saw their knowledge of PDA operations increase markedly
- stated that their perceived value of PDAs as a tool to increase their productivity increased markedly
- stated that PDAs had given them new capabilities to achieve work related activities
- stated that the training they received in use of PDAs was effective but needed more training.
- stated that the chief obstacle to incorporating PDAs into work activities was a lack of time to fully learn to operate them and realize their capabilities
- affirmed that PDAs were helping to provide better care through timely, relevant information and boosted productivity

Activities Planned for Next Quarter.

One of the factors contributing to the success of this project has been the informal network of support that the pilot group provides for one another. Building on this, the pilot group has suggested that we create a Pocket PC users group for health care workers in the Washoe County area. Steps are currently underway to put this in place. Once all evaluation forms are returned, an analysis of the project results will be written up for publication in a public health journal and a draft supplied to PSRML.

Vision Literacy Final Report

Project Name: Basic Health Research for Adult Learners

Name of Institution: Vision Literacy

Location of Institution: Santa Clara County, California

Purchase Order Number: 5415G DC451

Contact information of person submitting report: Ellen Loebel
Vision Literacy
40 N. Milpitas Blvd.
Milpitas, CA 95035
(408) 293-2326 x 3070
eloebel@visionliteracy.org

Number and inclusive dates of report: Report 4 of 4, April 1, 2003 – March 31, 2004

Date Submitted: May 6, 2004

Success Stories

With financial assistance from the National Network of Libraries of Medicine, Vision Literacy, PlaneTree Health Library, and Santa Clara Valley Medical Center (VMC) formed the *Health Literacy Collaborative of Santa Clara County* to reduce the problems associated with low health literacy.

During this project the collaborative used strategies to offset the complex nature and the quantity of information with simplified access points to materials. For patients who lack literacy, less is more. The collaborative also learned about how to make some techniques more effective. One of the lessons learned by literacy providers, health care professionals, and medical librarians is that everyone needs to agree on the definition of low literacy health materials. Many materials purporting to be low literacy materials are, in fact, not easy to read. They are characterized by long sentences with multi-syllabic words and jargon. Therefore, while their appearance may make them somewhat easier to read, with white space and diagrams, the language is still fundamentally inaccessible to patients and their families who lack literacy and language skills to function at an adequate level. Without these skills, many patients cannot make educated decisions or become a real partner in their own health care.

The collaborative used its Express Outreach award to learn more about how to capture the initial motivation of adult learners and patients who want to learn more about their health and transfer that motivation into lifelong learning. That motivation will continue to benefit patients and assist health care professionals in helping their patients achieve better results. In order to reach this goal, the collaborative has increased outreach and strengthened its referral system. Gradually, more local health care professionals are learning that the Community Learning Centers are a vehicle for making patients more comfortable and confident as they learn how to take care of their health.

Objective 1

Since the beginning of the award period, Vision Literacy has reported on one of its learners who uses the services of the Community Learning Center extensively. She is still in the program almost a year later, which is unusual for a learner in recovery. Her counselors are very supportive and have noted the myriad changes in her behavior, her view of herself, and her abilities. One example is that she used a typing software program with some assistance from staff and went from zero typing ability or knowledge of computers to about 25 words per minute. While she is still continuing to drop in to the Center for health information and literacy development, she has also recently transitioned into meeting regularly with an individual tutor and has expressed an interest in participating in other special opportunities for learners. Her enthusiasm and participation would have been unlikely a year ago.

Another learner was referred by his recovery house counselors for an assessment and to receive literacy services at the Community Learning Center because he struggled to complete many of the required recovery assignments. When he arrived he was shy and tentative. He looked confused and overwhelmed, having recently checked himself in to the residential recovery program. While he was still a resident of that facility and since he has moved to the next level of care, he has continued to drop in to receive help with literacy skills – sometimes three times a

week for several hours each time. Sometimes these activities directly relate to health, while other times he works on other literacy development projects that are integral to his successful recovery. Although he has no home to call his own, he feels so comfortable with the staff and volunteers at the Community Learning Center that one time he referred to another library patron as “our guest.” This learner exhibits so much joy at learning and being exposed to the new environment of stability, sobriety, and lifelong learning, that he is a model for other learners. When another state’s agency mistakenly sent him another person’s personal information and identification, he used his own money, time, and some of his new literacy skills to track down a person at that agency to find out what he was supposed to do with this mistaken personal identification. He stated that if he were in that position he would want someone else to go to that effort for him.

Objective 3

PlaneTree Health Library and Vision Literacy launched an easy-to-use interface for easy-to-read health links at www.planetreesean jose.org/easy_to_read_resources. As noted above, it is a challenge to find health materials on the Internet that can actually be considered easy to read. Frequently, the materials that are available use complicated interfaces that are not easy to navigate if users are new to computers and unfamiliar with the written word. Therefore, the collaborative attempted not only to collect low-level Internet health information in one place, but also to simplify the approach. The simplified screen enables adult learners to focus on using and understanding the information rather than on struggling to get to the information.

Objective 5

The collaborative devoted a great deal of time to disseminating information to various groups of people who could in turn inform others about the health information needs of low-literate adults and could influence the delivery of health care in a respectful, more effective manner to ensure better health outcomes. In addition to shedding light on the problem of low literacy skills and health, these information sessions focused on Santa Clara County’s solution to the problem.

To that end, the collaborative worked with California Literacy and the California Health Literacy Initiative to interview adult learners about their experiences with the health care system. The responses indicated that most people who lack literacy have no idea how to fill out medical forms, what to ask their doctor, or how to follow a doctor’s instructions. They reported feeling powerless and frustrated. They were glad to learn about a place nearby where they could go to research health information that is at a level that they can understand. However, some of the interviews took place in the Santa Clara County Jail, and the inmates do not have access to the low-level health information found at the Community Learning Center.

Other activities included hosting a luncheon for VMC doctors and health educators following a Grand Rounds discussion by Dean Schillinger, M.D. Also, the collaborative hosted a community breakfast for local government officials, doctors, health educators, and literacy providers with Dr. Schillinger again as the featured speaker. One VMC doctor, who attended the collaborative’s strategic planning session, has become a champion for the patients in her clinic and is devising ways to refer patients to the Center and to provide other means of support to her patients so that together they can achieve better results.

Additionally, the group presented its collaborative approach to opening and operating the two Community Learning Centers at two literacy conferences, the statewide California Literacy conference and the first annual international ProLiteracy Worldwide conference in Washington, D.C.

The result of each of these activities was that more doctors became aware not only of the needs of their patients who may have appeared to be non-compliant while in reality they did not have the skills to follow through, but also of Santa Clara County's local solution to meeting some of those needs. Additionally educators learned ways to bring real world problems into the literacy field and local funders and political decision makers learned of the costly problem and a much cheaper solution that also enables patients to maintain more control of their bodies with dignity.

Impact of Information

Objective 1

A long-time learner also highlighted the need for the services provided by the Center. With little warning he began to miss sessions with his individual tutor on a regular basis. One time it was because he was hospitalized for three days because of problems brought on by diabetes. He visited the Center and was given materials on diabetes and nutrition that are written at a very basic level. Since his visit to the Center two months ago, he reports that he has had no further problems managing his diabetes. One wonders if his expensive hospital stay could have been avoided if he had had the information earlier and in a format that he could have understood on when, what, and how much to eat. We do know, however, that after he was given that information his condition stabilized.

Objectives 1 and 2

Vision Literacy and PlaneTree continued to offer individualized training sessions for patrons using MedlinePlus. Anecdotal reports indicate that for those patrons with adequate levels of education and familiarity with the Internet, the information available through MedlinePlus was very meaningful and accessible.

Problems

Objectives 1, 3, and 5

After more than a year of observation of adult learners in a small group class who met at PlaneTree, the collaborative determined that while the low literacy information available through MedlinePlus is on the right track, it still is not usable by adults with limited literacy skills. The population that we see is brand new to computers and does not have a habit of getting information from printed material. They do not have stable housing, lead complicated lives, and do not have access to technology or health information outside of the time they are in class. Forty nine percent of learners assessed by Vision Literacy read below the 6th grade level. The literacy level of the Patient Education Institute Interactive Tutorials appears to be much higher than the 6th grade level. Therefore, progress was slow during these meetings and each session required devoting a lot of time to relearning the concept of simply getting to the right web page taught the previous week.

To combat this problem, a team of literacy experts, PlaneTree librarians, and Vision Literacy learners redesigned the entry into the Interactive Tutorials so that a brand new user

could more easily navigate the website. PlaneTree is in discussion with the National Library of Medicine regarding the project's "overly enthusiastic" redesign of Patient Education Institute's Interactive Tutorials on MedlinePlus. While the collaborative understands the copyright restrictions and concerns, we believe the changes that we piloted in the long run would benefit the patients who desperately need this information.

The excellent information from Patient Education Institute is currently somewhat accessible because it is provided in small chunks and patients can hear the text while they see the words and the graphics, but the collaborative thinks it could do even better at reaching a wider audience (the audience that no doubt needs basic health information the most) if significant changes were made to the navigation system, to the content, and to the layout of the printed material.

The segment of the population of adults seen by the collaborative has significant health issues. In the heart of Silicon Valley they are bombarded with the lure of doing research on the Internet, and they are desperate to improve reading and computer skills while learning more about health issues for themselves and their families. It is evident that a more usable system would be greatly appreciated and well used by the segment of society that is not accustomed to learning new information using this delivery system.

Additionally, the problem is complicated by the lack of quality health information that is actually written at a low level. Literacy staff monitor local, state, and national discussion lists to find out about new information. Each week there are postings about a minimum of three to four great websites that have easy-to-read low level health information. In practice, however, very few of these websites actually contain content that is easy to read. Therefore, common, agreed upon definitions of low literacy health information are essential to make this practice work. Most of the information currently available to adult new readers, assuming they have Internet access, is incomprehensible to those for whom they are designed.

The stress and expense of low literacy on our country's health care system is beginning to be recognized by health care professionals and their organizations. These include the National Library of Medicine, the Medical Library Association, the American Medical Association, and the Institute of Medicine among many others. However, from the perspective of years of experience teaching adult literacy, even as the problem is becoming apparent to these organizations, it would seem that few of the leaders in these respective organizations really comprehend the extremely limited resources, learning strategies and personal challenges faced by the adults at the lowest levels. Most of these adults read well below the high school level. Perhaps not until key people in these organizations consistently observe adult literacy activities will they understand the incremental steps that take place over weeks, months, and years of hard work and learning by adults with limited literacy skills. The fields of adult literacy and health literacy have the attention, the awareness, and the will of the health care and library professions but do not yet have the understanding of who the adult learner/client really is.

Administrative Activities

Objective 4

Early in the grant period, we reported that although we had reviewed a health curriculum for women, we were not able to pilot the classes with target populations because of a staffing change at the partner agency that developed the curriculum. The classes have been scheduled for May and June at the Santa Clara County Jail and at Vision Literacy's site that primarily serves monolingual Spanish speaking mothers who want to build literacy skills and learn English.

Objective 5

The collaborative held a successful strategic planning session to introduce the Community Learning Center to the new director of the VMC Foundation, who could identify other appropriate sources of funding to enable the partnership to go forward.

Vision Literacy participated in a rigorous grant application process through ProLiteracy America for funding to offer intensive instruction for adult learners in new and innovative ways. Vision Literacy was one of three organizations selected nationally to participate in this project. Vision Literacy and its collaborative partners, PlaneTree Health Library and Santa Clara Valley Medical Center appreciate the contract from NN/LM, which proved to be a potent learning experience for best practices in delivery of services to adults who want to learn about their health but do not come to the program with the tools to reach this basic goal.

NN/LM PACIFIC SOUTHWEST REGION
ACCESS TO ELECTRONIC HEALTH INFORMATION

Providing Enhanced Access to Electronic Health Information: A Partnership Between Good Samaritan Regional Medical Center Health Sciences Library and the Body Positive Foundation of Phoenix

Good Samaritan Regional Medical Center
Health Sciences Library
Phoenix, Arizona

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Health Sciences Library
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And

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Fourth Quarterly Report
December, 2003-February, 2004
Date Submitted: March, 2004

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

a. Administrative/Planning Activities

The fourth quarter has a quiet period for the award. We completed our teaching to the Body Positive Staff and Clients. Our focus during this period was to reinforce our willingness to assist in their information needs. Periodically, we receive requests for reference assistance, from BP Staff and Clients. The Staff also forwards information requests from non affiliated students and health care workers to us.

b. Collaborations/Partnerships

We did not form any new collaborations or partnerships this quarter. We have plans to reach out to at least one of the other local groups, either the McDowell Clinic, Ebony House, Native American Community Health Center, or Chicanos por la Causa. These groups all deal with clients who are living with HIV/AIDS and work primarily with minority populations.

c. Publicity/Marketing Activities

The marketing activities for this quarter have included our presentation on our project presented at the joint MLGSCA and NCNMLG meeting in Sacramento, January 2004. The presentation focused on our project and how other outreach projects could benefit from our experiences. We have applied to present our paper at the Annual meeting of the Arizona Library Association and also have an exhibit for Banner Good Sam employees for their Annual show of Excellence to be held in April.

d. Product/Resource Development Activities

The computer we ordered for Body Positive has finally been delivered to Body Positive. The renovations of their facility have taken much longer than anticipated, and we were unable to set it up at that time. The Educational Coordinator at Body Positive has stated that they have used this computer for a new initiative at Body Positive to assist their clients in getting employment. They have had special programs on resume writing, and are delighted to now have a dedicated place for the clients to develop materials. In late October a list of recommended book titles was generated and sent to Body Positive. This list incorporated all of the titles suggested by BP as well as book recommendations from AEGIS, Library Journal and other lists. We had to update and resubmit the list in December. We ordered all the books, cataloged and provided book pockets for all these titles. We had allocated 500.00 of the award to pay for these books and were able to purchase most of what they needed. We have them ready and are awaiting word from the Body Positive Staff to drop them off.

e. Site Visits

No new activity to report.

f. Outreach Activities

We wrote and presented a paper at the joint MLGSCA and NCNMLG meeting in Sacramento, January 2004. The presentation focused on our project and how other outreach projects could benefit from our experiences. The paper was very well received and many have asked us to publish the results of our project. We were also approached by a member of the Arizona Library Association Program Committee to make a presentation at their annual meeting in August. Finally we have written a proposal for a display at the Banner Good Samaritan Show for Excellence, an annual activity where various departments display and educate hospital staff about their projects. We have applied to exhibit about our outreach efforts with Body Positive.

g. Web site development activities

No new activity to report

h. Exhibits

No new exhibits occurred during this period.

i. Loansome Doc/Document Delivery Activities

We have set up many individual Loansome Doc accounts, unfortunately the BP staff has not formally requested material via Loansome Doc. We have provided only a few journal articles and books to Body Positive clients. We believe the staff at Body Positive is utilizing local university library resources through staff affiliations, rather than requesting articles from us.

j. Evaluation Activities

No activity to report.

k. Problems/Corrective Actions

Finally, we were able to deliver the computer that was purchased for Body Positive Clients. We assumed that we would be able to set up the computer and even had our Systems Specialist accompany us to assist in setting up the computer. However when we arrived we saw that the area for the computer was not finished and thus were unable to set it up. We did meet with the volunteer at Body Positive that sets up their computers. We have heard that the computer is now set up and clients are using it for a variety of uses. We hope there is enough space for the small resource library to be located in this location. We have also prepared the client book collection and are waiting to deliver it. We do not know why they asked us to hold off with the delivery of these materials.

l. Lessons Learned/Significant Feedback

The major lesson we keep learning is to continue to be aware and sensitive to the culture of our community-based organization. They have priorities and schedules of which we are unaware, and we must remain patient with delays and access issues.

m. Projected Activities for Next Quarter

- Schedule training sessions with at least one other HIV Community Group focusing on specific populations.
- Set up Client Library Collection at Body Positive
- Prepare an exhibit for the Banner Good Sam Show of Excellence

Project Name: HAWAII HEALTH PORTAL: STATEWIDE PATHWAY TO
ELECTRONIC HEALTH INFORMATION

Institution: CONSUMER HEALTH INFORMATION SERVICE (CHIS)
HAWAII MEDICAL LIBRARY (HML)

Location: HONOLULU, HI 96813

Submitted by: JOHN BREINICH, EXECUTIVE DIRECTOR
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Reporting Dates: 4th Quarter Report
DECEMBER 1, 2003 - FEBRUARY 29, 2004

Date Submitted: March 10, 2004

Hawaii Health Portal: Statewide Pathway to Electronic Health Information

Introduction

Collaboration, marketing, and training sessions were the focus of this quarter's activities.

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

A. Administrative/Planning Activities

John Breinich, HML Executive Director, attended a National Library of Medicine Listening Circle hosted by Papa Ola Lokahi on January 27, 2004. In attendance was Dr. Don Lindberg, in addition to a delegation from NLM. John Breinich described the Hawaii Health Portal project in detail and our efforts to link to Native Hawaiian health information and NLM resources.

B. Collaborations/Partnerships

Hawaii State Public Library System

Consumer Health Librarian Tina Okamoto of the Consumer Health Information Service (CHIS) at Hawaii Medical Library (HML) has been working closely with Susan Nakata who heads program development in the Hawaii State Public Library System (HSPLS).

1. Presentation for HSPLS Children Services librarians was conducted on December 5, 2003 in Pearl City, Oahu. Description of the training session will follow in Section E.
2. Presentation for HSPLS Young Adult Service librarians was conducted on December 10, 2003 in Kapolei, Oahu. Description of the training session will follow in Section E.
3. Presentation for HSPLS Big Island branch managers was conducted on February 6, 2004 in Keaau, Hawaii. Description of the training session will follow in Section E.
4. Presentation for the public was conducted on February 6, 2004 in Hilo, Hawaii. Description of the training session will follow in Section E.

5. Preliminary date and location for a presentation to a Seniors group recommended and arranged by the Salt Lake Public Library branch manager:
March 15, 2004 in Moanalua, Oahu

Native Hawaiian Center of Excellence (NHCOE)

Tina Okamoto did a presentation for the NHCOE acquisitions coordinator, Niyati Ni. The Native Hawaii Center of Excellence is the only Native Hawaiian organization that, as of now, has responded to offers for a workshop. The description of the presentation will follow in Section E.

C. Publicity/Marketing Activities

Promotional Materials

To boost the usage and visibility of the Hawaii Health Portal, a new marketing strategy was initiated this quarter. Promotional materials are being created and ordered for distribution to other libraries, Native Hawaiian groups, and other organizations. Hopefully these materials will serve to increase awareness of the Portal.

Bookmarks

The bookmarks have been designed using Microsoft Publisher and will be printed and cut at Kinko's.

Pens and Pencils

Pens and pencils have been ordered in eye-catching colors that reflect the color scheme of the Portal.

Initially, this second round of marketing and promotion was not anticipated. However, considering the web site change (discussed in Section G) and the recognition of the fact that in order to get people to use the Portal, they must be reminded of it, the additional materials are a wise investment.

Public Session Advertisement

CHIS sent out a press release for the Hawaii Health Portal public session held at Hilo Public Library. The press release was sent to local newspapers, television, and radio stations on the Big Island.

The Hilo Public Library also submitted a request for a press release through HSPLS administration and posted flyers within the library building. Libraries close to the presentation site were also encouraged to advertise the workshop.

D. Product/Resource Development Activities

Follow-up evaluation questions are being devised to discuss the usage of the Hawaii Health Portal with those willing to be contacted.

E. Site Visits

Tina Okamoto conducted all presentations this quarter. The Outreach Activity Data Collection Form and Outreach Activity Participant Information Sheet will follow in Section VII of this report.

HSPLS Children Services Librarian Meeting

The Hawaii State Public Library System Children Services librarian meeting was held in the Pearl City Public Library conference room on December 5, 2003. The purpose of this session was to introduce the Hawaii Health Portal to the Children Services librarians and demonstrate its usefulness as a tool to access health information.

Site description: The conference room is an enclosed room with tables around which the librarians were seated. Presenters sit at a front table. A large projection screen was at the front of the room, and HSPLS provided an LCD projector. A laptop was provided by HSPLS, and the whole presentation was done using a live Internet connection in a lecture format with time for questions at the end. HSPLS will mail the workshop packets to the outer-island librarians.

HSPLS Young Adult Services Librarian Meeting

The Hawaii State Public Library System Children Services librarian meeting was held in the Kapolei Public Library conference room on December 10, 2003. The purpose of this session was to introduce the Hawaii Health Portal to the Young Adult Services librarians and demonstrate its usefulness as a tool to access health information. Many young adults need health information when doing school assignments.

Site description: The meeting was held on the second floor of the library in a reading area. Tables had been pulled together to form a horseshoe, and the librarians were seated around it. A projection

screen was at the front of the room, and HSPLS provided an LCD projector.

A laptop was provided by HSPLS, and the whole presentation was done using a live Internet connection in a lecture format with time for questions at the end. HSPLS will mail the workshop packets to the outer-island librarians.

HSPLS Big Island Branch Manager Meeting

The Hawaii State Public Library System Big Island branch manager meeting was held in the Keaau School & Public Library meeting room on February 6, 2004. The purpose of this session was to introduce the Hawaii Health Portal to the branch managers and demonstrate its usefulness as a tool to access health information. The branch managers would then be able to share what they have learned with librarians within their branches, who would in turn use the Portal to help their patrons find authoritative health information.

Site description: The meeting room had a projection screen. CHIS brought the projector and laptop to do the PowerPoint presentation. There was no Internet access available.

HSPLS Big Island Public Session

The Big Island public session was held in the Hilo Public Library courtyard study area on February 6, 2004. The purpose of this session was to introduce the Hawaii Health Portal to the public and to librarians who do not attend the meetings in which CHIS presented.

Site description: The Hilo Public Library does not have a separate room for presentations. The courtyard study area is shaded with large study tables. If a large number of people had attended, a projection screen could have been set up, but the group was small enough for the attendees to gather around the CHIS laptop to view the PowerPoint presentation.

NHCOE

The NHCOE acquisitions coordinator visited Hawaii Medical Library for an orientation of the Library and to learn more about the Portal on February 27, 2004.

Site description: After an orientation of the Library, the presentation was held in the Hawaii Medical Library conference room. Since there was only one attendee, rather than projecting the

presentation, one of the conference room computers was used.

F. Outreach Activities

4th Quarter Training Sessions

The training sessions served to introduce the Hawaii Health Portal to Hawaii State Public Library System librarians and library users. The goal of the sessions was to show the attendees the usefulness of the Portal when searching for health information on the Internet.

Total number of sessions this quarter: 5

Sessions with 50 or more minorities present: 5

Total number of participants this quarter: 53

Attendees this quarter: 90% public library staff

8% public

2% other library staff

Workshop attendees receive:

Hawaii Health Portal pre-survey

PowerPoint presentation handout

Hawaii Health Portal post-survey

Hawaii Health Portal workshop evaluation

CHIS flyer

Portal poster photocopy

MEDLINEplus brochure

PubMed brochure

MEDLINEplus/ClinicalTrials.gov bookmark

HML virtual reference bookmark

CHIS pencil

See the Outreach Activity Data Collection Form and the Outreach Activity Participant Information Sheet in Section VII of this report for complete information.

HSPLS Children Services Librarian Meeting

Date: December 5, 2003

Number of participants: 19

50 or more minorities present: Yes

Target population: Librarians

Session length: 1 hour

Hands-on practice: No

HSPLS Young Adult Services Librarian Meeting

Date: December 10, 2003
Number of participants: 17
50 or more minorities present: Yes
Target population: Librarians
Session length: 1 hour
Hands-on practice: No

HSPLS Big Island Branch Manager Meeting

Date: February 6, 2004
Number of participants: 11
50 or more minorities present: Yes
Target population: Librarians
Session length: 0.75 hour
Hands-on practice: No

HSPLS Big Island Public Session

Date: February 6, 2004
Number of participants: 5
50 or more minorities present: Yes
Target population: Public and librarians
Session length: 1.5 hours
Hands-on practice: No

NHCOE

Date: February 27, 2004
Number of participants: 1
50 or more minorities present: Yes
Target population: Librarian
Session length: 0.75 hour
Hands-on practice: Yes

G. Web Site Development Activities

To boost the usage and visibility of the Hawaii Health Portal, a change in the Portal's web presence was made this quarter. The decision was made to purchase a domain for the Portal to increase site recognition. The domain name hawaiihealthportal.org was purchased through iPowerWeb.

The Portal pages were duplicated, with one version frozen for the users to view. The second version was modified to accommodate

the domain change, which required that the paths connecting the Portal pages be modified. Once this was completed, the Portal pages were posted to the new domain at the end of February and tested for errors.

The Portal with its new domain name will go public in March 2004.

H. Exhibits

Not applicable during this quarter

II. Loansome Doc/Document Delivery Activities

Not applicable during this quarter

III. Evaluation Activities

Hawaii Health Portal Pre-Survey

Completed: 48 (91)

The pre-survey determines the methods used by the workshop attendees when searching for health information on the Internet.

According to the surveys returned, 92 have searched for health information on the Internet, and of those, 66 usually just surf the Web for their answers and don't go to any specific site.

Another fact the pre-survey revealed was how many librarians and library users were aware and made use of the databases and web sites featured on the Portal prior to the presentation.

ClinicalTrials.gov - 2

CHIS-52

Ebsco Databases (HSPLS subscription) - 73

MEDLINEplus-45

PubMed - 20

Hawaii health information is something that 52 of those surveyed search for on the Internet, and 36 search for Native Hawaiian health information. However, 83 of those searching for Hawaii health information and 94 of those searching for Native Hawaiian health information resort to surfing the Internet for their answers.

The data from the pre-survey is included in the Appendix.

Hawaii Health Portal Post-Survey

Completed: 51 (96)

The post-survey determines in what ways the Portal can be useful to the attendees.

According to the surveys returned, 98 find the Portal to be convenient.

They also indicated how the Portal will make it easier for the attendees to search for health information:

- Centralized location minimizes remembering web addresses - 75
- Good to have a small number of good resources to start with - 55
- Sites listed on the Portal are full of useful information - 71

As a resource for local Hawaii and Native Hawaiian health information, 98 of the respondents feel that the Portal will make it easier to find what they are looking for.

The data from the post-survey is included in the Appendix.

Hawaii Health Portal Workshop Evaluation

Completed: 52 (98)

The workshop evaluation is a measure of the attendees' thoughts on the presentation and the presenter.

1. 100 felt the Portal was 'about right' to 'very well organized'.
2. 100 felt the links on the Portal were 'helpful' to 'very helpful'.
3. 90 said they would definitely use the Portal.
4. 100 felt the workshop was 'helpful' to 'very helpful'.
5. 98 felt the presentation pace was 'about right'.
6. 97 felt the handouts were 'helpful' to 'very helpful'.
7. 100 felt the content was 'about right' to 'very well organized'.
8. 100 felt the presenter was 'about right' to 'very well organized'.

The data from the evaluation is included in the Appendix.

Web Site Evaluation

Data for the Portal web site has been gathered using Webtrends software until mid-February. Statistics were then gathered using iPowerWeb web site management features. Unfortunately, aside from page views and ranking, the other information previously available through Webtrends is no longer available through iPowerWeb.

Statistics	Dec 03	Jan 04
Visitor sessions	533	613
Average per day	17	19
Unique visitors	211	226
Visited once	153	185
Visited more than once	58	41
Page views	1,057	1,376
Average per day	34	44

Statistics	Webtrends Feb 2004	iPowerWeb Feb 04	Total Feb 04
Page views	294	691	985

Most requested pages	Ranking (Visitor sessions)	
	Dec 03	Jan 04
Hawaii Health Portal Index	1 (408)	1 (408)
Native Hawaiian Health Info	2 (85)	2 (82)
Other Hawaii Health Links	3 (70)	3(67)
Where Do I Start?	4 (27)	4(29)
Database Searching Tips	4 (27)	7 (24)
Site Map	6(26)	4(29)
About Our Banner	6(26)	7(24)
Web Site Evaluation	8(24)	9(20)
CHIS Contact Information	8 (24)	4(29)

Most requested pages	Ranking (Views)	
	Webtrends Feb 2004	iPowerWeb Feb 2004
Hawaii Health Portal Index	1 (221)	1 (539)
Native Hawaiian Health Info	2 (18)	2 (76)
Other Hawaii Health Links	3 (13)	3 (34)
Database Searching Tips	4(10)	4(8)
Web Site Evaluation	5 (8)	4(8)
Where Do I Start?	6 (7)	4(8)
Site Map	7 (6)	8 (6)
CHIS Contact Information	7 (6)	7 (7)
About Our Banners	9 (5)	9 (5)

IV. Problems/Corrective Actions

Promotional Materials

The response to the Portal is very positive, but being told once about it is not enough. The posters were attractive, but it was not something that people could take away with them and use on a daily basis. Thus, to further promote and remind people to use the Portal, CHIS is ordering and creating new promotional materials. Bookmarks, pencils, and pens are commonly used objects that serve as a daily reminder to use the Hawaii Health Portal. These will be distributed to each HSPLS branch and other interested organizations.

V. Lessons Learned/Significant Feedback

Hawaii Health Portal Pre-Survey

Results from the pre-survey show that health information is something that most HSPLS librarians do need to search for, and yet over 65 of them simply surf the Web for their answers without using a specific web site to guide them or at least get them started. Also, there are still many librarians who are unaware of the NLM databases even though previous workshops have been done for both the librarians and the public at a number of HSPLS branches.

Also revealed was that more than half of the attendees search for Hawaii health information and over 35 of them search for Native Hawaiian health information online, and most of them end up surfing the Internet to

answer their questions.

These results confirm that the Hawaii Health Portal is a resource that can definitely assist the librarians to make them aware of excellent Internet resources and to focus their searches in authoritative databases.

Hawaii Health Portal Post-Survey

Results from the post-survey indicate that the Portal is viewed by the workshop attendees as an extremely convenient web site to use when looking for health information.

Hawaii Health Portal Workshop Evaluation

The evaluations indicate that the workshop was well conducted and very useful to the attendees.

Web Site Evaluation

The web site data listed in Section III shows that from December to January, there has been an increase in usage. The data from February is not as clear because of the change from monitoring visitor sessions to page views. Also this was the month of the domain name change, and there may have been some disruption of service. Overall, there continues to be a large amount of Portal usage.

As expected, the majority of the visitor sessions focus on the Portal index page (between 75-78). The main purpose of the Portal is to be used as a jumping-offsite.

The second and third most popular individual pages every month were the Native Hawaiian Health Information and Other Hawaii Health Links pages. This is also not a surprise, indicating the need for pages such as these, which can serve as a single location for Native Hawaiian and local links.

VI. Projected Activities for Next Quarter

- A. Continued collaboration with POL, DNHH, and NHCOE to further develop the Hawaii Health Portal's Native Hawaiian Health Information page.
- B. Teaching sessions for Seniors group and other interested organizations.
- C. Distribution of marketing tools.
- D. Continue to work to have the Portal linked on other web sites.
- E. Continue to work on attendee follow-up evaluation methods.

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

Outreach Activity Data Collection Forms and Outreach Activity Participant Information Sheets are attached.

Appendix

1. Flyer for the February 6, 2004 Hilo Public Library public workshop
2. Hawaii Health Portal Pre-Survey Data
3. Hawaii Health Portal Post-Survey Data
4. Hawaii Health Portal Workshop Evaluation Data

Access to Electronic Health Information, Central Valley Access to Electronic Health Information Project (Phase I)

Henry Madden Library
California State University, Fresno
5200 North Barton, M/S ML 34
Fresno, CA 93740-8014

Submitted by:

Patrick Newell
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Quarterly Report for:

December 2003 through February 2004

Date Submitted: May 7, 2004

Narrative Description: Central Valley Access to Electronic Healthcare Information Project

Summary/Introduction

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

a. Administrative/Planning Activities

The project principles have met monthly to organize the project.

b. Collaborations/Partnerships

Outreach to the Central Valley Health Policy Institute, Central California Center for Health and Human Services, and the College of Health and Human Services have been successful. The project organizers presented at the February 2004 regional conference on Healthcare (attendance: 1200)

c. Publicity/Marketing Activities

No publicity occurred.

d. Product/Resource Development Activities

Other than collecting the database content (currently kept in a three-ring binder and slowly being transferred to the database), no products or resource creation occurred.

e. Site Visits

No site visits were performed.

f. Outreach Activities

No outreach activities occurred.

g. Web site development activities

The web-accessible database is available and content is being slowly added. The site, <http://www.lib.csufresno.edu/cchip/>, has not been publicized widely.

h. Exhibits

No exhibits occurred.

2. Loansome Doc/Document Delivery Activities

No activity to report.

3. Evaluation Activities

No activity to report.

4. Problems/Corrective Actions

None encountered.

5. Lessons Learned/Significant Feedback

No significant feedback or lessons learned.

6. Projected Activities for Next Quarter

Activities for next quarter include:

Promotion of database backed web site to partners.

7. Reports of Training

No classes occurred during this period.

Access to Health Information for Arizona's Tribal Nations

UCLA Sub award No. 5415-G-DB163

Arizona Health Sciences Library
University of Arizona
Tucson, Arizona

By Jeanette C. McCray
Arizona Health Sciences Library
University of Arizona
P. O. Box 245079
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Voice: 520/626-6121; Fax: 520/626-2922
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Seventh (7th) Quarterly Report
January 1, 2004 – March 31, 2004

Submitted May 1, 2004

Introduction

The goals of this project are to improve access to health information resources for Native Americans in Arizona, and to develop a sustainable, working partnerships between the Arizona Health Sciences Library (AHSL) and tribal representatives.

This quarter the emphasis continues to be on delivering Turning Point/Tribal Nations workshops around the state. Tribal libraries and tribal health departments are invited. The dialogue with officials at the Navajo Division of Health is ongoing – the leader of their effort came to AHSL for a two-day visit in January.

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

A. Administrative/Planning Activities

The Arizona Turning Point project's training schedule continued to dominate our work this quarter. Tribal librarians and tribal public health department professionals are included in the promotional material we send out. Beginning with this report, however, in the interest of space, ONLY THOSE TURNING POINT WORKSHOPS WHERE EITHER NATIVE AMERICANS ARE SERVED (AS USERS OF THE LIBRARY OR CLIENTS OF THE HEALTH DEPARTMENT) OR WHERE NATIVE AMERICANS ATTEND THE WORKSHOPS WILL BE INCLUDED IN THIS REPORT. Using those parameters, 7 trips were made to 5 counties. 90 people were trained, including 34 public librarians and 56 public health professionals. Sessions included Turning Point, PubMed, MedlinePlus, Native American Resources, Spanish Language Resources, Diabetes, Health Reference Interviews, and Consumer Health.

An application to the Arizona State Library, Archives and Public Records for LSTA funds to continue support of the Turning Point/Tribal Nations project was submitted.

George Joe, Information Officer for the Navajo Division of Health, Window Rock, spent 2 at AHSL learning about library operations and the role libraries play in a health-focused setting. In addition to visiting AHSL library departments, George also spent significant time with Brooke Sheldon, Director of the School of Information Resources and Library Science, where the Knowledge River program is located. Also, he spent several hours with Lynn Flance at the Southern Arizona VA Center and Suzette at Tucson Medical Center's library. We felt it was very important for him to get a sense of how smaller health sciences libraries operate and the impact they have on their institutions. He was very impressed and felt

the trip was most worthwhile. A detailed schedule of his visit appears in the appendix.

B. Publicity/Marketing Activities

Letters used to promote the 2nd round of Turning Point/Tribal nations training workshops were developed. See appendix.

C. Product/Resource Development Activities

New workshops developed this quarter include Obesity and Diet, Health Literacy, Diabetes. Links to the handouts developed for the workshops can be found in Section D below. Some reflect handouts that have been noted in earlier reports, and are continually updated.

D. Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)

Project: Arizona Turning Point/Tribal Nations
Date: January 9, 2004
County: Maricopa
City: Tempe
Location: Tempe St. Luke's Hospital/Lecture Series
Target population: Health professionals
10:00 – 11:00 Turning Point (public health information) [[handout](#)]
MEDLINEplus (consumer health information)
11:00 – 12:00 [PubMed](#) (clinical medical information)

Project: Arizona Turning Point/Tribal Nations
Date: Tuesday January 13
County: Mojave
City: Kingman
Location: Mojave Community College
Target population: public librarians, public health professionals
9:00 – 10:00 Turning Point (public health information) [[handout](#)]
Health Reference Interview (for librarians) [[links](#)]
10:00 – 11:00 Consumer Health Resources [[handout](#)]
Spanish Language Health Resources [[handout](#)]
11:00 – 12:00 MEDLINEplus (consumer health information)
Native American Resources [[handout](#)]
12:00 – 1:00 [PubMed](#) (clinical medical information)

Project: Arizona Turning Point/Tribal Nations
Date: Monday January 26
County: Yuma

City: Yuma
Location: Yuma County Main Library
Target population: public librarians, public health professionals
8:30 – 9:30 Consumer Health Resources [\[handout\]](#)
Spanish Language Health Resources [\[handout\]](#)
9:30 – 10:30 Turning Point (public health information) [\[handout\]](#)
Health Reference Interview (for librarians) [\[links\]](#)
MEDLINEplus (consumer health information)
10:30 – 11:30 Diabetes Web Based Resources [\[handout\]](#)
11:30 – 12:30 [PubMed](#) (clinical medical information)

Project: Arizona Turning Point/Tribal Nations
Date: Tuesday January 27
County: La Paz
City: Parker
Location: Arizona Western College Computer Lab
Target population: public librarians, public health professionals
8:00 – 9:00 Turning Point (public health information) [\[handout\]](#)
Health Reference Interview (for librarians) [\[links\]](#)
MEDLINEplus (consumer health information)
9:00 – 10:00 Consumer Health Resources [\[handout\]](#)
Native American Resources [\[handout\]](#)
10:00 – 11:00 Diabetes Web Based Resources [\[handout\]](#)

Project: Arizona Turning Point/Tribal Nations
Date: Monday, February 9
County: Pima
Tribe: Tohono Oo'dham
City: Sells
Location: Venito Garcia Tribal Library
Target population: public librarians
9:30 – 10:30 Turning Point (public health information) [\[handout\]](#)
Health Reference Interview (for librarians) [\[links\]](#)
10:30 – 11:30 MEDLINEplus (consumer health information)
Native American Resources [\[handout\]](#)
11:30 – 12:30 Diabetes Web Based Resources [\[handout\]](#)
12:30 – 1:30 [PubMed](#) (clinical medical information)

Project: Arizona Turning Point/Tribal Nations
Date: Friday, February 13
County: Maricopa
City: Phoenix
Location: Guadalupe Learning Center, South Phoenix
Target population: public health professionals, general public
1:00 – 2:00 Turning Point (public health information) [\[handout\]](#)

MEDLINEplus(c.m.e.) (consumer health information)
2:00 – 3:00 Diabetes Web Based Resources [[handout](#)]
3:00 – 4:00 [PubMed](#) (c.m.e.) (clinical medical information)

Project: Arizona Turning Point/Tribal Nations
Date: Thursday, February 26
County: Maricopa
Location: Arizona Dept Health Services/Arizona Local Health Officers Association
City: 1740 W. Adams, Room 411 Phoenix
11:00 – 12:00 Turning Point (public health information) [[handout](#)]
[PubMed](#) (clinical medical information)

E. Exhibits

AI/AN Sun Health Research Conference, Phoenix, Hyatt Regency Hotel.
March 6, 2004.

II. Loansome Doc/Document Delivery Activities

No activity.

III. Evaluation Activities

Evaluation forms began being used to evaluate satisfaction with the workshops on .

IV. Problems/Corrective Actions. Lessons Learned/Significant Feedback

George Joe's visit was very difficult to schedule. The dates changed more than once. He seems to be a good advocate for library services at the Navajo Division of Health. Our emphasis is help he and his colleagues understand that health professionals and consumers (tribal members) need up-to-date information, especially electronic. They are very focused on a room they have filled of reports, audio-visual material that's scattered about, and consolidating journal subscriptions. They have agencies offices located all over the reservation. Our next step is to schedule some days when AHSL can go up to Window Rock, continue the discussion on the proposed library, and do some workshops for their staff.

V. Projected Activities for Next Quarter

Workshops are scheduled in Flagstaff, Page, Phoenix, Show Low, Globe, Tucson, Nogales, Tempe, and Thatcher in the next quarter.

We hope to hear about our grant proposals for further funding.

We expect to develop plans to visit the Navajo Division of Health later in the year.

Appendix

Copies of: communications, materials produced, press releases, advertisements, articles for newsletters, etc.

Itinerary of George Joe's visit to AHSL and needs assessment proposal discussed at meeting.

Letters sent library directors and health department directors describing 2nd round of visits to each county are attached.

Evaluation form being used to assess satisfaction with workshops is attached.

Links to workshop materials can be found in Section D.

Photos of the workshop sessions are attached as a separate email.

Workshop name(s):

Workshop date and times:

Workshop trainers:

Facilitating School Nurses Access to Electronic Data

San Diego State University, San Diego

Quarterly Report, December 1, 2003 – February 29, 2004

Report Submitted By:

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Summary/Introduction

1) Progress Towards the Project's Major Objectives

a) *Administrative and Planning Activities*

- ❖ The PI's participated in several training sessions or speaking opportunities:
 - "Clinical Effectiveness Using Handheld Technology. Outreach: Extending the Frontier." Invited speaker on this study and the grant application process at the MLGSCA/NCNMLG/PNC Joint Meeting, January 29, 2004, Sacramento CA (Hall)
 - "Putting Practice in the Palm Of Your Hand: Palm 101." All day CEU workshop for the Office of Lifelong Learning, January 17, 2004, Vanderbilt University, Nashville TN (McLeod)
 - "Putting Practice In the Palm Of Your Hand." Invited speaker at the ACNP (American College of Nurse Practitioners) 2004 National Nurse Practitioner Summit: "Empowering Nurse Practitioners in Leadership, Practice, and Health Care Policy," February 7-10, 2004, Washington DC.(McLeod)
- ❖ In partnership with the San Diego County Public Health Nurses, we applied to the PSRML for a similar award to provide PDA's and training to their members (02/03).
- ❖ PI's continued to test websites for use with the PDA.
- ❖ McLeod and Hall provided ongoing support to school nurses in San Diego and Imperial County.

b) *Collaborations/Partnerships*

- ❖ N/A

c) *Publicity/Marketing Activities*

- ❖ We sent out reminders through the school system to school nurses who had not yet participated, to please complete a pre-test survey. (More discussion in the Evaluation Section).

d) *Product/Resource Development Activities*

- ❖ N/A

e) *Site Visits*

- ❖ N/A

f) *Outreach Activities*

Total no. of training or demonstrations during this quarter = 3

Total no. of sessions with half or more of the participants from minority populations = 0

Total no. of participants = 275

g) *Website Development Activities*

- ❖ Posted the streamlined website for class participants only. Awaiting content suggestions from school nurses and PI's.
- ❖ Investigating the ability to create a private listserv to enhance communication by the participants.

h) *Exhibits*

N/A

2) Lonesome Doc/Document Delivery Activities

- ❖ N/A.

3) Evaluation Activities

- ❖ Sent out a reminder for non-participant school nurses in Imperial and San Diego counties to complete the pre-test. We are aiming for 100% participation to get a better picture of the information and technological needs of school nurses.
- ❖ We used the San Diego County Board of Education's post-instructional evaluations. For the most part, they were extremely positive.

4) Problems/Corrective Actions

- ❖ **School Health Office Software Testing:** One of the goals of this project was to help school nurses with the paperwork required to run and manage a school health office. To meet this goal, a search was conducted to discover if there was software for the school health office that was available for the PDA. This point-of-service ability to record information was one of the variable school nurses identified as a way to decrease time spent inputting data. This task is often double work because information is recorded in some paper form and then transferred to a database.

Three products were reviewed with only one product actually scheduled to come out in a PDA format. McLeod met with the owners of the company in July 2003 at the NASN national conference in Cincinnati to make the final arrangements to beta test their software on our devices in this study. At this meeting, the President of the company informed us that the new version of Palm OS 5.0 had just been released on all the new PDA's and that their product was not compatible with this version of the operating system. Dr. McLeod left this meeting with the understanding that the company would contact us as soon as a revised version was ready to beta test.

We decided during this quarter, due to the inability of the company to produce this product in a timely manner, no school health office software will be beta tested for this project. Discussion about testing this product for a future product will occur at the NASN national conference on July 10 in Seattle.

- ❖ We have not identified an effective and accessible survey instrument for use on the PDA to collect data. It is essential to maintain confidentiality of the participants and there is a lack of effective tools for an easy implementation. We will rely on the pre- and post-test data which should provide a great deal of data to analyze and report.

5) Lessons Learned/Significant Feedback

- ❖ With the PI's not being compensated for their time, they were busy with other projects during this time. In the future, it is important to write in greater support for personnel whenever possible.

- ❖ We are not going to apply for fall 2004 conferences as we will not have enough data at that point. We may continue to search for opportunities to share lessons learned regarding the instruction side of the project (using newer technology, such as Margi, etc) or nurse practitioner/faculty-librarian collaboration. We will aim to share the results of this study in Spring and Fall 2005. We have identified journals to submit articles.

6) Project Activities for Next Quarter

- Provide more training as time and opportunity permit.
- Modify handouts and presentations as necessary.
- Continue to support the school nurses effectively adopting this technology.

7) Reports of Training/Demonstration Sessions and/or Exhibit Reports
(appended)

Appendix

- Training report forms