‘Engage for Health’: A Patient-Doctor Communication Program @ Your Library

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Why we’re here:

BECAUSE QUALITY INFORMATION HELPS YOU MAKE BETTER HEALTH DECISIONS.

BECAUSE LIBRARIES ARE PARTNERS IN A HEALTHY COMMUNITY.
“The National Library of Medicine (NLM), on the campus of the National Institutes of Health in Bethesda, Maryland, has been a center of information innovation since its founding in 1836”.

[URL] for the National Library of Medicine
Regional Medical Libraries

Explore the pinpoints below and learn more about the NNLM Regional Medical Libraries and their respective territories.

**URL** for National Network of Libraries of Medicine (NNLM) and **URL** to NNLM Middle Atlantic Region (NNLM MAR)
NNLM and Public Libraries

Free Medline (1997)


MedlinePlus Debut 22 Topics (1998)
What does NNLM do?

• In person and online trainings
• Exhibit at conferences/health fairs
• Funding
Consumer Health Information Specialization

The Consumer Health Information Specialization (CHIS) supports information service providers to keep current in the consumer health information field and provides them with a recognized level of expertise.

- 12 hours of coursework
- MLA accredited specialization

Course examples:

- Beyond an Apple a Day: Providing Consumer Health Information at Your Library
- NLM’s Online Playground: K-12 Science and Health Education Resources
- ABCs of DNA: Unraveling the Mystery of Genetics Information for Consumers
- Caring for the Mind: Providing Mental Health Information at Your Library
- Stand up for Health! Health and Wellness Services for Your Community

URL for more CHIS information
Discussion: What brought you to this session?
What is ‘Engage for Health’?

Community Education Program

• Patient Advocacy Program
• Improve Doctor-Patient Communication
• Encourage partnerships (hospitals, libraries and community-faith based organizations)

URL to ‘Engage for Health’ Resource Guide
About Engage for Health

The Hospital & Healthsystem Association of Pennsylvania (PA- HAN) and its Pennsylvania Hospital Engagement Network (PA- HEN) developed 'Engage for Health', a series of tools to help hospitals and health systems promote health and wellness in their communities. One such tool is the "Engage for Health" program, which was hosted by the Hershey Public Library in Hershey, PA in 2016.

Here is a video of the 'Engage for Health' program that was hosted by the Hershey Public Library in Hershey, PA. This video was produced with funds from HAP.
Pilot Project – Overview

Enhance professional skills of participating public library staff

• 17 public libraries participate in a year long project
• Teach NLM Resources (MedlinePlus) to public library staff
• Materials (from NLM, HAP and AHRQ)
• Create a successful replicable program for libraries of all types
Pilot Project Findings

Overall Participation
- 150 adult participants from the 17 libraries
- Collected 132 pre-post assessment evaluation forms (88%)

Evaluation Findings (Attendees)
- 98% rated the program positively
- 95% asked questions of their health care providers for clarification and 86% reported they are comfortable asking questions when they didn’t understand something
- 92% had never used MedlinePlus
- 78% had never heard of MedlinePlus
- 78% sometimes or always research their health conditions
- 68% write out their health questions prior to medical appointments
Discussion: what kind of health outreach do you do? What kind of partners do you utilize in that work?
Taking an active role in your health care.
What is engagement?
- Listen
- Understand
- Ask questions

Why is engagement important?
- Better health and satisfaction
Tips to Stay Engaged

- Take a friend or family member with you
- Write things down
- Repeat back what you’ve heard
- Ask questions
“The single biggest problem in communication is the illusion that it has occurred.”

—George Bernard Shaw
Questions are the Answers

URL for AHRQ Waiting Room Video
3 Types of Questions

- **What** is this test for?
- **What** are my choices?
- **Why** do I need this treatment?
- **Why** do I need to decrease how much salt I eat?
- **How** often do I need to take the medication?
- **How** do you spell the name of that drug?
What Did You Hear?
Activity - Role Play

Questions?

Role Play
Talking With Your Doctor

Summary
How well you and your doctor communicate with each other is one of the most important parts of getting good health care. Being prepared can help make the most of your visit. Here are some things you can bring:

- Lists of your concerns, any allergies and all the medicines, herbs, or vitamins you take
- A description of symptoms - when they started, what makes them better
- A trusted friend or family member
- A way to take notes during your appointment

URL for Talking With Your Doctor (MedlinePlus)
Life gets way more complex when you’re a teen. On top of all of the emotional and physical changes you go through, there are more choices and decisions to make and more stresses from school, sports, jobs, family, and even friends.
Questions?
Communication is Key!

URL for House MD Video
Image from Fox
For More Information Contact:

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This presentation was adapted from the 'Engage for Health': Tools for Health Literacy Community Education from The Hospital & Healthsystem Association of Pennsylvania.

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Why Should You Offer this Program At Your Library/Health System?

- Empower Members of Your Community
- Promote Health Literacy at Your Library/Health System
- Partnership Building for Your Library/Health System
- Support the *All of Us Research* Program
'Engage for Health' Program Materials

All of the materials you need to offer the 'Engage for Health' program are freely available. The toolkit includes the presentation slides, speaker notes, role play exercise, pre-post evaluation form (and instructions to send MAR the completed forms), promotional poster and logo.

- [Engage for Health Presentation Slides](#)
- [Engage for Health Speaker Notes for Presentation Slides](#)
- [Engage for Health Role Play](#)
- [Engage for Health Pre-Post Evaluation Instructions](#)
- [Engage for Health Pre-Post Evaluation Form](#)
- [Engage for Health Promotional Poster](#)
- [Engage for Health Logo](#)
- [Engage for Health Logo](#)

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**About Engage for Health**

The Hospital & Healthsystem Association of Pennsylvania (HAP®) and its Pennsylvania Hospital Engagement Network (PA-HEM®) developed 'Engage for Health', a series of tools to conduct a community education program on taking an active role in your health care. In 2016 the Pennsylvania Library Association (PALA®) and the National Network of Libraries of Medicine, Middle Atlantic Region (NNLM MAR) partnered with HAP, the NNLM Evaluation Office (NEO) and the Agency for Healthcare Research and Quality (AHRQ®) to update the program and pilot it in 16 libraries across PA.

The 'Engage for Health' program is now available for libraries, community and faith based agencies and health care providers to offer in their communities. If you are interested in offering this program, please feel free to use the materials located on this page and contact NNLM MAR for assistance.

We encourage you to offer this program, use the evaluation materials (and send them to us) as well as let us know about the success of your 'Engage for Health' program.

AHRQ published a case study on the 'Engage for Health' program and the pilot project in PA, read the entire [case study](#) here.

Here is a video of the 'Engage for Health' program that was hosted by the Hershey Public Library in Hershey, PA. This video was produced with funds from HAP.

[URL](#) for Engage for Health (all materials available here!)
End of Program Discussion Questions

Would you make any additions or improvements?

What else would you need in order to run this program at your library?

Is this a program you think you would use?

What did you like?

Are there alterations that might be helpful? i.e. teen or senior versions?

What else would you need in order to run this program at your library?
Contact us!

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Learn more about what the National Network of Libraries of Medicine can do for you: nnlm.gov

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