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9-26-2010

Consumer Health Information Access for Clinical Sites of the Iowa Institute on Clinical & Translational Science

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**CONSUMER HEALTH INFORMATION
ACCESS FOR CLINICAL SITES OF
THE IOWA INSTITUTE ON CLINICAL
& TRANSLATIONAL SCIENCE**

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Hardin Library for the Health Sciences**

PROJECT TEAM MEMBERS

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UI College of Nursing
- Chris Childs, M.S.
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COMMUNITY HEALTH CENTERS

- Des Moines: *Primary Health Care*
- Davenport: *Community Health Care*
- Waterloo: *People's Health Clinic*
- Sioux City: *Siouxland Community Health Center*

THE PLAN

- Objective: Improve patient access to consumer health information.
- **Stage 1:** Develop a Website
- **Stage 2:** Install the workstations
- **Stage 3:** Training session for providers/staff
- **Stage 4:** Training session for consumers

NN/LM GMR CONSUMER HEALTH SUBCONTRACT

- 18 Month Time (June 1, 2009 – November 30, 2010)
- Budget for Workstation Equipment and Promotional Items
- Travel Expenses for 4 separate visits to each clinic
- Reporting Requirements
 - Quarterly Reports (total of 6)
 - Exhibit Reports (if applicable)
 - Final Report (separate from last quarterly report)

CLINIC PERSONNEL

- Clinic Coordinator
- IT Department
- Providers
- Staff
- Public Relations
- Translators

QUESTIONNAIRE

IT Dept.

Coordinators

- Workstation
 - Location
 - Ethernet/Wireless
- Support
 - Caretaker
 - Security software

- Training
 - Where/When
 - Individual/Group
- Monitoring
 - Any objections
- Equipment
 - Table & Chairs
 - Storage Space

PROVIDER QUESTIONNAIRE

- Patient Demographics
 - Elderly, minority populations
- Multiple Languages
 - Spanish, Somali, Vietnamese
- Important Health Topics
 - Diabetes Management, Smoking Cessation
- Websites used

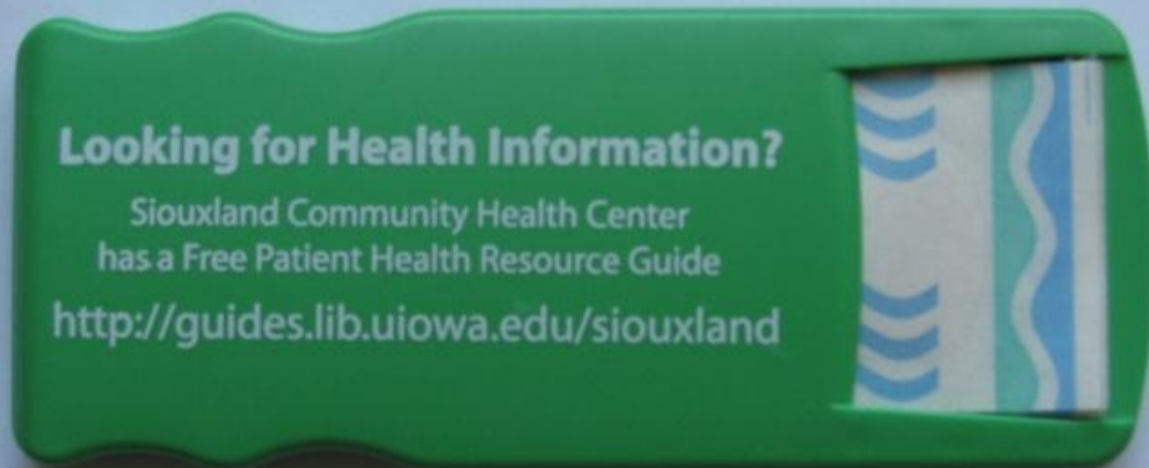
WORKSTATION EQUIPMENT & PROMOTIONAL ITEMS

- Computer
- Printer
- Wireless Router
- Wireless Card
- Flat Panel Privacy Filter
- Locks for Computer/Printer
- 10 Reams of Paper
- Adhesive Pad Magnets
- Band aid Dispensers
- Bookmarks

ON SITE VISITS

- Coordinator Training
- All Staff Meeting Presentations
- Q&A Session
- Provider Training (Group/Individual)
- Nursing Staff Training
- Medline Plus Training Session at SCPL

BAND AID DISPENSER



MAGNET

Looking for Health Information?

Siouxland Community Health Center
has a Free Patient Health Resource Guide

<http://guides.lib.uiowa.edu/siouxland>

SIoux CITY WORKSTATION

Before



After

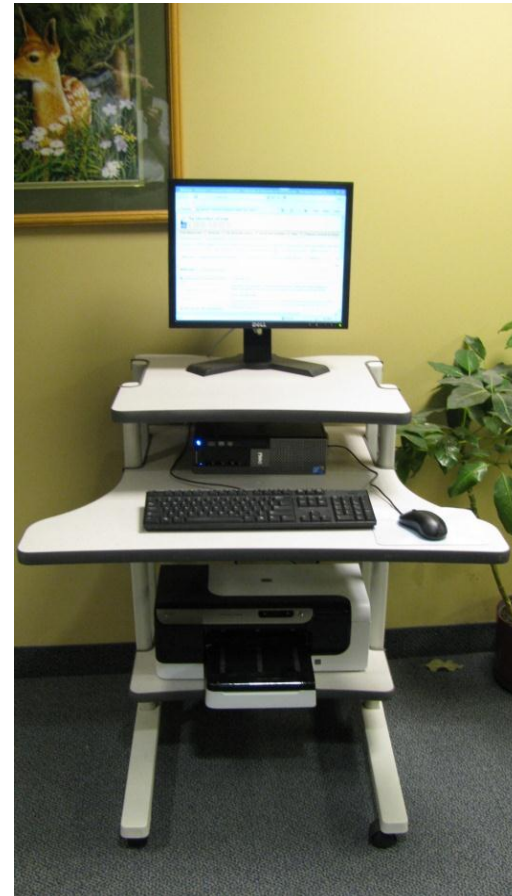


DAVENPORT WORKSTATION

Before



After



DES MOINES WORKSTATION

Before

After



PUBLICITY/MARKETING EVENTS

- Promotional items distributed by providers and staff at key locations.
- Posting on Face book & Twitter pages.
- Electronic Newsletters
- Listservs
- High school volunteers (Des Moines clinic)
 - 2 volunteers during the summer months
 - Each worked 3-4 hours per week
 - Assisted 10-15 patients per week
- Local events
 - Ex. Sioux City Convention Center

BOOKMARKS FOR EACH CLINIC FRONT SIDE

Consumer Health Guide

<http://guides.lib.uiowa.edu/siouxland>

It's free for everyone!

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BOOKMARKS FOR EACH CLINIC BACKSIDE

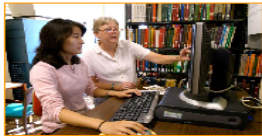
A comprehensive FREE listing of health and wellness resources, to help keep you and your family safe, healthy and informed.

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- directories of healthcare professionals & facilities
- links to national organizations
- patient safety & public health issues
- multilingual sites & multicultural resources

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- Asthma
- Diabetes
- Heart Disease
- HIV/AIDS
- Dental Health
- Nutrition
- Prescription Medicine
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FEEDBACK

Electronic Poll & Survey

- Poll Results
 - Total Votes: 12
 - I do: 10
 - A friend: 1
 - A coworker: 1
- Survey Results
 - 4 Responses
 - Rated 4 out of 5
 - Website not useful
 - 2 N/A

Utilization Statistics

- Davenport Website (12/09-) 628 hits
- Des Moines Website (11/09-) 817 hits
- Sioux City Website (09/09-) 1,674 hits

CHALLENGES

- First Impressions
- Scheduling
- Miscommunication
- Lack of communication
- Reaction from Peers
- Lack of feedback from Patients

FINDINGS

○ Original Outcomes

- Easy-to-use website
- Easy access to consumer health information
- Providers can assist patients find information
- Target community members for training

○ Unexpected Results

- CHCs interested in expanding to satellite branches
- Set up infrastructure for future CHC partnerships
- Child Health Specialty Clinic Website

QUESTIONS?

This project has been funded by the National Library of Medicine under Contract No. NO1-LM-6-3503 with the University of Illinois at Chicago, Library of the Health Sciences