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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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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.

- Workstation
  - Location
  - Ethernet/Wireless

- Support
  - Caretaker
  - Security software

Coordinators

- 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

Looking for Health Information?
Siouxland Community Health Center has a Free Patient Health Resource Guide
http://guides.lib.uiowa.edu/siouxland
MAGNET

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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 Facebook & 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
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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.

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

Find answers about...
- Cancer
- Asthma
- Diabetes
- Heart Disease
- HIV/AIDS
- Dental Health
- Nutrition
- Prescription
- Medicine
- Addiction & Substance Abuse

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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