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

Chris A. Childs

University of Iowa
CONSUMER HEALTH INFORMATION ACCESS FOR CLINICAL SITES OF THE IOWA INSTITUTE ON CLINICAL & TRANSLATIONAL SCIENCE

Chris Childs, MS
Hardin Library for the Health Sciences
PROJECT TEAM MEMBERS

- Linda Walton, M.L.S.
  Associate University Librarian & Director
  Hardin Library for the Health Sciences

- Jimmy A. Reyes, DNP, MSN, RN
  ICTS Community Outreach Program Coordinator
  UI College of Nursing

- Chris Childs, M.S.
  Education & Outreach Librarian
  Hardin Library for the Health Sciences
COMUNITY 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

Hardin Library for the Health Sciences
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
BOOKMARKS FOR EACH CLINIC FRONT SIDE

Consumer Health Guide
http://guides.lib.uiowa.edu/siouxland
It’s free for everyone!

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<table>
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<tr>
<th>A comprehensive FREE listing of health and wellness resources, to help keep you and your family safe, healthy and informed.</th>
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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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**Find answers about...**

- Cancer
- Asthma
- Diabetes
- Heart Disease
- HIV/AIDS
- Dental Health
- Nutrition
- Prescription Medicine
- Addiction & Substance Abuse
- Cancer
- Asthma
- Diabetes
- Heart Disease
- HIV/AIDS
- Dental Health
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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?

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