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
**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
BOOKMARKS FOR EACH CLINIC FRONT SIDE

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