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Using LibGuides for Community Center Outreach

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University of Iowa
USING LibGUIDES FOR COMMUNITY CENTER OUTREACH

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Hardin Library for the Health Sciences
COMMUNITY HEALTH CENTERS

- Des Moines: Primary Health Care
- Davenport: Community Health Care
- Waterloo: People’s Health Clinic
- Sioux City: Siouxland Community Health Center
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
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/No cost extension Nov. 2010 – May 2010)
- Budget for Workstation Equipment and Promotional Items
- Travel Expenses for 4 separate visits to each clinic
- Reporting Requirements
  - Quarterly Reports (total of 8)
  - 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
Band aid Dispenser

Looking for Health Information?
Siouxland Community Health Center has a Free Patient Health Resource Guide
http://guides.lib.uiowa.edu/siouxland
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**Sioux City 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
<table>
<thead>
<tr>
<th>Consumer Health Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://guides.lib.uiowa.edu/siouxland">http://guides.lib.uiowa.edu/siouxland</a></td>
</tr>
<tr>
<td>It’s free for everyone!</td>
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</tbody>
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Hardin Library for the Health Sciences
BOOKMARKS FOR EACH CLINIC BACKSIDE

- 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: 16
  - I do: 12
  - Family Member 1
  - A friend: 1
  - A coworker: 2

- Survey Results
  - 5 Responses
  - Rated 4 out of 5
  - Website not useful
  - 3 N/A

Utilization Statistics

- Davenport Web site
  (12/09-) 758 hits

- Des Moines Web site
  (11/09-) 1,297 hits

- Sioux City Web site
  (09/09-) 2,317 hits

- Waterloo Web site
  (11/10-) 129 hits
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