

**TECHNOLOGY IMPROVEMENT AWARDS
FINAL REPORT OUTLINE**

COVER SHEET

1.	Title of the Project	Wired up Waiting!
2.	Period of Performance (project start and end dates)	September 1, 2009 - August 31, 2010
3.	Library Name (if applicable)	The Learning Center (formerly Center for Health Information)
4.	Name of Organization	St. Patrick Hospital & Health Sciences Center
5.	Organization Address	500 W Broadway Missoula, MT 59802
6.	Name, Mailing and E-Mail Addresses, Voice and Fax Numbers, of Person Submitting Report	Dana Kopp 500 W Broadway Missoula, MT 59802 dkopp@saintpatrick.org Ph – 406-329-5711 Fax – 406-329-5688
7.	Date Submitted	August 9, 2010

NARRATIVE DESCRIPTION

1. Executive Summary (200-500 words):

Provide a summary about how funding from this award was used. Include an overview of the new or improved health information service or program that was implemented. Identify the hardware and/or software purchased to support this project.

This project was created with two specific intentions and completed in two phases. First, to improve access to information resources for all library patrons. Second, we wanted to create computer access in waiting rooms for patients and their loved ones for communication and research purposes. The award funding was used to purchase five new Dell computers, monitors, keyboards, mice, headphones, two tables and monitor arms. In phase one, the new computers were installed in the medical library and we removed five “thinclient” computers. The goal was to provide better, faster access to the internet and our electronic resources as well as using the built in DVD players and CD burners to better utilize our space and other equipment. Thin client computers do not have CD or DVD drives so our patrons could not even view some of the multimedia that we offered in our library. Physicians also provide patients with CR-Roms or DVDs of MRIs and other scans and we were unable to help them look at these. The thin client computers were imaged and locked down so that programs couldn’t be downloaded from the internet and the computers would return to their original programming upon reboot. They were then installed in waiting areas on our 4th floor, 5th Floor, Day Surgery, ICU, and in our International Heart Institute. The tables were used to create a useable workspace in two of the areas and the monitor arms were used with built in desks to allow for better workspace. These waiting areas have long waiting periods, high use, are the furthest from the library and have a low chance of vandalism. Shortcuts to the library website, MedlinePlus, Montana End of Life Registry and CaringBridge had been placed on the desktop and brochure holders with bookmarks and brochures on MedlinePlus, ToxNet and other resources were placed at each work station.

2. Information needs:

Identify the main audience(s) that were intended to benefit from the proposed technology improvements. Did this project help to meet their information needs?

This project was designed to benefit patients and their families and friends both on-site and at a distance. This project had two purposes, first to provide an easier access to e-mail and sites such as CaringBridge for better and easier communication about loved ones. Second, to provide easy access to and recommendations for quality medical information resources that could be searched both on-site and at home. Comments received on our comment cards and the survey indicated that the computers definitely made communication easier, though the speed of the computers was noted as the biggest complaint.

3. Training: NOT APPLICABLE

If training was conducted to new audiences (not already affiliated with the organization), complete the Outreach Activity Data Collection Form for each training event and attach the form(s) to this Final Report. A copy of the form is available at <http://nnlm.gov/pnr/funding/toolkit.html> .

Below, provide a summary of all training events and participants:

Total number of sessions conducted as part of the project	
Total number of sessions in which half or more than half of participants were from minority populations	
Total number of participants in the project's sessions	
Breakdown of participants by role Health care or service provider, with a subtotal for public health personnel: _____ / _____ public health Health sciences library staff member: _____ Public/other library staff member: _____ Member of the general public: _____	

4. Training sites:

Provide a brief description of the locations where you provided training.

NOT APPLICABLE

5. Exhibits:

If applicable, list all the exhibits, poster sessions, and/or professional presentations connected with this project. Include the meeting name, dates, location, estimated number of contacts made, demonstrations given and general impressions of success.

NOT APPLICABLE

6. Evaluation :

Describe whether and how the new or enhanced service accomplished the desired outcomes originally proposed. Or, if the originally proposed outcomes were not observed, what happened, instead? Include specific data that supports the evaluation results described, and how the data was collected.

We accomplished our objectives, our computer use at the library has increased and the variety of use has increased as well. The new Dell computers function so much faster and can handle the updated programs that staff must use for annual education, competency testing and timecard approval as well as audio-visual viewing. The remaining thin clients cannot handle the programs and cannot be upgraded. Immediately after the computers were installed in the waiting areas, we received comments from staff nurses thanking us for giving them a place to send patient's loved ones to check email, look at CaringBridge and spend time away from the hospital bed while still being close. While we didn't receive a huge response from users on the paper or electronic survey (three electronic and five paper) all were very positive that the computers helped them communicate with family members and provided

consumer health information and resources that would be used again. The only complaint was the speed of the computers, which was noted on three of the surveys. We were called to assist users on three occasions and a mouse disappeared about three months after the computers were installed.

On my trips around the hospital I randomly check the computers to see if they are in use, need re-booting or restocking the brochures. One computer is rarely used, I believe because it is placed directly in front of the check-in desk and it isn't obvious that it is for non-staff use. The others are getting more use as people realize why they are there and the hospital floor computers (4th & 5th floors) have been in use every time I check on them for the last four months.

7. Problems or barriers encountered:

Provide details on problems encountered. If you were to start all over again, what, if anything, would you change about the project?

I'd upgrade the thin clients to something faster! The computer that isn't utilized as much as it should be could be moved to a different location but network and power would need to be run to this location. I also underestimated the time it would take our Information Technology staff to prepare the new computers for the library as well as re-image the thin clients and get them moved out to the floors.

8. Impact:

Include information on the perceived and actual impact of the project on the library or organization. This can include the effect of the project on the library's image, increased utilization of the library, etc.

Upgrading the library computers has had a huge impact on our library patrons as well as patients and their families. Had we not been able to upgrade the library computers we would not be able to offer the access to programs for staff and would have essentially had computers that could only slowly search the Internet and randomly lock up, a frustration for everyone. To have incredibly out of date computers available to the public does not give users the impression that we are state of the art either in the library or the hospital. We have a number of staff that only have access to shared computers during their work time so they often come to the library to work on education or check email during their breaks and off hours. Employees have a large number of educational requirements to be completed on the computer each year and completing these on nursing floor computers is not an option. The computers in the library are being utilized for far more activities than ever before and as of August 1, 2010 will be used for additional certification testing as our ACLS program will now be available on HealthStream, our computerized learning system.

I have discussed this project in various departmental meetings and new employee orientations, the staff was glad that we were finally offering computer access in the waiting rooms and that safe medical resources were being promoted! My next goal is to get the thin clients in the waiting areas upgraded to something faster but that we can lock down as well as replace the remaining thin clients in our library.