

## Quarterly Report, Contract Period 2011-2016

Year 1 Quarter 3

November 2011 – January 2012

### A. EXECUTIVE SUMMARY

**Personnel:** Tania Bardyn, MLS, AHIP, began her co-appointment as Director, UW Health Sciences Library; Associate Dean of University Libraries; and Director, National Network of Libraries of Medicine, Pacific Northwest Region, effective November 7, 2011 and attended the NLM Orientation in Bethesda on December 1-2, 2011. Recruitment for the PNR Regional Technology Coordinator position ensued, and interviews were conducted in January. Recruitment for a PNR Public Health Outreach Coordinator is being planned. On an interim basis, Ann Madhavan, MLIS has been retained as an hourly temporary staff member to assume some of the duties of the Public Health Outreach Coordinator position vacated by Alison Aldrich. Recruitment for a PNR Program Coordinator is also in the planning stage.

**Funding:** Cathy Burroughs and staff publicized new funding opportunities for 11 awards. Network members were given 10 weeks to plan and submit proposals for the larger awards. Applicants were required to submit a statement of intent to apply by mid-January, which greatly helped the PNR budget planning process for Option Year 1.

**Resource Libraries:** Resource Libraries agreements were signed. The agreements included intention to explore participation in MedPrint. Tania Bardyn sent a message to all Resource Library directors and representatives to indicate her interest in visiting their libraries. In response, Ms. Bardyn and Cathy Burroughs were invited to visit each of the libraries, and scheduling ensued for visits in Y1Q3 and Y1Q4.

**Outreach and Collaboration:** PNR staff met with Jean Shipman to share results from focus groups conducted in Fall 2010 with physician assistants (PAs) to better understand their opinions about the usefulness of the health literacy tutorial for health providers, housed on MLA's server in the MLA Clearinghouse. Results showed that the PAs were generally quite enthusiastic about the content of the tutorial. However, the Moodle interface presents a navigational challenge to these users. It was decided (in consultation with MLA and NLM) that Pat Devine will convert the tutorial content into a Powerpoint module for PAs. She will then pursue CME credit by the Washington Academy of Physician Assistants, which will make CME credit available to PAs around the country. Also, Pat Devine was guest speaker for a twitter chat on Health Communications, Health Literacy and Social Sciences: #hchlitss, a forum for anyone interested in the intersection of health, communication, and the social world.

**Information Access and Policy:** PNR led development, promotion and registration for the Biomedical Publishing 101 webcast in conjunction with GMR. The 90 minute session featured John Tagler of the Association of American Publishers, Inc. with moderation by Jean Shipman, Director MCR & NTC. A SurveyMonkey poll was

launched during the webcast to determine the number of people behind the 85 connections to the webcast and results were obtained for 167 attendees.

**Access to Resources:** Pat Devine offered consultation and individual instruction to 10 Network libraries about DOCLINE, LinkOut, SERHOLD and Loansome Doc.

**Advocacy:** PNR announced results of the contest for a \$500 MLA Scholarship award, held during National Medical Librarians Month. To enter, librarians submitted stories about how they have increased their profile, providing insights, ideas and best practices for advocating and promoting skills and capabilities of medical librarians.

## **B. NETWORK INFRASTRUCTURE**

### **Regional Advisory Committee activities:**

Planning is underway for the Regional Advisory Council meeting in April 2012. A facility has been identified and RML staff visited the site.

### **Evidence Based Health:**

Gail Kouame, as a result of her continued participation on the Consumer Engagement Team for the Puget Sound Health Alliance, was asked to serve as a Consumer Representative at the national Aligning Forces for Quality Annual Meeting in Washington, DC in November 2011. She participated in the Care Across Settings track, looking at ways health professionals can improve patient experience and reduce errors during transitions between clinical settings.

In November, Amy Harper, Clinical Librarian, University of Washington Health Sciences Library, presented on RML Rendezvous about her work on Online Clinical Care Algorithms & Messages (OCCAM). Ms. Harper is co-developing this system with Erik Van Eaton, Assistant Professor, Department of Surgery, at the University of Washington, who is the attending physician in the trauma/surgical intensive care unit at Harborview Medical Center, Seattle, WA. OCCAM is a system that brings together institution-specific ICU and acute care guidelines, protocols, and algorithms in a mobile-optimized format.

In November, PNR funded 4 site sites at University of Alaska Anchorage Consortium Library in Anchorage, WSU Riverpoint Campus in Spokane, Kaiser Permanente Center for Health Research in Portland, OR and the UW Health Sciences Library, in Seattle to host the Medical Library Association eScience webcast.

### **Assessment and evaluation activities/data:**

Pat Devine and Cathy Burroughs participated in a webconference discussion with NN/LM MAR, OERC and Web-STOC to discuss input received from network members during Fall focus groups about the nnlm.gov website.

PNR staff administered the 2011 PNR Affiliate Network Member Questionnaire to assess 229 Affiliate Network members' needs. Preliminary reports identified 22 Affiliate members requesting consultation with PNR staff about providing health outreach activities, and 34 requesting more information about ordering NLM promotional materials. Plans were developed to contact and send Affiliate members requested information developed in the first month of Y1Q4.

PNR staff began drafting the 2012 PNR Full Network Member Questionnaire to assess these Network members' needs, to be launched in first month of Y1Q4.

Nikki Dettmar and Pat Devine participated in developing the 2012 PNC/MLA and NN/LM PNR Professional Development Survey to assess distance learning and professional development interests of regional medical librarians, to be launched in first month Y1Q4.

### C. OUTREACH

**TABLE 1. All newly funded awards and projects (All projects should be entered into the Outreach Projects Database)**

<b>Title</b>	<b>Lead Organization</b>	<b>City/State</b>
Professional Development Award	Family Resource Center/Autism Resource Center	Kennewick, WA
Professional Development Award	Viva Hispanic Foundation NW	Seattle, WA
Professional Development Award	National Pesticide Information Center	Corvallis, Oregon
Exhibit Award	Family Resource Center/Autism Resource Center	Kennewick, WA

#### **Update of ongoing major projects (funded at \$15,000 or more)**

Subcontract with Oregon Health & Science University titled "Modeling Outreach to Under-Connected Health Organizations in Oregon": Project staff have met with the O-HITEC, the Regional Extension Center for Oregon, to develop strategies and plans for outreach. As a result of outreach to High Desert Medical Center and Harney District Hospital, this rural hospital will establish a Health Education Library/Center to offer patients, families, and the general public a place to access and research accurate and up to date health information.

Express Outreach Award titled "Improving Health Literacy and Personal Health Management of Inmates": Gail Kouame conducted a site visit at Gallatin County Detention Center on January 12, 2012 to meet with the project steering committee and

discuss the offline system being developed for the project. Gail Kouame presented two train-the-trainer sessions to review the 12 modules being developed for training the inmates. All course developers and trainers participated as well as Project Leads at the Detention Center (26 participants in all).

Subcontract with University of Alaska titled “Outreach in the Last Frontier”: As of the end of November, providers at 9 hospitals throughout Alaska began responding to the scheduling questionnaire sent by the Project Manager, to determine dates and times for outreach site visits. By the end of January, 10 trainings had been conducted at 5 sites for health providers, including nursing staff, community health aides, mental health professionals and public health nurses.

MOU with Oregon Health & Science University titled “Oregon Outreach”: OHSU has exhibited at the Oregon Rural Health meeting and two outdoor concerts. They have registered to exhibit at the Oregon Library Association (OLA) and have registered to exhibit at the Oregon Academy of Family Physicians spring meeting. They have approached the director of the 4H Summer Conference at Oregon State University about presenting a workshop. They taught a class to nurses working for SAIF (the state worker’s compensation insurance company), and to staff members at the Northwest Portland Area Indian health Board. PNR staff will co-teach a class with OHSU at the Oregon Library Association meeting.

Sole Source Research Subcontract with Center for Health Literacy Promotion titled “Health Literacy Research”: This research will assess how parental functional health literacy impacts children's early development including communication, gross and fine motor skills, problem solving, social-emotional development, and regulation. The research is envisioned as resulting in possible publication(s), presentation(s) and an executive summary to NLM. Phase 1 of the Scope of Work is complete. Phase 2 is underway. Variables have been identified. Appropriate analytic software has been selected. IRB oversight is not required for this secondary data analysis since no human subjects are involved; all data is retrospective and unlinked. Elizabeth Moore has been contracted to prepare the child development data for analysis and to conduct the analysis. Phase 2 of the Scope of Work is underway.

Express Outreach Award to Gallatin County Detention Center titled “Improving Health Literacy and Personal Health Management of Inmates”: The Project Manager and core team members have developed materials for each of the twelve modules that will be used in the health literacy training. They have put together a team of experts from a variety of specialty areas, including: Gallatin City-County Health Department, MSU professors/nursing students, Gallatin County Mental Health Center, inmate advocates, Bozeman Public Library, MSU Library, Dentist, Vista Volunteers, and people with specialty information on STD’s, HIV, and Hepatitis C. They have designated a contact person for each of the 12 modules and have a team of 2-3 people assisting with each module. They have ordered sets of Learner’s Guides and Teacher’s Guides for “Staying Healthy” and “Coping with Stress” developed and distributed by the Florida Literacy Coalition, Inc. In addition, Dave Young has been working with IT staff at MSU

Extension on developing an internet-in-a-box to be used in the Detention Center since inmates are not allowed to have access to the Internet.

**TABLE 2. Presentations and training provided by RML staff (All presentations should be entered into the OARF System).**

Activity Name	County/State	Estimated # of participants	Conducted Remotely?
Native American Digital Storytelling project – MedlinePlus demonstration	Yellowstone, MT	13	No
Train the trainer session for Gallatin County Detention Center	Gallatin, MT	16	No
Train the trainer session for Gallatin County Detention Center	Gallatin, MT	10	No
Biomedical Publishing 101	King/WA	167	Yes
LinkOut Update	King/WA	17	Yes
Site Visit to Future Foundations	King/WA	4	No
Health Information Online for You	King/WA	7	No

### Information Technology and Transfer

Since the summer and through the end of the current reporting period, Cathy Burroughs had several conversations with the Northwest Regional Primary Care Association (NWRPCA) to discuss their readiness to submit a proposal for an NN/LM PNR Outreach to Under-Connected Health Organizations subcontract. NWRPCA is a PNR member organization that serves a number of Community Health Centers (CHCs) in the region. They conduct a needs assessment annually that could be helpful in identifying the CHCs that are implementing electronic health records (EHRs) and may be 'ready' to address meaningful use criteria (i.e. access to evidence based resources). Support from the RML via a subcontract would help explore the opportunities for working with both the CHCs and the Regional Extension Center for Washington and Idaho (WIREC) to link patient records to e-based resources, in systems already installed, or, in systems the CHCs are considering purchasing. Cathy introduced NWRPCA to a regional library leader with mutual interests and complementary areas of knowledge, contacts and expertise about needs for evidence based clinical decision support and patient education resources in public and critical access hospitals, CHCs, and other settings that mostly serve those who lack adequate coverage or medical care. However, the potential partnership did not come to fruition, which hampered a state of readiness for this kind of an endeavor by NWRPCA. Cathy continued to encourage NWRPCA to think about investing in skills training for its staff, such as through enrollment in the HealthIT curriculums of community colleges in the Region A Consortia, and/or the Making Connections Moodle course offered by Nikki Dettmar.

During the reporting period, Cathy also talked with Jesus Hernandez, Director of Community Choice, about the PNR funding opportunity for an Outreach to Under-Connected Health Organizations subcontract. Community Choice is a PNR network member and a healthcare consortium composed of regional healthcare organizations including 5 hospitals and 10 clinics with a total of 200+ physician members in North Central Washington. Jesus Hernandez said that Community Choice is a sub-grantee in the HITECH Washington-Idaho Regional Extension Center (WIREC) with Qualis Health as the lead grantee . In that capacity, Community Choice will be reimbursed with WIREC funds when they can document that provider groups they work with are meeting "Go Live" and "Meaningful Use" milestones. So, he's very interested in the MedlinePlusConnect system and stated his intentions to apply for PNR's subcontract award opportunity to promote its implementation in selected Community Choice healthcare member institutions in North Central Washington where, aside from English, Spanish is a predominant language

**D. OTHER STAFF ACTIVITIES**

**TABLE 3. Publications and resources developed by RML staff**

Title	Medium	Submitted to MLA Clearinghouse? Y/N
Seeing Patients, Unconscious Bias in Health Care”, by Augustus White, MD.	Book review in the PA Professional	N

**Brief narrative of other notable staff activities arranged chronologically, 1-2 sentences per item**

Date	Person + Activity
11/01 – 12/31	P. Devine provided DOCLINE support for Kalispell Medical Center, Kalispell, MT, James Medical Center, Butte, MT, Department of Labor, Olympia, WA, University of Washington, Seattle, WA, Peacehealth SW Medical Center, Vancouver, WA, and Devers Eye Institute, Portland, OR.
11/04	G. Kouame did a site visit at Gallatin County Detention Center in Bozeman, MT
11/08	G. Kouame visited the National Library of Medicine to see the “Native Voices” exhibit and to visit with NNO staff
11/09-11/11	G. Kouame participated by invitation in the Aligning Forces for Quality Annual Meeting – sponsored by Puget Sound Health Alliance
11/15	P. Devine provided LinkOut support for Virginia Mason Hospital, Seattle, WA

11/18	G. Kouame attended the MLA webcast: "Connecting E-science and Team Science: The Changing Nature of Research"
12/05	P. Devine attended the quarterly UW Web Council meeting and reported back to staff.
12/10	P. Devine worked with the Oral Health Collaborative of the UW regarding possible partnerships for funding.
12/12	G. Kouame and P. Devine did a site visit at Future Foundations International in Seattle
12/15	G. Kouame sat in on a webinar by Health Outreach Partners about community outreach
12/15	P. Devine was the guest speaker for the twitter chat, "Health Communications, Health Literacy, and Social Science (#hchlitss).
12/20	G. Kouame sat in on webcast "Hot Topics in Practice" about Vaccine Hesitancy
01/05	G. Kouame participated in a conference call to plan upcoming train-the-trainer session for Gallatin County Detention Center
01/10	G. Kouame sat in on webcast "Hot Topics in Practice" about the Joplin Tornado response
01/10	P. Devine provide SERHOLD support to the University of Washington, Seattle, WA
01/12	G. Kouame did a site visit at Gallatin County Detention Center
01/15	C. Burroughs & N.Dettmar called Community Choice to clarify what MedlinePlus Connect is
01/24	PNR staff met to follow up on staff retreat held last Spring
01/25	N.Dettmar responded to a request from Kid's Clinic in Medford OR to clarify that MedlinePlus Connect isn't a patient portal system.
01/25	P. Devine provided information on LinkOut to the Heal-WA project.
01/25, 1/30, 1/31	PNR staff participated in interviewing candidates for the Regional Technology Coordinator position
01/28-01/29	P. Devine exhibited at the Washington Academy of Physician Assistants Winter Meeting.
01/29	G. Kouame helped staff exhibit at Washington Academy of Physician Assistants conference
Ongoing	C. Burroughs was invited to serve on the National Planning Committee for MLA 2014 in Chicago.
Ongoing	C. Burroughs was appointed to the UW Libraries Scholarly Communication Steering Committee
Ongoing	N. Dettmar continued serving on the MLA Technology Advisory Board
Ongoing	N. Dettmar continued serving as Co-Chair, Local Arrangements Committee, MLA '12 Seattle
Ongoing	N. Dettmar continued serving on the UW Libraries Diversity Advisory Committee
Ongoing	N.Dettmar consulted with B.Nicholson/NNO and the NIH help desk about substantial Adobe Connect Federated account access problems and audio failure issues during the Biomedical Publishing 101 webcast & recording.

Ongoing	P. Devine serves on the MLA Membership Committee
Ongoing	P. Devine serves on the MLA'12 Local Arrangements Committee
Ongoing	P. Devine serves on the PNC/MLA Professional Development Committee
Ongoing	P. Devine reviewed abstracts for MLA 2012 for the Relevant Issues Section
Ongoing	P. Devine participated in program planning for MLA 2013 for the Relevant Issues Section
Ongoing	G. Kouame is serving on the Search Advisory Committee for the Regional Technology Coordinator position
Ongoing	G. Kouame was asked by T. Bardyn to participate in the planning committee for the "Managing Your Career" Symposium at MLA 2012
Ongoing	P. Devine began planning with Jacqueline Leskovec in GMR for an MLA 2013 symposium, "Building Collections and Connections for LGBT Health Awareness."