

# RML QUARTERLY REPORT

<b>Region:</b>	NN/LM Pacific Southwest Region
<b>Period Covered:</b>	August 1, 2012 – October 31, 2012
<b>Contractor Name:</b>	UCLA Louise M. Darling Biomedical Library
<b>Contract Number:</b>	HHS-N-276-2011-00009-C
<b>Date Submitted:</b>	November 26, 2012

## EXECUTIVE SUMMARY

National exhibits conducted by the RML during the quarter included the National Congress of American Indians (NCAI) Annual Convention, held in Sacramento, CA, on October 23-25. Yamila El-Khayat, Outreach Services Librarian, from the Arizona Health Sciences Library in Tucson, assisted RML staff with the exhibit. In addition, Lori Tagawa assisted with NLM exhibit booth coverage at the American Public Health Association (APHA) Annual Meeting & Exposition, held in San Francisco, on October 28-31. Lisa Federer, from the UCLA Biomedical Library, also assisted with APHA booth coverage. Regional exhibits conducted by RML subcontractors during the quarter included ¡VIDA!: The Seventh Annual Mujer Latina Breast Cancer Conference, held in Tucson, AZ, on October 6, and the El Cajon Safety and Career Expo, held in El Cajon, CA, on October 13.

Early in the quarter, we implemented the NN/LM PSR Twitter Feed, as an additional communication channel for our Network members. We regularly send Tweets throughout the workday, on topics such as new resources, upcoming webinars, and other news. To date, we have about 50 Followers and have sent over 400 Tweets. On October 29, we released a revamped version of the NN/LM PSR home page, featuring a slideshow to promote upcoming PSR activities and to highlight new or updated NLM resources. We also continued efforts to make our web site compliant with 508 guidelines, and drafted instructions for *Midday at the Oasis* presenters, to help them create 508 compliant PowerPoint and Word documents.

Stephen Kiyoi completed his second year NLM Associate Fellowship on August 31. During his final weeks, Stephen continued his work on the ClinicalTrials.gov continuing education course, by creating a draft version in Moodle. This work will continue during the fall 2012 quarter, by Sophia Prisco, a Department of Information Studies intern, who began working in the RML on September 24. She will continue development of the course, under the supervision of Educational Services Coordinator Kay Deeney, through December.

During the quarter, Yamila El-Khayat began participating in our weekly staff meetings, via teleconference, to get regular reports on NN/LM PSR ongoing projects and outreach activities. She provides updates on activities related to the Arizona Outreach cooperative agreement and various other developments, which is beneficial to RML staff. As a result of this arrangement, we learned of Yamila's keen interest in assisting with the NCAI exhibit, and she is more fully integrated into the RML work flow.

In May 2012, we became aware of a \$25,000 grant awarded to Dr. Lili Luo, an assistant professor with the School of Library and Information Science at San Jose State University (SJSU), to conduct a one-year research project titled *Preparing Public Librarians to Support Health Literacy in their Communities*. At that time, Kelli Ham contacted the research team to provide information about related efforts and projects in the state of California. Work on the project began in August, and Kelli provided advisory services to Dr. Luo's team, including assistance in developing a survey that will be distributed to public librarians throughout the state.

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In early August, we were contacted by Magan Stephens, the current CE Chair for the Pharmaceutical and Health Technology Division (PHTD) of the Special Libraries Association (SLA). She was interested in discussing a potential half-day PubMed CE course for the 2013 SLA Annual Meeting in San Diego in early June. We suggested several possible classes, and Magan decided to propose *Making PubMed Work for You* to the Conference's Professional Development Advisory Council. Unfortunately, the proposal was rejected. The Council felt that the topic was a good candidate for a CE session, but that it was quite targeted and the potential audience fairly limited. With a limited number of slots available, the Council focused on offerings that had broader appeal, with the goal of reaching as many potential participants as possible, and avoiding class cancellations. However, Magan then suggested the alternative of a Webinar or lunch-and-learn PubMed session for PHTD members.

Kay Deeney continued to collaborate with Sharon Dennis of the National Library of Medicine Training Center to offer the five-week Moodle course, *Teaching with Technology: Tips, Techniques, & Tools*, from July 23 through August 27. Of the fifty-two people who confirmed their enrollment and registered for Moodle, thirty students completed the course. The course was offered again beginning in October 2012. Some modules were revamped based on feedback from the earlier class.

Kay Deeney worked with Amy Knehans to plan a workshop for the Hawaii-Pacific Chapter/MLA Annual Meeting in April 2013. Kay and Sharon Dennis offered to teach a shortened version of *Teaching with Technology: Tips, Techniques, & Tools*, but Amy also had an offer from MLA Past-President Jerry Perry to do a workshop. After weighing the pros and cons of splitting two four-hour courses into two two-hour courses, we proposed instead to do *Teaching with Technology* during the 2014 Annual Chapter Meeting. Judy Consales and Kay Deeney will represent NN/LM PSR at the 2013 meeting.

On October 4-5, Kelli Ham assisted NLM staff at the exhibit booth during the American Medical Writers Association (AMWA) Annual Conference in Sacramento. She also gave the ninety-minute presentation, *After the Gold Rush: National Library of Medicine and Gold Nuggets of Information* on October 5, attended by 45 people. As a result of her session, the Delaware Valley Chapter of AMWA, located in Pennsylvania, requested a webinar presentation with the same material. Kelli provided her presentation materials to Renae Barger, Executive Director of the NN/LM Middle Atlantic Region, who readily agreed to arrange to offer the webinar in her region. Additionally, a staff member of *EyeNet Magazine*, a publication of the American Academy of Ophthalmology, attended the presentation and subsequently requested an interview about NLM resources. Kelli referred the inquiry to Melanie Modlin at NLM, who will follow up with the requester. In late October, Kelli received commendations from Melanie for her AMWA presentation, which included the following comment: "Kelli gave a well-attended, engaging, and informative talk!"

The NN/LM PSR *Midday at the Oasis* webinar on October 17 was a celebration of National Medical Librarians Month, featuring seven presentations by Network members telling about the new and emerging roles they have adopted in their institutions. Topics covered included space planning for a new library facility, revisiting of the clinical librarian role, the medical librarian as CME and IRB Coordinator, the library's role in patient education, and activities resulting from a 2012 Disaster Health Information Outreach Award. In addition, a *Latitudes* article was published featuring the outreach activity highlights of projects conducted in the region during the 2011-12 year.

Other *Midday at the Oasis* sessions conducted during the quarter included a presentation on August 15 by Lisa Federer, Health and Life Sciences Librarian, UCLA Biomedical Library, on her successful experience of applying for an NLM Administrative Supplement for Informationist Services in NIH-funded Research Project; and a presentation on September 19 by Shannon Meaney and Sandra Brekke from Stanford University's Lane Medical Library, "Using

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Social Media Tools to Create a Buzz about Your Library or Group,” featuring Facebook, LinkedIn, Twitter, and other social media resources. *Midday at the Oasis* attendees who register in advance are eligible to receive one MLA CEU.

During the quarter, we announced the availability of professional development funds targeting hospital librarians wishing to attend workshops or conferences to develop their skills and knowledge. To date, we have received and approved three applications; from Erica Bass, at the VA Hospital Library in Loma Linda, CA, who will attend the full-day workshop *Diagnostic Error: Team Up and Tackle It* on November 15, in Baltimore, MD; Sue Espe, at Banner Gateway Medical Center, Gilbert, AZ, who will attend the *PubMed for Trainers* in-person training session at UCLA on February 12, 2013; and Judy Kammerer, at Community Regional Medical Center, Fresno, CA, who will attend the AMIA 2013 Summit on Translational Bioinformatics March 18-20, 2013, in San Francisco.

As part of the Community College Outreach Task Force, Kay Deeney and Stephen Kiyoi interviewed several community college librarians and one faculty member. The Task force then discussed the common issues. Throughout the quarter, RML staff continued their participation with other National Initiative Task Forces.

## NETWORK INFRASTRUCTURE

### REGIONAL ADVISORY COMMITTEE (RAC) ACTIVITIES:

The Regional Advisory Committee membership roster was completely reformulated for the current contract, with 17 members. The representatives will bring expertise related to all of the NN/LM National Initiatives: community college outreach, MedlinePlus Connect and EHRs, ClinicalTrials.gov Results, and K-12 outreach. Three Resource Library Directors are included on the roster, as well as a community-based organization representative, public library representative, community health library representative, four health professionals, and a librarian with e-science expertise. All members will attend an in-person meeting scheduled for March 27, 2013, at UCLA.

### EVIDENCE BASED HEALTH:

Planning continued for the workshop *Information Treasure Hunt: Supporting Evidence-Based Practice @ Your Institution*, with instructor Connie Schardt. Registration was conducted during the quarter, and 50 participants enrolled. The event will be held November 30, at the University of California, San Francisco, Library & Center for Knowledge Management Teaching and Learning Center. Alan Carr and Lori Tagawa will attend the session.

Working with the HRSA Southwest Regional Public Health Training Center (SRPHTC), Lori Tagawa will provide an adapted version of Hathy Simpson’s *Evidence-Based Public Health: Identifying and Using Information Resources* training session to public health professionals in California, Nevada, and Utah, in early 2013. Lori also served as an advisor for an upcoming *Midday at the Oasis* webinar, “Changing Information Needs of the Public Health Workforce,” which will be presented by SRPHTC in January 2013.

NN/LM PSR Community Outreach Coordinator Lori Tagawa attended the American Nurses Credentialing Center (ANCC) 2012 National Magnet Conference October 10-12, 2012, in Los Angeles. The focus of this meeting was the importance of evidence-based practice as it relates to the quality of nursing care. The Magnet Program recognizes health care organizations for quality patient care, nursing excellence, and innovations in professional nursing practice. There are 35 Magnet hospitals in the Pacific Southwest Region.

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Lori Tagawa maintained outreach efforts in evidence-based nursing practice with the Ronald Reagan UCLA Medical Center and UCLA Medical Center, Santa Monica, Clinical Practice Council and New Knowledge, Innovation and Improvements Council. This pilot outreach will be used to support future training and support for librarians on evidence-based nursing practice, and the librarian's role in obtaining and maintaining hospital Magnet status, beginning with a *Midday at the Oasis* webinar in March, 2013.

## ASSESSMENT AND EVALUATION ACTIVITIES/DATA:

Alan Carr attended the NN/LM Evaluation Liaisons quarterly teleconference about Data Dashboards on September 25. The topic is of interest to NN/LM PSR Network members.

During the quarter, data collection was completed for the Network member assessment related to major RML programs. Questions were asked regarding usage of NN/LM PSR communication tools, e.g., PSR-News announcement list, *Midday at the Oasis* monthly webinars, *Latitudes* blog, NN/LM PSR Facebook page; changing roles and responsibilities for health science librarians; usage of electronic health records (EHRs); and familiarity with E-Science. Results showed that over 91% of respondents agreed that the RML helped them obtain access to information resources, and more than 97% agreed that the RML makes them aware of relevant regional activities. Additionally, 89% of respondents find useful information in *Latitudes*, and 83% of respondents use *Midday at the Oasis* to gain professional skills and knowledge. More than half of respondents indicated that their job duties had expanded or changed within the past 12 months, and 79% work at institutions with electronic health/medical records (EHRs/EMRs) or with plans to implement an EHR/EMR in the near future. A complete analysis of the assessment results was published in *Latitudes* on August 21.

## OUTREACH

TABLE 1: ALL NEWLY FUNDED AWARDS AND PROJECTS:

Title	Lead Organization	City/State
EOA 2012-13: Integrating Patient-Centered Health Information into the Patient Centered Medical Home	University of Nevada, Savitt Medical Library	Reno, NV

## UPDATE OF ONGOING MAJOR PROJECTS (FUNDED AT $\geq$ \$15,000):

### COA 2011-2013: Arizona Outreach

Arizona Health Sciences Library (AHSL) provides extended health information outreach in Arizona in partnership with NN/LM PSR. During this reporting period, the outreach librarian completed a series of bilingual (English/Spanish) "E-Promotoras" presentations. Held in-person and online, the sessions covered basic computer skills; website evaluation; MedlinePlus and other consumer health websites; health calculators and tools; social media and community outreach; Google, health fairs, and grant writing; privacy issues on the internet; and mobile applications. There were over 100 participants for the 17 individual presentations in the E-Promotoras series. There were several opportunities to interact with high school students in collaboration with the Arizona Telemedicine Program and the University of Arizona College of Pharmacy. There was also a presentation at Fort Defiance Indian Hospital, located in the Navajo Nation, for 19 public health nurses. The outreach librarian actively

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participated in three conference during this period, including presenting “Focus on Minority Health: Initiatives and Challenges to Accessing Health Information” at the Joint Conference of Librarians of Color in Kansas City, MO, and exhibiting at ¡VIDA!: The 7<sup>th</sup> Annual Mujer Latina Breast Cancer Conference, in Tucson, and the National Congress of American Indians Annual Conference in Sacramento.

COA 2012-2013: Information Services Outreach for Rural and Frontier Nevada

During this period, the Savitt Medical Library established contact with departments and agencies within the University of Nevada, Reno, School of Medicine, to discuss approaches to conducting needs assessments and developing subsequent outreach services for rural practitioners. The Health Outreach Librarian began work in concert with the Nevada State Office of Rural Health, to devise a methodology for conducting a needs assessment of rural care providers regarding their information seeking practices and obstacles to information access. A prototype online survey instrument is in development. Savitt Medical Library is also working with an UNSOM outreach initiative, Project Echo Nevada, to develop a series of videoconference-based workshops on accessing, managing, and evaluating online health information.

**TABLE 2: PRESENTATIONS AND TRAINING PROVIDED BY RML STAFF:**

<b>Activity Name</b>	<b>County / State</b>	<b>Estimated # of Participants</b>	<b>Activity Conducted Remotely (Y/N)</b>
Get Mobilized: Express Overview of Mobile Apps	Los Angeles / CA	19	N
Research Design and Critique N204	Los Angeles / CA	40	N
Human Biology and Disease 400	Los Angeles / CA	75	N
Beginning DOCLINE Training	Los Angeles / CA	1	Y
Midday at the Oasis: Grant Writing & Resource Sharing	Los Angeles / CA	26	Y
Clinical Practice Council Meeting	Los Angeles / CA	60	N
BISEP Instruction	Los Angeles / CA	24	N
Beginning DOCLINE Training	Los Angeles / CA	1	Y
NPRC Finding Answers to Clinical Questions	Los Angeles / CA	26	N
Finding Answers to Clinical Questions	Los Angeles / CA	7	N

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New Knowledge, Innovation and Improvements Council Meeting	Los Angeles / CA	20	N
Midday at the Oasis: Facebook and Social Media	Los Angeles / CA	40	Y
Beyond the Mainland: Serving Native Hawaiians and Pacific Islanders	Jackson / MO	40	N
Site Visit: UC Davis Health System Center for Health and Technology	Sacramento / CA	2	N
After the Gold Rush: NLM and Gold Nuggets of Information	Sacramento / CA	45	N
Midday at the Oasis: New and Emerging Roles	Los Angeles / CA	46	Y

## INFORMATION TECHNOLOGY AND TRANSFER:

Kelli Ham has been actively participating on the MedlinePlus Connect Task Force, focusing on reaching community colleges with health IT programs. As a result of initial work with the Task Force, Kelli made contact with the Grant Administrator of the Region B Health IT Workforce Training Program, the HITECH funding to provide community colleges with funding for Health IT Programs. This contact led to conversations with 13 community colleges in Region B, which corresponds to the Pacific Southwest Region. Conversations are ongoing with these contacts about MedlinePlus Connect and training opportunities.

Additionally, Kelli made contact with representatives from AHIMA, the American Health Information Management Association, with help from GMR colleagues who were exhibiting at the AHIMA conference. AHIMA provides a suite of EHR software systems (known as Virtual Lab or VLab) to colleges with health IT programs. Kelli is working with the project manager to explore the possibility of bundling MedlinePlus Connect as part of the package for use in the classroom environment, as students learn about the implementation of patient portals with EHR systems.

## OTHER STAFF ACTIVITIES

### BRIEF NARRATIVE OF OTHER NOTABLE STAFF ACTIVITIES ARRANGED CHRONOLOGICALLY, 1-2 SENTENCES PER ITEM:

9/19: Alan Carr and Judy Consales attended the quarterly teleconference of NN/LM Directors and Associate Directors.

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9/19-22: Lori Tagawa attended the Joint Conference of Librarians of Color in Kansas City, MO. She was a co-presenter at a roundtable discussion about serving Native Hawaiians and Pacific Islanders.

9/24-25: Kay Deeney attended the Native Hawaiian and Pacific Islander (NHPI) Health Disparity & Health Equity 2012 Conference in Los Angeles.

9/26: We welcomed Ms. Bethany Harris to the Region. Ms. Harris was a 2011-12 NLM Associate Fellow, who subsequently accepted a position at the University of California, Irvine, as Research Librarian for Health Sciences.

9/27: Kay Deeney and Sharon Dennis provided the NN/LM Outreach and Education Coordinators with an overview of the *Teaching with Technology* class, during September's Outreach/Education Coordinators teleconference.

10/1: Alan Carr attended a teleconference of the Executive Board of the Northern California and Nevada Medical Library Group (NCNMLG). He provided an update on the evidence-based practice workshop, to be presented by Connie Schardt at the University of California, San Francisco, on Friday, November 30.

10/5: Kelli Ham met with Kate Marie and Jackie Hausmann, UC Davis Health System, Center for Health and Technology in Sacramento, for an update on several collaborative projects related to an ARRA eHealth Broadband Adoption Grant.

10/5-6: Kay Deeney attended the Adult Congenital Heart Association (ACHA) annual Board Retreat in Philadelphia, PA.

10/15: Alan Carr attended the fall 2012 program and business meeting of the Medical Library Group of Southern California and Arizona (MLGSCA). The presentation included the three-hour CE class *Clinical & Translational Science at Your Institution*, by Kristi Holmes and Cathy Sarli, based at Becker Medical Library at Washington University in St. Louis, MO.

10/22-25: Kelli Ham attended the Internet Librarian 2012 Conference in Monterey, CA.

10/29: Alan Carr, Judy Consales, and Kelli Ham had an orientation meeting with John Szabo, the newly appointed City Librarian at Los Angeles Public Library. He was previously the Director of the Atlanta-Fulton Public Library System, and was familiar with the NN/LM network in that region.