

# **RML Quarterly Report**

**Region: MidContinental**

**Period Covered: November 1, 2013 – January 31, 2014**

**Contractor name: University of Utah**

**Contract Number: HHS-N-276-2011-00006-C**

**Date Submitted: March 21, 2014**

# Executive Summary

## PERSONNEL

We have new administrators for two of our Resource Libraries. Emily McElroy began as Director of the McGoogan Library of Medicine on December 16, 2013. Ms. McElroy was previously at the Oregon Health Sciences University. Michael Harmelink, is the Associate Vice Chancellor of Information Resources/Chief Information Officer of the University of Kansas Medical Center. He succeeds Vince Loffredo who was Interim Director of Dykes Library. Mr. Harmelink assumed responsibility for Dykes Library in December 2013. Jean Shipman, Director, and Claire Hamasu, Associate Director, held a teleconference with each director to welcome them and explain the responsibilities of their Resource Library to the contract.

## HEALTH INFORMATION LITERACY

Dana Abbey, Colorado/Health Information Literacy Coordinator, has been monitoring the three listservs of the Health Care Education Association and responding to questions asking about resources for two years. As a result she was asked to be a member of the HCEA Communications Committee to provide assistance on their Educational Tools web page. She was also interviewed for HCEA eBlast, the organization's newsletter.

Barb Jones, Missouri/Library Advocacy Coordinator, is member of the Education Committee of the Society to Improve Diagnosis. They are developing an information service for patients and families dealing with difficult diagnoses, conditions not yet diagnosed, or for treatments not working. They have come up with a budget and organizational documents.

Ms. Jones is the liaison to the librarian community and enlisted volunteers to conduct the searches for this service. Librarians will work with a physician to ensure appropriateness of the search results.

As an experiment, Rachel Vukas, Kansas/Technology Coordinator, placed a MedlinePlus Connect ad on the Kansas Academy of Family Physicians front page (<http://www.kafponline.org/>) for one year. This is a rotating ad so the more ads that are sold, the less frequently your ad appears when the front page is viewed. In 6 months there were 2,485 views of the page on which the ad rotated and 26 viewers clicked on the ad.

## Bringing Health Information to the Community Blog

Monica Rogers, Health Information Literacy Coordinator, continues to manage the BHIC blog. In November, the contributor from the NN/LM New England Region resigned due to other work commitments. Ms. Rogers' contribution days increased to make up for the vacancy and tried to recruit volunteers at the January Consumer Health and the Outreach/Education teleconferences. She worked with Michael Boer, Assistant Director for Web-STOC, to resolve problems with the AddThis widget and 508 error messages.

## LIBRARY ADVOCACY

Centura Colorado Health System has 15 facilities but only three of them have libraries. The librarians were asked to draft a presentation for providing information services to all 15 sites but it is unclear who this report is

for and whether the interest is only in collection access. Ms. Abbey and Ms. Jones recommended that the librarians treat this as an advocacy opportunity and developed a list of issues for the librarians to consider when creating the presentation.

Mercy rebuilt the hospital in Joplin, Missouri that was destroyed by the tornado in 2011. When the tornado destroyed the hospital administrator said that there would be a new library, but the administrator left. The hospital does not have a library in the new hospital. Ms. Jones consulted with the library director of Mercy Hospital in Springfield, Missouri about how to advocate with the Joplin librarian for a library in the new hospital.

#### Value Studies

Ms. Hamasu, John Bramble, Utah/Technology Coordinator, and Ms. Jones resumed organizing a study on the impact of the librarian on the cost of patient care. Contacts at the business school were reminded that the project could still use a Masters in Health Administration student. No students responded to the recruitment efforts. In separate meetings they consulted with a pathologist/MBA, who publishes on health services economics, and the leader of the CTSA Study Design and Biostatistics Center on a methodology that could be used to obtain the impact cost.

Ms. Hamasu participated in the University's health system "Physician Leader/Health Sciences Leader Lean Education Program," which ran from September through December 2013. She recruited a multidisciplinary team that included librarians, physicians, and MBAs to learn Lean and use the Lean process. The problem they addressed was, "The expertise of

librarians is not being used appropriately to inform physicians as they care for patients." The intervention had a librarian assigned to Internal Medicine rounding teams to record and answer clinical questions. Ms. Hamasu was primarily interested in the financial impact of the intervention. The team was able to assign a dollar amount to the time saved by physicians and post-docs when a librarian searches and provides the results to clinical questions. A subset of the Lean team will continue their investigation on the financial impact of the information provided by the librarian.

#### **MEMBER SERVICES**

Full to Affiliate Member:

UMKC Dental Library (KS)

Affiliate Member to Non-member:

Overland Park Regional Medical Center  
(KS)

Jim Honour, Wyoming/Member Services Coordinator, updated the MCR emergency response plan and, in December, conducted a table top exercise for the MCR staff. Everyone was divided into three groups to come up with a plan to respond to a different disaster scenario. The exercise identified where changes needed to be made in our plan. Ms. Hamasu and Mr. Honour met with Mary Piorun, Associate Director of the NN/LM New England Region, to clarify buddy expectations during an emergency.

Alegent Creighton Health Immanuel Medical Center was approved for an EFTS subsidy as an incentive for the library to participate in EFTS.

The members of the Utah Health Sciences Library Consortium voted to dissolve the organization at their December 2013 meeting. Ms. Hamasu and Mr. Bramble volunteered to be members of a transition team that would start a new organization for health sciences librarians that would be based on individual rather than institutional membership.

#### Resource Library Directors Meeting

The final meeting for the year was held on December 9, 2013. All directors attended except for the Kansas director, who had a conflict. Ms. Vukas provided an update on the Technology project area. Ms. Shipman and Ms. Hamasu explained that the current funding level will cover basic expenses but an additional 5% reduction would require major changes to the program. They gathered recommendations on how the RML should accommodate a further reduction.

## **TECHNOLOGY**

The MCR staff conducted the annual review of the web site content. Each person was assigned specific pages and provided feedback about whether the content was appropriate, up-to-date, useful, grammatically correct, or was missing information. The review was completed by the end of January. Survey Monkey was used to collect the data and reports will be produced and distributed in February to the page owners to make changes.

#### Mission I'mPossible

Three new tasks were added to the MCR game: "Community of Languages," "Emergency Preparedness," and "Walk'n Talk Like a CFO." Twenty people registered and five are active game players. We learned that MLA is willing to offer CE credit for participation in the game. Game masters are being encouraged to submit their tasks to MLA so that players will not only gain points but also CE credits. One of our member institutions was enamored of our theme and has decided to use it as the title for the project encouraging staff nurses to do research.

# Network Infrastructure

## Regional Advisory Committee (RAC) activities

No Activity

## Evidence Based Health:

No Activity

## Assessment and evaluation activities/data:

Betsy Kelly, Assessment & Evaluation Coordinator, and Ms. Hamasu reviewed the Network Membership Questionnaire report prepared by Cindy Olney. They identified

sections where additional data would be helpful. Ms. Kelly will add this information to the report.

Ms. Hamasu participated in the activities for the New England Region Site Visit. She attended the focused discussion. The site visit had to be rescheduled for December because of the government shutdown in October 2013. Ms. Hamasu submitted her report, reviewed the final compilation of team member reports, and offered her corrections and edits.

Ms. Hamasu developed a questionnaire to collect information on what hospital members in the region are doing to support their institutions efforts to meet the quality metrics established by Medicare.

# Outreach

## Table 1: All newly funded awards and projects

No New Awards

## Update of ongoing major projects (funded at > \$15,000):

No Awards

## Table 2: Presentations and training provided by RML Staff

Data to be added at a future date

## Information Technology and Transfer:

In December, Ms. Vukas attended the quarterly MedlinePlus Connect Task Force meeting.

## Other Staff Activities

**Table 3: Classes, publications and resources developed by RML staff**

Title	Medium	Submitted to MLA Educational Clearinghouse
NLM and Its Resources	Article	NA
Elder Abuse	Article	NA
Searching PubMed for Parish Nursing	Article	NA

### Other Notable Staff Activities:

November 1, 2013 – Ms. Jones met with the Product Development and Chief Knowledge Officer for MedSocket. The startup wants to build an interface that searches the patient record and knowledge based information resources.

November 1, 2013 – Ms. Kelly revised the PowerPoint for “Measuring Your Impact” and sent it to Andrew Youngkin, Emerging Technologies/Evaluation Coordinator for the NN/LM Southeastern Atlantic Region. Mr. Youngkin was preparing to teach the workshop.

November 1-18, 2013 – Ms. Kelly prepared the activity reporting system for staff to add their year 4 logic models in time for the annual planning meeting.

November 2-3, 2013 – Ms. Abbey exhibited at the Colorado Association of School Nurses. Attendees were very interested; 124 of the 180 attendees stopped by the booth and 14 demos were given.

November 4-8, 2013 – Ms. Abbey exhibited at the Family Medicine Review at her university where she had 239 visits to the booth, many more than once, and gave 21 demos.

November 5, 2013 – Ms. Rogers exhibited at the Nebraska Association for PE, Health, Recreation, and Dance. She had 37 people visit the booth and provided 13 demos.

November 5, 2013 – Mr. Bramble tested whether Outlook (which most staff use) and Google calendar (MCR's public calendar) would share events.

November 6, 2013 – Mr. Bramble met with the member working with him on the Effective Researcher Support project and decided to recruit another member to the group.

November 6-7, 2013 – Ms. Vukas exhibited at the Kansas Association for Health, Physical Education, Recreation, and Dance Annual Convention. Twenty-two of the 270 attendees stopped by the booth and four demos were given.

November 7, 2013 – Mr. Honour exhibited at the Wyoming Association for Health, Physical Education, Recreation, and Dance and interacted with 15 attendees.

November 7, 2013 – Ms. Rogers informed the Senior CARE Program Coordinator for Sarpy County about NLM resources appropriate for seniors and consulted with her about including those resources in senior computer classes.

November 13-14, 2013 – All staff participated in planning the activities for 2014-2015 at the University of Wyoming in Laramie.

November 19, 2013 – Mr. Honour attended the DOCLINE Coordinators meeting.

November 21, 2013 – Ms. Magee attended the NN/LM Outreach/Education meeting.

November 21, 2013 – Mr. Bramble attended the MLA Technology Advisory Committee meeting to advise on the new MLA web site.

November 24, 2013 – Ms. Rogers attended the South Omaha Community Care Council meeting and talked to representatives from the Services Learning Academy and the Community Action Partnership about training staff to use NLM resources.

November 25, 2013 – Ms. Magee attended the NN/LM Education Task Force meeting.

November 25, 2013 – Ms. Rogers consulted with a librarian at Regis University about setting up a consumer health project that uses kiosks.

November 30, 2013 – Ms. Magee and Ms. Rogers attended the Health Literacy Nebraska Core Committee and Training Group meetings.

November 30, 2013 – Ms. Magee reviewed assigned sections of the NN/LM Exhibit Manual and submitted changes to Holly Burt, Outreach and Exhibits Coordinator for the NN/LM Greater Midwest Region.

December 4, 2013 – Ms. Magee and Ms. Rogers attended the MCMLA Education Committee meeting.

December 4, 2013 – Ms. Hamasu moderated a conversation by five Associate and Executive Directors to inform the NLM Associate Fellows about preparing the proposal for the 5-year NN/LM contract.

December 9, 2013 – Ms. Hamasu and Mr. Bramble met with a new contact for the Utah Department of Health since the original contact left the organization. They reviewed how the Public Health Information Access Project (PHIA) was organized and discussed how it could be implemented without PHIA financial support. The department will decide whether they want to move ahead on this implementation.

December 10, 2013 – Mr. Honour received a response to his inquiry about participation in the licensing consortium managed by the Health Sciences Library Association of New Jersey. Participation would require funding to help subsidize the administration of the consortium.

December 10, 2013 – Ms. Magee was one of the library team who presented descriptions of their programs to the University of Nebraska Medical Center's Dean of Academic Affairs.

December 12, 2013 – Ms. Rogers attended the Center for Promoting Health and Health Equality board meeting.

December 13, 2013 – Ms. Rogers attended the ICON meeting for librarians in the Omaha area interested in health sciences librarianship.

December 13, 2013 – Ms. Hamasu met with Ms. Ruffin and Ms. Bougard of the NNO to share what was happening in the MCR and at NLM. Ms. Bougard provided an overview of the changes and plans for the Outreach Applications Portal.

December 17, 2013 – Ms. Jones attended the Cover Missouri meeting for navigators and public health personnel about ACA enrollment.

December 15, 2013 – Ms. Magee visited the new librarian at Vatterott College in Omaha. Vatterott is a two year school with an online presence and physical locations around the Midwest.

December 18, 2013 – Ms. Jones attended the MCMLA Library Advocacy Committee meeting. She is an ex-officio member.

December 19, 2013 – Ms. Magee attended the NN/LM Outreach/Education meeting.

December 30, 2013 – Ms. Magee and Ms. Rogers attended the Health Literacy Nebraska Core Committee and Training Group meetings.

December 2013-January 2014 – The Option Year 3 budget and instructions were received. Staff worked on identifying how the funds would be spent, writing the outreach narrative, and compiling 2014-2015 objectives.

January 7-9, 2014 – Ms. Kelly reviewed and revised documentation for preparing the activity reporting system to accept information for the upcoming year.

January 10, 2014 – Ms. Kelly consulted with a librarian at Lakeridge Health in Canada about the use of the retail value calculators.

January 15, 2014 – Mr. Honour coordinated a meeting with DOCLINE Coordinators from MAR, GMR and PNR to schedule webinars for spring 2014. They decided to add a webinar covering EFTS and a DOCLINE Q&A.

January 15, 2014 – Ms. Hamasu attended a SciVal webinar that demonstrated how the product could be used to graphically report on research activities at a university.

January 21, 2014 – Mr. Honour attended the DOCLINE Coordinators meeting.

January 21, 2014 – Ms. Rogers attended and presented at the South Omaha Community Care Council Health Committee meeting.

January 23, 2014 – Ms. Rogers attended the Outreach/Educator teleconference.

January 24, 2014 – Mr. Bramble attended the Eccles Communicate Value Team meeting and presented an overview of the cost benefit analysis and return on investment calculators.

January 27, 2014 – Ms. Hamasu and Ms. Abbey attended the Tribal Connections Four Corners meeting.

January 29-30, 2014 – Ms. Hamasu attended the Liberating Structures workshop on group processes.

# Attachments

## Attachment 1

### Promotional Materials Provided

Date	Who	Items Provided	Purpose
12/6/2013	Vatterott College <i>Nebraska</i>	<ul style="list-style-type: none"> <li>- 150 - MedlinePlus Bookmark</li> <li>- 150 - PubMed Card</li> <li>- 50 - Household Products Database Card</li> <li>- 50 - Haz-Map Occupational Health Database Card</li> <li>- 30 - Good Health Information on WWW card</li> <li>- 50 - The Visible Humans Card</li> </ul>	Handout to our health services students.
12/13/2013	North Central Missouri College <i>Missouri</i>	<ul style="list-style-type: none"> <li>- 50 - MedlinePlus Bookmark</li> <li>- 75 - PubMed Card</li> <li>- 50 - Genetics Home Reference Card</li> <li>- 50 - Tox Town Card</li> <li>- 50 - Household Products Database Card</li> <li>- 50 - Haz-Map Occupational Health Database Card</li> <li>- 50 - National Network of Libraries of Medicine Card</li> <li>- 50 - Public Health Resources</li> <li>- 25 - The History of Medicine at the National Library of Medicine Card</li> <li>- 25 - The Visible Humans Card</li> </ul>	For our nursing program students.
1/24/2014	Research Medical Center - Carl R. Ferris Medical Library <i>Missouri</i>	<ul style="list-style-type: none"> <li>- 100 - MedlinePlus Bookmark</li> <li>- 25 - Tox Town Brochure</li> <li>- 2 - Tox Town Poster</li> <li>- 25 - Arctic Health Brochure</li> <li>- 25 - Toxicology Brochure</li> <li>- 50 - Health Services Research Information Program Card</li> <li>- 25 - The Visible Humans Card</li> </ul>	Committees; Graduate Medical Education; Consumer Health