

Park City Library Spanish Language Medical Materials

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**Park City Library Spanish Language Medical Materials
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Eccles Health Sciences Library
10 North 1900 East, Bldg. 589
Salt Lake City, Utah 84112-5890**

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Summary:

This outreach award focused on providing consumer health materials, medical resources and outreach services for the Spanish speaking population in Park City and Summit County, Utah. Additionally, searching workshops were offered to health care providers so that they could be aware of available Spanish resources and services as well as updating their skills when using Medlineplus, and PubMed. Print resources in Spanish were added to the Park City Library collection and showcased for library ESL classes, health fairs and community events such as Diversity Day. A brochure of electronic health resources was printed in Spanish and delivered to schools and health care offices throughout the community.

Collaborations/Partnerships

A number of organizations in Summit County have assisted and benefited from this initiative. Among them are:

Parley's Park Elementary School Headstart Program and School Nurse

Trailside Elementary School Headstart Program and School Nurse

People's Health Clinic and Van

Summit County Public Health Department ✓

University of Utah Summit Health

Park City Health and Urgent Care

Snow Creek Emergency and Medical Center ✓

Park City Christian Center

Park City Library ESL classes sponsored by Holy Cross Ministries ✓

Park City Municipal Corporation/Health Fair for the public and Diversity Day for the public

Carolyn Rose, Public Health Nurse for Summit County Health Department has been particularly helpful in her use of the brochures and notification of upcoming health events and/or fairs. The Park City Adult Education Advisory Board has also proven to be helpful in advising of appropriate contact people and outlets for this information. Other supportive and collaborative partners in this endeavor were Molly Yonkin and Sally Patrick of Eccles Health Science Library. Both provided sounding boards for problems encountered during the course of this grant and I am grateful for their validation of concerns when working with the public on health issues.

Problems that arose during the administration of this grant concerned scheduling with the health care providers and generating interest in consumer health programs for the public. Much time and effort went into scheduling and rescheduling with busy clinics and their staff. Additionally, I had been contacting the office managers of these facilities and later learned that office managers do not handle research issues. Nurses seem to be the people who are most often in need of research skills and the nurses that I worked with at Summit County Health Department and Snow Creek Emergency and Medical Center were most grateful for the time and tutoring I provided for them.

Exhibits

The library has displayed and will continue to display the Spanish health materials purchased through this grant. Additionally, the brochure is on display beside these items. The collapsible display table funded by this grant has been in service since it arrived. The table, materials, brochure, and PowerPoint slide presentation accompanied me at the Park City Health Fair and Diversity Day and provided a professional presentation of these important medical resources. Lucite displays for the brochure were delivered to physician offices to provide a professional and convenient way to offer this information.

Public response to the collection, brochure, and exhibits has been very favorable. Of the numbers of people exposed to this effort, everyone has commented on the value of this type of outreach. Without exception, the health care personnel I contacted were not only receptive but grateful for the materials and the training and expressed their individual concerns about reaching the underserved in the health care community.

When I addressed the ESL classes I displayed the print resources as well as the brochure and experienced an eager audience. Many of the students in the ESL classes use library Internet stations or browse the collection before the class meets. These individuals who are trying to assimilate into our society are often the ones who do not have access to medical/health information or services. They are, however, very much in need of this information.

Problems or Barriers

While the turnout at the Health Fair was very successful, only a small percentage of those attending was of Hispanic origin. One of the frustrations I encountered in trying to place this information in front of its intended audience was the fact that the Hispanic population tends to be hesitant in attending such events. Greater success in reaching this audience was achieved when addressing them directly at such events as the ESL classes.

Another temporary barrier was encountered when trying to schedule with the office managers of local health clinics. It took considerable time and effort to get these individuals to return calls. Many did not seem to understand what Medline or PubMed has to offer. It was not until I spoke directly to the nursing staff that I found the audience and users of online medical databases and information. The nurses were most receptive and eager to have me come to their workplace and spend the individual time to introduce them to online health and medical websites.

Continuation Plans

The displays that were delivered to area health care providers also carried my name and contact information so that I can deliver more brochures as needed as well as provide updated information to each display. The Park City Library website carries a Reference Links category titled "Spanish Medical" and this site holds the major links contained in the brochure in Spanish. The collection and display resides on the primary footpath in the library and will remain on display with additions and updates. I will also send out updates on additions or new features on Medline*plus* and PubMed to the nurses and clinics that I worked with. At the time of this writing, several more clinics have been contacted but have not scheduled and I look forward to providing their staff with the same information.

I firmly believe that as the community identifies a librarian with a particular service, the number of requests for that service increase. As a result of this outreach effort, I feel as though the medical community in Park City has identified me as a partner for information. Similarly, the Hispanic community is already familiar with me as a literacy contact, but now knows me as a contact for health information as well. The value of these associations is beyond measure for my library.

Follow-Up Questions

The original goals and objectives of this project were all met. I did not realize that scheduling with local clinics would require so much effort and constant rescheduling or I would have initiated this part of the project much earlier in the course of the project. Significant lessons involve the inherent value of outreach services and programs: reaching to the underserved regardless of the barriers is worth the time and effort. I would not change the goals of this project, only the time frame for accomplishing them. My advice to others considering a similar outreach effort would be to validate that you do

not need to **speak** the language in order to provide outreach services. I had the **services** of two translators and editors for the brochure and a Spanish teacher for the ESL classes. I was able to **communicate** to my audience at Diversity Day and the Health Fair.

Barbara Spruill 12/19/03

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