

# Quarterly Report

**Name and address of reporting institution:**

**Grillo Health Information Center  
4715 Arapahoe Avenue, Boulder, CO 80303**

**Project Title: Grillo Senior Center Outreach Project**

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**Reporting Period start date: January 16, 2010**

**Reporting Period end date: April 15, 2010**

**Publicity:**

The Grillo Health Information Center has published promotional health education activities in the local Daily Camera and on Channel 22's website and public television broadcasts. We also had a public service announcement through Audio Information Network of Colorado. The Grillo Center held a community forum at one of our senior outreach locations on the H1N1 virus. This event was publicized at multiple senior center locations and retirement communities (both independent living residences and assisted living facilities). A letter to the editor of the local newspaper was submitted but not published. We also subscribed to MyTown News with listings of some activities.

New bookmarks have been printed and distributed throughout the community informing of the services and personal, confidential research we provide.

**Outreach:**

**Other accomplishments:**

The Grillo Health Information Center has established another location at the Frasier Meadows Retirement Community to serve the health information access needs of this senior population. This new location is an outgrowth of the efforts and success of the West Boulder Senior Center Project. This project has allowed us to reach beyond one facility and expand to others where the need and interest exists.

Many negotiations have occurred during this reporting period including presentations to administrative staff, resident council committees, as well as to the resident population. One of our experienced Grillo Center volunteers is stationed once per month at the Frasier Meadows location. Appointment sign-ups occur with the residents and confidential one-on-one interaction and research is conducted. Each patron is provided with written research documents in response to their specific health question request.

We have also enhanced our web-site functionality to allow easy input of health questions from the public. We have trained our volunteers to the new application tools and are refining our procedures to ensure consistency in how we serve seniors and others needing assistance.

In addition to Frasier Meadows, the Grillo Health Information Center project staff met with and organized an on-site presence at the Atrium, a combined independent living/assisted living facility in the heart of Boulder. A Grillo Center volunteer has been stationed in this facility to respond to requests for information and to help residents find answers to their health questions directly on the facility computer for which they have everyday access.

A health lecture, sponsored by the Grillo Health Information Center, and presented by a local physician expert, was held on February 24th in the Atrium on the H1N1 virus.

Presentations were also given to Har Hashem and to a Parkinson's Support Group. Requests for health research assistance occurred immediately. Volunteers have responded to on-going requests for evidence-based health information from these groups, often comprised of elderly individuals.

**Target audience:**

Needs of our target population have not changed during this reporting period. We have found similar target populations in three different senior communities all of whom have needs identified in the initial needs assessment survey we conducted prior to the start of this project.

We intend to further expand our outreach efforts to the East Senior Center community. It is an ideal location in many ways, as seniors from different parts of the community congregate there for social and educational and fitness events. A presentation was given to the Parkinson's Support Group who meets at this facility. This is of course a specialized target population who requested our services once they learned of our resource to the community.

**Goals, Outcomes, Objectives:**

We ask patrons who we have served to evaluate our effectiveness and to provide some voluntary demographic information. During this reporting period, we analyzed the feedback from these formal evaluations. Ninety-seven percent of those who responded rated the quality of our services as excellent or good. Seventy-five percent of those we serve in the entire community are considered senior citizens. Eighty percent rate themselves as low-income.

We have found that our efforts to reach the more vulnerable, under-served senior population is in fact happening. This project has introduced health information services to more seniors. Although we do not have hard outcome data on improvements to health literacy, we believe we are making a difference.

Our overall objectives have not changed. We are still making evidence-based health information available to senior populations and increasing the number of underserved seniors who are educated about health care, nutrition, medications, and alternative treatment options.

**Evaluation:**

As mentioned above, we provide the opportunity to every patron to give us formal, anonymous feedback through our Patron Evaluation Survey. It is an easy, straightforward way for seniors to inform the Grillo Health Information Center of the experiences, benefits, and concerns they have.

One component being planned is to initiate follow-up survey questions about health and lifestyle outcomes. Discussion is on-going among staff and the Board of Directors regarding the type, number, methodology and frequency of questions to ask of those we have served. As we begin to finalize these procedures, we believe we will be able to capture some additional data regarding outcomes that have eluded us to this point.

The Boulder Community Hospital Medical Librarian provides on-the-job training as well as materials and resources to assist our volunteers in providing the highest quality health information research services. She also serves to assure the quality of research conducted by our volunteers is of high standard.

**Impacts and Observations:**

Many seniors have verbally expressed their gratefulness for our services. As new individuals learn about and access the Grillo Health Information Center for health questions, we continue to receive positive feedback. The County Aging Services Division has expressed interest in working with the Grillo Center on joint presentations. We are planning a Caregiving Symposium to help identify and offer resources to those needing attendant care and those caregivers who seek to better understand the needs of their clientele and family members.

**Planned Activities:**

As mentioned above, we plan to expand health information services to other senior populations in other settings, and to work with the local government Senior Service agencies.