



# Mayo Clinic Arizona Boosts Health and Wellness for Employees

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## Live Well Program

Mayo Clinic Arizona is a tertiary health care practice that employs over 5,000 health care providers and allied health personnel in a variety of health care specialties. The practice has a multispecialty care practice in Scottsdale, Arizona and a hospital in Phoenix, Arizona. In our efforts to integrate the services of the Patient and Health Education Library with a strategic objective of the organization, "taking care of our staff", the library staff developed integrative strategies for library utilization among employees by partnering with the organization's health and wellness initiative, *Live Well*.

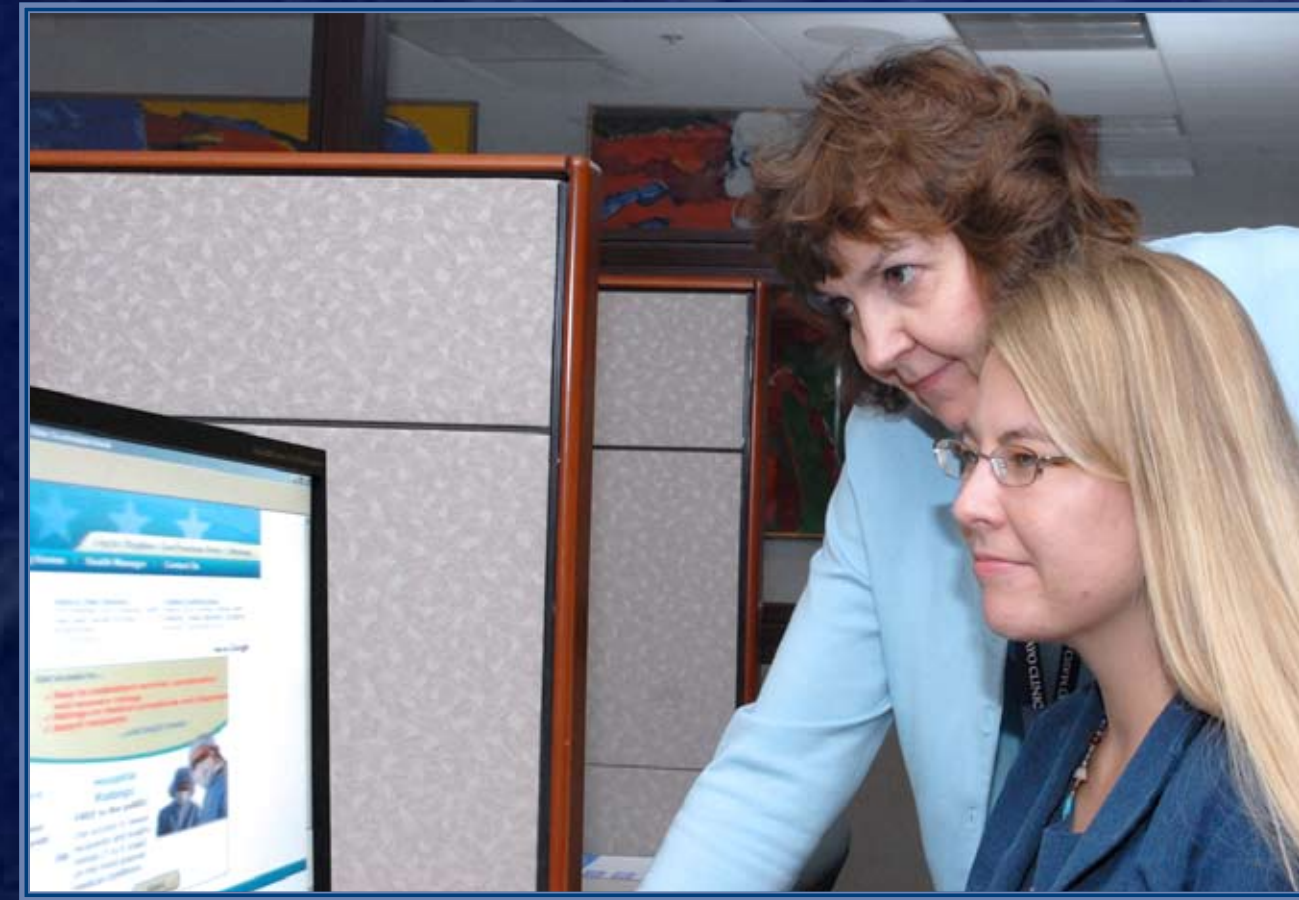
The *Live Well* program encompasses an organization wide focus on health and wellness behaviors, health risk appraisals, and follow-up consultations by health care and wellness experts within the practices. The medical librarian served on the focus group to strategize ways that the organization could reach out to employees and family members to encourage healthy lifestyles.



## "Spiels on Wheels" Program

In collaboration with other members of the group from Human Resources, Occupational Medicine, Family Medicine, Nutrition Services, Public Affairs, Pharmacy Services, and Administration, the core group worked to develop communication tools to engage and enrich the employees search for health care information.

As part of this initiative, the Patient and Health Education Library resources were opened for circulation and check-out for the employees and their family members. To publicize this new initiative, the medical librarian/RN developed a "Spiels on Wheels" program to highlight the resources available within the library. This traveling show was taken to key areas within the organization that had direct contact with employees, patients and their families. Areas visited for 10-30 minute talks were Volunteer Services, Desk and Scheduling personnel, Family Practice settings, Human Resources, Nursing and Physician groups, Public Affairs, Development, Unit Based Educators, and Operations Administrators. Articles were placed in the weekly employee newsletter as well as direct mailings to all providers (physicians, physician assistants, and nurse practitioners). Information prescriptions were sent to all providers for employees that allowed the provider to write down the topic to be searched in order to have the employee have the "information prescription" filled at "their" library.



## Patient Library Resources

- Consumer health books
- Medical textbooks
- Brochures and pamphlets
- Health newsletters and journals
- Consumer health website links
- Interactive Cancer Series
- Models
- DVDs with on-site viewing
- Wifi, fax, and copy resources
- Medical librarian/Registered Nurse available for search assistance

## Education: Objectives Achieved

- Increased visibility of the patient library as a resource for employees and their families.
- Increase in family focused collections on health topics across the life span.
- Enhanced visibility and utilization by employees, increased 64% from previous year
  - September 2006: 1,105 visits
  - September 2007: 1,724 visits
- Utilization and familiarity with virtual librarian services enhanced by Open House activities.
- A survey was sent to employees and volunteers who utilized the library in a four-month period after opening the collection for circulation. A response rate of 37.5% noted that several employees utilized the service more than one time. Employees noted that they learned about library services from coworkers and the medical librarian. Resources that were most helpful were assistance by the medical librarian (100%), pamphlets, brochures, models (81%) medical databases (54%), health letters and journals (45%), Internet resources (36%), and consumer health books (18%).
  - Of the sample, 90.9% reported that they were extremely or very satisfied with the services offered to find information on specific diseases and conditions.

