

# Consumer Connections September 2016

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## A Message from the CAPHIS Chair



Greetings CAPHIS members and readers!

I hope all of you have enjoyed a fun and productive summer. Fall is upon us and I have to share some unfortunate news. Our Chair-Elect, Margot Malachowski, has resigned her position in CAPHIS. I want to thank Margot for all of the hard work she has done for us so far and to wish her the best in whatever the future brings her way.

Of course CAPHIS will need a new Chair-Elect, and the Executive Board will need to make some decisions about how to proceed. I will let all the members know what the Board agrees upon as soon as possible.

As many of you know, one of the main responsibilities of the Chair-Elect is to work with other Sections and MLA members to propose content and programming for the MLA Program Planning Committee to review. Margot has collaborated with several representatives of MLA sections on different types of programming for possible submission. Our newsletter editor, Robin O'Hanlon, has agreed to fill in for Margot to complete her duties for those projects. Additionally another of our members, Erica Lake, is submitting a proposal to the planning committee. We look forward to learning if one or more of these special sessions will be selected.

I want to update everyone on the march to raise \$25,000 to endow the Consumer Health Librarian of the Year Award. We have raised \$11,320.00. I want to give a special shout out of thanks to the Sections that have donated to the award! Thank you Collection Development Section!! Thank you Veterinary Medical Libraries Section!! We appreciate your generosity.

Please notice our new logo!! Designed by Ivan Toledo, an instructor and librarian at the University of South Florida. We are very happy to incorporate this as a part of our new branding. We hope all of you will like it as well.



*Submitted by Judy C. Stribling, MLS, Chair, CAPHIS 2016-2017*

# Announcements

## Weill Cornell Medicine's Consumer Health Librarians Have Left the Building!

By Stella Sigal, Clinical Medical Intern, Samuel J. Woods Library, Weill Cornell Medical College

The problem of our national low health literacy level and the communication gap between physicians and patients is not new. Consumer health librarians at Weill Cornell Medicine are working to erase that gap one tiny patient at a time. Rounding two times a week on the pediatric floor, three Clinical Medical Librarians, Judy Stribling, Diana Delgado, and Keith Mages, and a Clinical Medical Librarian Intern, Stella Sigal, visit patient rooms to discuss information needs of the patient, parent or other caregiver. Unlikely to leave their children's bedsides, parents and caregivers are eager to learn more about diagnoses, procedures, and medications. Although in its early infancy, in operation for just under two months, this program has gained traction on the floor.



From left to right - Keith Mages, Judy Stribling, Diana Delgado, Stella Sigal

# Articles

## The John Muir Health Medical Library Supports the Goal For A Healthy Community With Consumer Resources

While there are many ways to define a healthy community, it is simply described as a community where individuals have access to the resources they need to live a stable and productive life. The path for a healthy community is a team of well-educated and dedicated physicians, a nursing staff to share their knowledge with their patients, and a Medical Library to provide the best resources.



Images from the John Muir Medical Library

The John Muir Health Medical Library plays an essential role in providing resources to support the community. We have evolved our program to develop the John Muir Health Virtual Community Library as a partner for the consumer. The Medical Library, conveniently located for our staff in a non-public location, has not hindered our outreach, growing to serve the entire Bay Area population. We promote our virtual services through community and staff members, newsletters, and visual postings at several locations, informing the community that a simple phone call or email is all that is necessary to have their questions answered, and resources

delivered. We have embraced the CAPHIS' Top 100 Health Websites You Can Trust by creating a flyer on display featuring 20 selected websites. We have designed a customized search engine powered by Google, linking those selected websites to engage the community with extra resources, helping them to shift their health towards a managed prevention. This customized linkage to nationally endorsed consumer resources is our guarantee that the users are searching the best health care information available on the web.

Having both our personalized service, and giving the community an opportunity to search reliable resources supports our initiative to lead the consumer towards an educated conversation with their healthcare provider.

We invite you to explore our Community Library search engine at -

<https://cse.google.com/cse/publicurl?cx=010730197219857895922:q3frf4tv4v8>

Please contact us at [jmhmedicallibrary@gmail.com](mailto:jmhmedicallibrary@gmail.com) with comments or questions.

By Joyce Lemmon, Library Technician, John Muir Health Medical Library, Walnut Creek and Concord Campus

Under the direction of Helen Doughty, MSLS Librarian, John Muir Health Medical Center, Walnut Creek and Concord Campus, Walnut Creek, CA

## **UVA's New Patient & Family Library Service Wrapping Up Second Year**

By Lydia Witman, MLIS, Patient & Family Library Manager, University of Virginia Medical Center, Claude Moore Health Sciences Library, Charlottesville, VA

The University of Virginia (UVA) celebrates the second anniversary of its consumer health information service in early 2017. The "Patient & Family Library" (PFL) space in the main hospital lobby was opened in March 2015, and the full-time consumer health librarian, Lydia Witman, MLIS, started in February 2015. UVA's Claude Moore Health Sciences Library, under the leadership of director Gretchen Arnold, partnered with Medical Center leadership to launch the space and service. The medical center funds the salary for the librarian and incidental funding for items and facilities in the space, while the Health Sciences Library provides management, professional development for staff, and – what only medical libraries can provide – our medical librarian expertise.





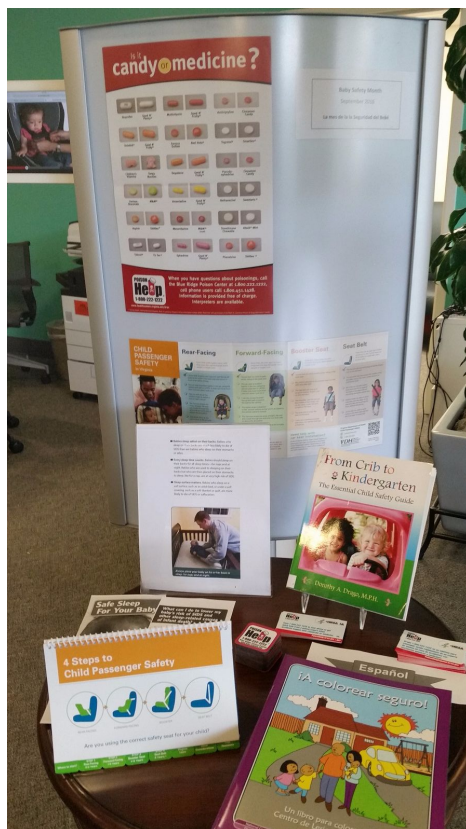
The University of Virginia (UVA) celebrates the second anniversary of its consumer health information service in early 2017. The “Patient & Family Library” space in the main hospital lobby was opened in March 2015, and the full-time consumer health librarian, Lydia Witman, MLIS, started in February 2015. UVA’s Claude Moore Health Sciences Library, under the leadership of director Gretchen Arnold, partnered with Medical Center leadership to launch the space and service. The medical center funds the salary for the librarian and incidental funding for items and facilities in the space, while the Health Sciences Library provides management, professional development for staff, and – what only medical libraries can provide – our medical librarian expertise.



PFL Opening Shift

Since launching the space, over 4000 encounters have been logged by PFL staff, who complete a brief form every time someone uses the service either in person, by phone, or by online chat. Encounters range from health information research to hospitality requests such as printing from the computers or faxing FMLA forms. Many requests and uses of the library service are routine, but some outstanding examples include the time a patient's husband had just found his wife had inoperable gallbladder cancer; this was a finding during a procedure she had been having for another reason. He came down to the library to research this new-to-him topic; leaving the library with a small collection of print-outs, he said he now knew the right questions to ask the doctor.

More recently, focus is shifting to outreach efforts and partnerships in the community. We've already taught Department of Health Community Health Workers about health literacy and how to find good health information, and will soon be providing an in-service on the same topics to the local public librarians during their annual training. We provide monthly Storytimes for children, with Briar the Book Fairy, and monthly health displays on a range of topics in line with national observances. Our "Information Rx" order in Epic is still in pilot phase but seems to be well received by clinical teams, patients, and families, alike.



Monthly Health Topic Display - "Baby Safety" - September 2016



The PFL Book Fairy Clinic

For more information, please contact Lydia Witman at [lydia@virginia.edu](mailto:lydia@virginia.edu), or phone (434) 297-6365.

## **Health & Wellness To Go: A Successful Community Collaboration**

By Janette Ransom, MLS, Coordinator, Munson Community Health Library, Traverse, MI

In 2015, the Munson Community Health Library (CHL) and the Grand Traverse Senior Center Network (GTSCN) in Traverse City, Michigan, received a Community Engagement award from the National Library of Medicine to develop a health and wellness program. The intent of the program was to:



- Strengthen partnerships with community-based organizations
- Offer an outreach program to specific populations
- Promote the role of the health information professional
- Promote the CHL in the delivery of health information

In December 2015, tote bags containing printed, multimedia, helping aids and tools related to senior health, were made available for checkout or use at the CHL and all five GTSCN locations. The ten tote topics included:

- Alzheimer's disease
- Arthritis
- Diabetes
- Fall/injury prevention
- Heart health
- Helping aids-dressing and eating
- Healthy weight
- Parkinson's disease
- Strength improvement
- Stroke recovery

The community's response to the program was very positive and metrics analyzed the use of the totes, which included anecdotal input from customers.



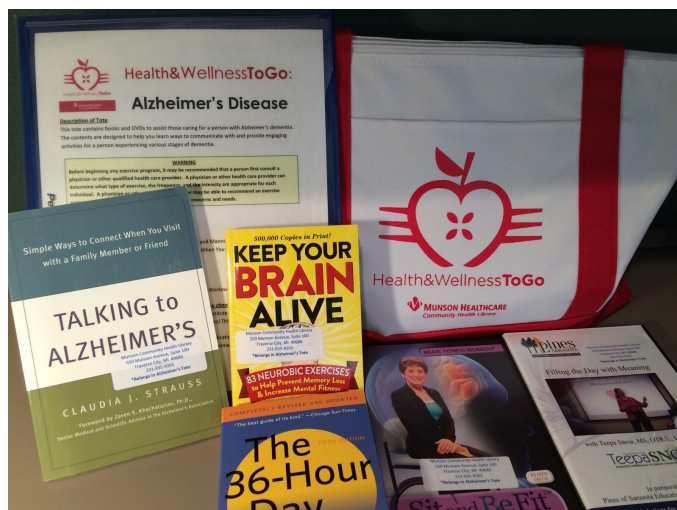
Customized tote bags and helping aids

High circulation statistics and customer suggestions for additional topics resulted in an expansion of the program in the Spring of 2016. Eight new health topics were identified. The selection criteria was based on user input and identified needs and included the following topics:

- Autism
- Bereavement and grief
- Breastfeeding
- Pre-diabetes
- Helping aids-low vision
- Helping aids-mobility
- Hospice and palliative care
- Mental health

Further community collaboration was achieved with the rollout of the totes to two public libraries located in the region; the Leland Township Public Library (LTPL) and the Suttons Bay Bingham District Library (SBBDL).

The CHL has been actively promoting the Health & Wellness To Go program to various hospital departments and local libraries and works with the hospital's Corporate Communications department to market the program. The GTSCN, LTPL and SBBDL have also been marketing and publicizing the program.



High circulation rates combined with enthusiastic responses from customers indicate that this program is a viable model for other libraries to replicate in order to foster collaboration with community-based organizations.

To find out more about the program, visit:

<http://www.munsonhealthcare.org/health-and-wellness-to-go>

## Book Reviews

Newport, Mary T. **Alzheimer's Disease: *What If There Was a Cure? The Story of Ketones***. 2nd ed. Bergen, NJ: Basic Health Publications, 2013. 478p. ISBN: 978-1-59120-319-3. \$24.95.

This is a remarkable book on many levels and one that should be in any consumer health collection.

More than 5 million people in the United States suffer from Alzheimer's Disease, the most common form of dementia and one for which there is no cure. While the majority are age 65 or older, up to 5 percent have early onset Alzheimer's which starts in age 40s or 50s. With the "Silver Tsunami" of aging baby boomers, Alzheimer's is a huge concern for the population, not only for the sufferer, but also for their families and caregivers (often one and the same).

Dr. Mary T. Newport is a neonatologist in Florida whose beloved husband Steve began showing symptoms of Alzheimer's beginning at age 50, (although in retrospect she realizes that there may have been signs of memory issues as far back as his teens).

Dr. Newport offers an in-depth look at the roller-coaster experience of watching a loved one deteriorate, both mentally and physically. She writes clearly with insight and compassion as she shares her emotional, psychological, and physical turmoil as she battles a day-to-day often frustrating fight to care for Dave.

But Dr. Newport is also a physician and researcher. While investigating two clinical trials for an Alzheimer's vaccine with the hopes that Dave will qualify for at least one, Dr. Newport starts searching the internet for everything she can learn about the vaccines. She happens upon a press release on a promising drug called AC-1202; the drug's manufacturer, Accera, a small biotech firm, reported that AC-1202 improved memory in a significant number of Alzheimer's patients, and were awaiting FDA approval.

The basic premise is that there is a problem with glucose transport in the brains of Alzheimer's sufferers. William Klein, PhD, and others, proposed that instead neurons can use a type of glucose, ketones, or ketone bodies. And on this rests Dr. Newport's work. For those of us who are "science-challenged" and interested in a good understanding of ketones and how they work in the body, it should be noted that included in her book are six chapters that provide a "primer" on ketones.

The inventor of AC-1202, now known as Axona, Dr. Samuel Henderson, applied for the patent to market medium-chain triglyceride (MCT) oil for Alzheimer's sufferers. Dr. Newport remembered from her training that MCT oil was given to premature infants. But her real "a-ha moment" came when she read in Dr. Henderson's study that MCT oil is derived from coconut oil or palm (kernel) oil. She begins experimenting with adding coconut oil to her husband's food on a regular basis. She notices marked improvements, and these are backed up by him getting much higher scores on the Mini-Mental Status Exam.

Dr. Newport was now truly on a mission and she embarks on a journey, doggedly pursuing "movers and shakers," including specialists, researchers, and influential politicians to further examine and promote this premise and these findings. She joins with researcher Theodore VanItallie, MD, and others, in publishing her own study in the journal *Alzheimer's Dementia* (1), and shares her findings at conferences in the US and abroad.

With this book, Dr. Newport is getting the message to the public that ketones help those who suffer from Alzheimer's. She concludes the work with recipes using MCT and coconut oils, and lists for further reading; resource organizations; forums, blogs, foundations and message boards; a list of where to buy coconut and MCT oils; and websites for coconut oil information and ketogenic diet information and support. References and related articles and an index are also included.

As Dr. Newport concludes, "What have you got to lose?" This book is a remarkable mix of the personal experiences of a medical professional who is also a loving caregiver of an Alzheimer's patient and a unique and moving look at her mission to make the public aware of ketones' use in Alzheimer's and encourage researchers to further study ketones to help and, hopefully, one day cure Alzheimer's disease.

Note: Steven Newport passed away in January 2016 at the age of 65 after a 15-year battle with Alzheimer's.

(1) Newport, MT, VanItallie, TB, Kashiwaya, Y, King, MT, & Veech, RL (2015) A new way to produce hyperketonemia: use of ketone ester in a case of Alzheimer's disease. *Alzheimers Dement* 11(1): 99-103. [doi:10.1016/j.jalz.2014.01.006](https://doi.org/10.1016/j.jalz.2014.01.006)

*Reviewed by: Claire B. Joseph, South Nassau Communities Hospital, Oceanside, NY*

Klapper, Robert and Lynda Huey. **Heal Your Hips: How to Prevent Hip Surgery and What To Do If You Need It.** 2<sup>nd</sup> ed. Nashville, TN: Turner Publishing, 2015. 332p. ISBN 978-1-63026-756-8. \$17.95.

Klapper and Huey convey practical information to help adults with hip pain understand why they hurt, how the hip joint works, and how to help themselves. Among other updates, this edition



includes “Klapper Vision,” a technique that helps people visualize anatomy using common, everyday items like oranges or car parts.

While the authors’ goal is to help people avoid surgery, they know it sometimes is inevitable. They appreciate the reality of aging bodies and the difficulty people face when they must modify their workouts. The result is a win-win program of hip exercises for prevention, prehab and postoperative phases of pain.

As an aqua rehabilitation specialist, Huey preaches the benefits of water therapy. Some land exercises are included but most of her workouts are pool or water based. That said, the book remains relevant and an excellent resource for those without access to a pool. Klapper, an orthopedic surgeon, conveys useful tips on anatomy and the healing process. He also gives advice on what questions to ask the doctor and what to expect before, during and after surgery. Overall, this is a unique guide that will be helpful for adults suffering from hip pain.

Klapper and Huey have also co-authored a similar book for knee patients - *Heal Your Knees*.

Includes glossary and index.

*Reviewed by Nancy O’Brien, UnityPoint Health – Des Moines, Des Moines, Iowa*

Merlino, James. **Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way**. New York, New York: McGraw Hill Education, 2015. 288 p. ISBN-13: 978-0071833257. \$26.00.

Dr. James Merlino, the author of this book, completed his fellowship training in the Colorectal Surgery Department at the Cleveland Clinic. In 2004, during his final year of training, his father suddenly died. This experience opened his eyes to how a physician’s way of thinking, interacting, and caring about patients evolves during medical school and residency. In 2005, Merlino departed from the Cleveland Clinic and took steps to change how he provided care at MetroHealth Medical Center in Cleveland.

Merlino focused on developing a relationship with patients by meeting with the patient and family members before and after completing a surgical procedure. Rather than directing the course of treatment based upon his medical expertise, he discussed the options with the patient and did his best to develop a plan to follow the patient’s wishes. In a short time, he developed a stellar reputation and patients started leaving the Cleveland Clinic and travelling to MetroHealth Medical Center just to be treated by him.

Meanwhile, Dr. Remzi, who was his Cleveland Clinic mentor, encouraged Merlino to rejoin the Cleveland Clinic Colorectal Surgery Department. Dr. Remzi got his wish in 2009. Seven months later, Merlino was selected to be the first Chief Experience Officer and was charged with restructuring the Cleveland Clinic so that it would be more responsive to patient wishes. To

assist with the process, Merlino held focus groups, re-trained departmental staff, reorganized the use of space, and developed a model to emphasize the role each person played in caring for patients. Merlino also organized a summit at the Cleveland Clinic in May 2010 to solicit ideas from others who shared the Cleveland Clinic's mission. The summit has been an annual event ever since.

If a person has or is considering a career in healthcare, this book does a great job of describing the culture of health care providers and gives ideas on how to effectively implement change. It is on the lengthy side, but it is pertinent with the changes mandated by the Affordable Care Act.

*Reviewed by Margaret A. Hoogland, MLS, AHIP, Mulford Health Sciences Library, University of Toledo, Toledo, OH*

Sebastian, Linda, A.R.N.P. **Overcoming Postpartum Depression & Anxiety**. 3<sup>rd</sup> ed. Omaha, NE: Addicus Books, 2016. 166p. ISBN 9781943886005. \$19.95.

Most women find pregnancy and birth to be positive, happy experiences. Some, however, feel overwhelmed, sad, and unable to cope with their new status as mothers. Although fairly common, many women are unaware of postpartum depression and related conditions. They feel inadequate and ashamed of their inability to cope with parenthood. Their families and spouses are affected as well.

The latest edition of this brief handbook will provide useful, accessible information for new parents, families, and health care practitioners. The author, a nurse practitioner who experienced postpartum depression, offers an overview of the topic as well as specific information about the blues, depression, anxiety disorders, psychosis, and obsessive compulsive disorder. She discusses symptoms, treatment options, and help for fathers and families. She covers medication, the various types of psychotherapy, and alternative therapies, along with self-help techniques (nutrition, exercise, support groups). She also includes information for fathers and families and a discussion of future pregnancies. A bibliography and resource list provide further information for readers.

This is an excellent resource for consumer health and public library collections. It brings an important, often overlooked topic, to the public.

*Review by Barbara Bibel, retired from the Oakland Public Library*

Anstett, Patricia and Galligan, Kathleen. **Breast Cancer Surgery and Reconstruction: What's Right for You?** Lanham, MD: Rowman & Littlefield, 2016 225 pages, ISBN 978-1-4422-4262-3

The authors base this book on their two year journey of conducting in depth interviews and observing women as they went through breast cancer diagnosis and decisions regarding mastectomy and reconstructive surgery. The simple language and the narrative approach to writing about these difficult subjects makes the content interesting and easy to understand. The glossary will further assist the reader to understand the anatomical and surgical terminology used throughout the text.

Each of the 23 chapters focus on a specific aspect of what to expect after a breast cancer diagnosis. Topics covered include such things as the process of re-construction of the breast, breast implant section and nipple reconstruction. The chapter formats begin with a story about one person's experience, the chapter then moves between the story format, direct quotes from women, statistics and facts. Including the statistics as part of the stories make the numbers more relevant, and easy to apply to the reader's personal situation. One other attribute of the book are the pictures included of the women behind the stories. They are beautiful black and white photographs of women who have made various decisions about reconstruction, and they bring the stories to life.

The topics covered here affect many women, and most would not know where to start in asking the right questions of their doctors and surgeons to make sure they make the right choice for their circumstance. This book will help those women to prepare. Recommended.

*Reviewed by Sandy Oelschlegel, MSIS, Health Information Center, Knoxville TN*

Wood, M. Sandra (editor). **Consumer Health Information Services and Programs: Best Practices.** 2016. Lanham, MD: Rowman & Littlefield. 161 p. ISBN: 978-1-4422-6273-7

Consumer Health programs can be challenging to get started and to maintain, but M. Sandra Wood has come to the rescue. *Consumer Health Information Services and Programs* is a collection of writings that looks at a variety of successful consumer health programs and allows the reader to benefit from their experience. Each chapter focuses on a different program and offers background information, a description of the program, and information about lessons learned. People directly involved with these programs share their experience and discuss best practices they have learned. What did it take to get started? What worked? What didn't? How did they fund their program? What kind of partnerships were formed? All of this is covered and much more.

Chapters are clearly labeled so that you can easily find specific sections and simply skim the information you need. However, I highly recommend reading all of this book. There is so much to be learned here. Not only does the reader benefit from the information offered, but it's hard not to be excited and inspired by the wonderful programs that are detailed in this book. Whether you are looking at starting a new consumer health program or reassessing an existing one, this book is great place to start.

*Reviewed by Angie Tucker, MLIS, AHIP, Memorial Health System, Marietta, OH*

Golden, Bernard, Ph.D. **Overcoming Destructive Anger: Strategies That Work.**  
Baltimore, MD: The Johns Hopkins University Press, 2016. 214p. ISBN  
9781421419749. \$19.95

An expert in the field, Dr. Bernard Golden has written a highly readable guide to overcoming destructive anger. The book is divided into three parts. In the first, Dr. Golden provides a thorough but basic description of anger and its mind-body relationship, as well as the functioning of our brains. He introduces the idea of “child logic,” the reasoning we do as children that may not serve us well into adulthood but which we are not even aware we are still using. He explores mindfulness and self-compassion. The author draws on his own personal experiences and on those shared by his clients, some of whom were sent to him for professional help after extreme anger interfered with their job performance.

Part II of the book makes many suggestions on using mindfulness and self-compassion in working with destructive anger, focusing also on the difference between feelings and thoughts and how they can be identified by those with difficulty making such distinctions. Golden shows the roles played by “toxic shame” and “black-and-white thinking.”

The third part of the book is devoted to demonstrating how to establish healing relationships and to proceed with healthy, compassionate, and self-compassionate approaches. This is the portion of the book a colleague, friend, or family member might find most useful in interacting with an angry person.

Each of the 14 chapters of the book concludes with a very helpful *For Further Reflection* section, in which multiple questions are posed and suggestions made to aid the reader in honestly examining and exploring himself. Chapter Eight introduces the “Anger Log,” a particularly helpful format for organizing the components of an angry episode.

Recommended for libraries looking to expand their Self-Help collections.

*Reviewed by: Judy Carol Stribling, M.A., M.L.S., AHIP, Assistant Director, Clinical Services Manager Myra Mahon Patient Resource Center, Weill Cornell Medicine, New York, NY.*



Barr, Debbie, Edward G. Shaw, and Gary Chapman. **Keeping Love Alive as Memories Fade: The 5 Love Languages and the Alzheimer's Journey**. Chicago, IL: Northfield Publishing, 2016. 224 p. ISBN: 9780802414502. \$15.99.

*Keeping Love Alive as Memories Fade: The 5 Love Languages and the Alzheimer's Journey* is the collaborative work of Debbie Barr, a master certified health education specialist; Edward G. Shaw, a physician and mental health counselor whose wife was diagnosed with early-onset Alzheimer's disease; and Gary Chapman, pastor and marriage counselor who is best known for his book, *The 5 Love Languages: The Secret to Love That Lasts*. Ed's story, as well as the stories of other care partners affected by Alzheimer's disease, is included throughout the book. Through these thought-provoking examples, the practice of Chapman's five love languages (Words of Affirmation, Quality Time, Gifts, Acts of Service, and Physical Touch) demonstrate how a care partner can cope emotionally with the difficult changes happening to his loved one and how the love languages may be used to help the patient feel love even after the actual action or words are forgotten. For the Alzheimer's patient, the ability to receive love endures long after the ability to express it. Yet, the love language which is most meaningful to the person with Alzheimer's disease may change as the disease advances. The book includes some explanation of the physical causes of cognitive decline.

Helpful appendices include a list of activities that people with Alzheimer's disease enjoy and suggested resources which range from reference books to websites and documentaries.

*Keeping Love Alive as Memories Fade* is a thoughtful and supportive resource for any care partner and their families.

*Reviewed by: Donna J. McCloskey, MLIS, AHIP, Novant Health Huntersville Medical Center, Huntersville, NC.*

# Publication Information

## Statement

Consumer Connections (ISSN 15357821) is the newsletter of the Consumer and Patient Information Section of the Medical Library Association. It is published on the CAPHIS section of the MLA website quarterly. CAPHIS is the largest section of the Medical Library Association.

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## Consumer Connection Submission Schedule

Deadline: September 30, 2016  
Fall Issue Publication: October 17, 2016

Deadline: December 30, 2016  
Winter Issue Publication: January 17, 2017

Deadline: March 31  
Spring Issue Publication: April 14, 2017

Deadline: June 30, 2017  
Summer Issue Publication: July 14, 2017

Deadline: September 29, 2017  
Fall Issue Publication: October 13, 2017

Do you have an interesting consumer health initiative or project taking place at your Library? Have you been spearheading innovative work with consumer health librarianship and want to let the world know it? We want to hear from you!

Consider submitting a brief article (200-400 words) to Consumer Connections, the electronic newsletter of the Consumer Health and Patient Information Section (CAPHIS) of the Medical Library Association! We are also seeking book reviews on consumer health topics. Writing for Consumer Connections is a great, low pressure way to get experience writing and publishing!

Please send submissions in electronic format to the editor:

Robin O'Hanlon, MIS, Assistant Library Director, Outreach & Public Services  
Levy Library, Icahn School of Medicine at Mount Sinai  
robin.ohanlon@mssm.edu