

Consumer Connections

October 2017

ISSN 15357821

Vol 33. No. 4

A Message from the CAPHIS Chair



Happy fall, everyone!

Thanks for reading this issue of *Consumer Connections*, the last issue of 2017! This issue features a fascinating article on a collaboration between Albany Medical College's (AMC) Schaffer Library of Health Sciences (SLHS) and AMC's Division of Community Outreach and Medical Education (DivCOME). Plus, new features including "Member Spotlight" and "Member Publications." Check out the new publication schedule for 2018 at the end of this issue. Do you have something to say about consumer health information? We want to hear from you!

Please submit your nominations for the Consumer Health Librarian of the Year Award! Nominations are due November 1, 2017. You can find the nomination form on the Awards page of MLAnet.org.

Finally, I hope many CAPHIS members submitted proposals for MLA'18 in Atlanta next year. Erica Lake, CAPHIS Chair-Elect has submitted a special content session sponsored by CAPHIS, so let's keep our fingers crossed for her. Good luck, Erica!



Submitted by Robin O'Hanlon, MIS, Chair, CAPHIS 2017-2018

Announcements

CAPHIS is very happy to report that *Consumer Connections* is now available on the public CAPHIS landing page - <http://www.mlanet.org/caphis> A big thanks to Kate Corcoran (Director of Membership, Research, and IT Systems, MLA) for helping us with this development.

Stay tuned this fall to the CAPHIS listserv for exciting new CAPHIS developments, including a CAPHIS Facebook page!

Get Involved!

Member Spotlight Column Starting

Have you written a book, book chapter, or an article? Have you presented at a meeting, be it at a podium or with a poster (or any combination thereof!)?

Don't be shy! We want to hear from you. Share your accomplishments with your CAPHIS and MLA colleagues in our new "Member Spotlight" column. Please submit your submissions by September 29 to be included in the Fall 2017 issue of *Consumer Connections*.

Member Spotlight

Jackie Davis, MLIS, AHIP. Consumer Health Librarian

Cushman Wellness Center Consumer Health Library, Outpatient Pavilion, San Diego, CA



Jackie Davis, MLIS, is grateful for the work that she does as a consumer health librarian for Sharp HealthCare. Jackie recently received her AHIP designation from the Medical Library Association. The application process was an opportunity to gather the documentation from over the years of professional learning and service, and see her career through the light of these accomplishments.

Jackie has written a number of journal articles and chapters for MLA published books. This year she will have an additional article published in the Journal of Consumer Health on the Internet. In 2015 Jackie participated in the local Evidence Based Project Institute and worked on a team that implemented a health literacy assessment protocol with patients in a progressive care unit. The research has emphasized the best ways for providing written information to patients in an accessible way. While written information will always be valuable for patient education, the results from this project, and from an additional and separate survey of Sharp HealthCare patients, illustrate the value of oral communication for both obtaining patient literacy levels regarding their healthcare and for relaying health information.

In 2016 Jackie gave the MLA webinar, "The Consumer Health Library: A Site for Service, Education and Hope." She communicated the responsibilities of the position as well as the joy it is to come to work each day.

Member Publications

Adela Justice, AHIP, Senior Librarian at MD Anderson Cancer Center in Houston, Texas has recently published two articles:

"Let Binders be Bygones: Topic Binders at a Cancer Hospital Library", *Journal of Hospital Librarianship*, v. 17, #3, 2017 (link to full article at <http://www.tandfonline.com/eprint/j8fjvrrHD7q2DrBN3uYA/full>) about the decision to pull the topic binder collections from the U.T. MD Anderson Cancer Hospital's consumer health library, The Learning Center.

"Recommended Resources for Cancer Patients: Transitioning from Paper Pathfinders to LibGuides", *Journal of Consumer Health on the Internet*, v. 21, #2, 2017 (link to full article at <http://www.tandfonline.com/eprint/V3nCN2wZ3DnrfspEdX5X/full>) was co-authored with The Learning Center colleagues, Valerie Prilop and Elizabeth Brackeen, and discusses a recently launched LibGuides project of recommended resources for cancer patients and caregivers.

Congrats, Adela!

Articles

Talking With Your Doctor: Using Information Resources to Improve Health Communication

By Elizabeth Irish, MLS, AHIP, Schaffer Library of Health Sciences, Albany Medical College

Kara Burke, MPH, Division of Community Outreach and Medical Education, Albany Medical College

Enid Geyer, MLS, MBA, AHIP, Schaffer Library of Health Sciences Albany Medical College

Ingrid Allard, MD, MEd, Division of Community Outreach and Medical Education, Albany Medical College

In August 2016 Albany Medical College's (AMC) Schaffer Library of Health Sciences (SLHS) and Division of Community Outreach and Medical Education (DivCOME) partnered to deliver programs with the intention of improving patient-provider communication. Combining health literacy principles found in information science and public health, we designed workshops with objectives aimed at helping patients prepare for medical appointments and research health information online.

Two community partners, the Center for Law and Justice and Community Caregivers, were identified through the DivCOME's existing relationships. They helped identify content, teaching sites, and advertising avenues. Funding was secured through the National Network of Libraries of Medicine Middle Atlantic Region. AMC's Institutional Review Board approved this project.

Eight interactive workshops with a total of 54 participants were delivered at community sites in urban, rural, and suburban settings. Workshops were evaluated using paper pre-/post-questionnaires, which were entered and analyzed in Qualtrics. A graduate student in public health assisted with workshop preparation and evaluation.

The results were positive. We collected 38 pre-questionnaires (70% response rate) and 36 post-questionnaires (67% response rate). The percentage of participants indicating that they are "Very Confident" or "Confident" in their ability to find good, high quality health information on the internet went from 25% to 91%. 97% indicated that they intended to tell a family member/friend about the websites from this workshop. 100% indicated that after this workshop they will be more comfortable explaining things to their physician, and 97% felt that the workshop improved their ability to ask questions at their next appointment. 97% also indicated that they would change where they looked for health information based on the workshop.

Building on the success of Year 1, Year 2 funding supports collaboration with five public libraries to deliver the community workshops and to provide professional development opportunities to their librarians. We developed a MLA 4 credit CE course "Patient Empowerment: Using Information Resources to Improve Health Communication" based on the theory behind the community workshops. While designed for public librarians, the course is relevant to anyone working with patients. Local sessions began in September 2017. Two additional consumer health classes will be taught at each library, so that by the end of the year, 20 librarians can apply for Level 1 CHIS designation.

For more information on this course, visit:

<http://www.medlib-ed.org/products/1385/patient-empowerment-using-information-resources-to-improve-health-communication>

This project has been funded in whole or in part by the National Library of Medicine (NLM), National Institutes of Health (NIH) under cooperative agreement number UG4LM012342 with the University of Pittsburgh, Health Sciences Library System.

Book Reviews

Mimms, Kayrene. **Fighting Lupus Battles: Hope For A Cure. True Stories From Lupus Warriors.** Chicago: Hilton Publishing Co., 2015. 201p. ISBN: 9780990428329, \$17.95.

When faced with the challenges of living with and battling a disease, many find comfort, encouragement, and inspiration from hearing the experiences of “fellow travelers,” as they offer testimony that the disease, no matter how difficult, can be dealt with and lived with. Kayrene “Kay” Mimms and all the “Lupus Warriors” included in the text strive to live “their best life with Lupus.”

In 2004 Mimms, the youngest of eighteen siblings, retired from a career in teaching. One year later, and after suffering with various symptoms for years, she was near death from a lupus flare. Mimms sought out as much information as she could find on lupus. In this work, Mimms shares information, and the experiences of several “Lupus Warriors,” written in their own words. Sections are devoted to stories about Lupus Warriors diagnosed during Pre-Teen and Teen Years, those diagnosed during Young Adult Years, and those diagnosed later in life. Reading the experiences of “Lupus Warriors” as they share their disease history, treatment, and support of their family and loved ones is both enlightening and encouraging.

As one contributor, Kanefus R. Walker states, “We are fighting a disease that is killing us from the inside out, and most don’t seem to understand that except the people who are affected by it” (Mimms 111). Librarians should take special note of the chapter “A Physician’s Perspective,” where Rosalind Ramsey-Goldman, MD, DrPH, reviews each of the lupus warriors’ chapters, and offers a “Teaching Point” for each one. As she observes “Learn as much as you can about the disease. Knowledge can be empowering” (Mimms 161).

Mimms concludes with an appendix, definitions, and a list of “References/Resources,” that lists contact information for organizations that can be of assistance to those who deal with this difficult disease.

This work is highly recommended.

References

Mims, Kayrene. *Fighting Lupus Battles: Hope For A Cure.* Hilton Publishing Co., 2015.

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

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 web page of the MLA website quarterly.

Newsletter articles and book reviews are copyrighted; please contact the editor for reprint permission.

Call for Submissions

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? 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!

Include the following information with your submission: Author, title, name, name of publisher, publisher location, date of publication, price, number of pages, and ISBN. Also, if applicable include detailed author information, i.e., position, organization name, and location. All submissions must be Microsoft Word documents. Images should be sent as JPGs. 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

Book Review Disclaimer

Consumer Connections Newsletter considers for review books of interest to librarians, patients, caregivers, and the general public. This column will concentrate on reviews of recently published books about consumer healthcare information available in print and/or electronic formats. General interest titles related to healthcare and medicine may also be considered. It is the purpose of each review to provide a detailed description and critical evaluation of the work. Recommendations for purchase are also included. Book reviews should be 200-400 words. Reviews reflect the opinions of the reviewer, not of the *Consumer Connections Newsletter* Editors.

Persons interested in becoming a book reviewer or suggesting titles for review in the *Consumer Connections Newsletter* should contact the Book Review Co-Editors: Kay Hogan Smith, Senior Research Librarian, UAB Lister Hill Library of the Health Sciences (khogan@uab.edu), or Mary Katherine Haver, Medical Librarian, Johns Hopkins All Children's Hospital Family Resource Center Library, St. Petersburg, FL (mhaver1@jhmi.edu).

Consumer Connection Submission Schedule 2018

Winter Issue Publication: February 9, 2018

Deadline: January 19, 2018

Spring Issue Publication: June 1, 2018

Deadline: June 15, 2018

Fall Issue Publication: October 19, 2018

Deadline: October 2, 2018