Assessing the health sciences Information needs of unaffiliated health professionals & using training on openly-available search tools & resources to provide solutions to their information access challenges/barriers.

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Discover. Educate. Care. Lead.

Acknowledgements

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The Institute for Family Health (http://institute2000.org)

The Setting

- Institute for Family Health *(http://institute2000.org)*

- Federally-qualified community health center (FQHC) serving disadvantaged populations in NYS.

- Located in Manhattan, the Bronx, and the Mid-Hudson Valley.

- Provide comprehensive primary care based on the family practice model.

- Operates 15 full-time & 9 part-time health centers.

- Employs ~66 physicians, as well as, NPs, social workers, health educators, and nursing staff among others.

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The Patient Population IFH Serves

- Serves over 72,000 patients and provides **225,000 patient visits** annually.

- Provides care **regardless of ability to pay** & a large portion of its patients receive Medicaid or are uninsured.

- Patient population: predominantly minority groups (Black/Hispanic)
  - facing **significant health problems**, including: high rates of HIV/AIDS, asthma, diabetes, obesity, and depression.
  - facing **numerous socioeconomic hardships**, including: poverty, low literacy and education levels, high unemployment, and lack of health insurance.
  - Many **do not speak English** or have limited English proficiency.

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IFH - a Leader in Health Information Technology

- Institute includes a federally-registered practice-based research network (PBRN) that focuses on translational research in the areas of health disparities, **health information technology (HIT),** mental & women's health.

- Adopted electronic health record **(EHR) system in 2002** – one of the first community health centers in the US to do so.

- Since 2003, **IFH has been paperless** – all chart notes, clinical data, & demographic information are stored within EHR system.

- MyChart-MyHealth *(https://www.mychartmyhealth.org/)* is IFH's **patient portal to the EHR**.

- Over 11,000 IFH patients are already using MyChart.

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IT-rich yet Library-Less and Information Poor

- **No library** entity (onsite or digital) or budget dedicated to information resources

- Minimal access to proprietary subscriptions (mentioned access to DynaMed, possibly via a trial)

- **No librarian** on staff.

- No network/ability to order articles from other institutions.

- No memberships on library councils/consortia, etc.

- No official affiliation to academic or medical institutions that have access to a library or librarian.

The NLM-Funded Columbia-IFH Project

Aims of this pilot project:

- To **determine the medical literature and training needs** of IFH personnel.

- To **develop generic licensing agreements** with publishers that would enable a Health Sciences Library to provide access to electronic resources for Federally Qualified Health Center (FQHC) personnel.

- To **develop reference/education services** for IFH staff.

- Award total: $30,000 ($20,000 for electronic materials licensing)

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The Survey: IFH Staff Health Sciences Information Resource Needs

- **15 question online survey** created using SurveyMonkey.*

- Survey was **IRB-approved** and piloted internally for clarity.

- IFH staff members (**N=809**) were sent an invitation to participate using their active, institution-sponsored MS Outlook email accounts.

- Total of **337 IFH staff** members completed the survey (**42% response rate**)

- The survey was open over a **three week** period (November 30th – December 17th , 2010)

Thank you to Jennifer Rutner for assistance with SurveyMonkey.

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Survey Questions Asked

Part A: Background Information

- What is your primary role at IFH?

- Does your work involve any research activities?

- Does your work involve any quality improvement activities?

- Do you use health sciences literature (eg. medical or nursing journals) in carrying out your work?

Part B: Current Research Habits

- Are you affiliated with any other (academic, medical professional) organizations through which you have access to online health sciences information resources?

- What generally motivates you to use health sciences information resources?

- How often do you use health sciences information resources?

- Which types of online information resources do you use most frequently?

Survey Questions Asked   *(…continued)*

- Which scholarly journals do you consider to be essential to your work? (Please identify your top 5 journals.)

- Do you currently have access to these journals? (If not, tell us which ones you do not have access to.)

- Please select the statement you agree with the most: "when I need to read an article for which I do not have full-text access I will…"

Part C: Current Training Needs

- Which research task do you often need help with?

- Where do you generally start your information research?

- How do you currently manage your literature?

- Prioritize the following list of training classes according to degree of interest. (1=High priority, 2=Would be nice but not essential, 3=Low priority/not interested)

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Results of the Survey

- **48.1% (161/335)** **did not** do work that involved research activities.

- **81.6% (270/331)** **did** work that involved quality improvement activities.

- **37.6% (126/335)** **did not** use the HS literature for their work.

What is your primary role at IFH?

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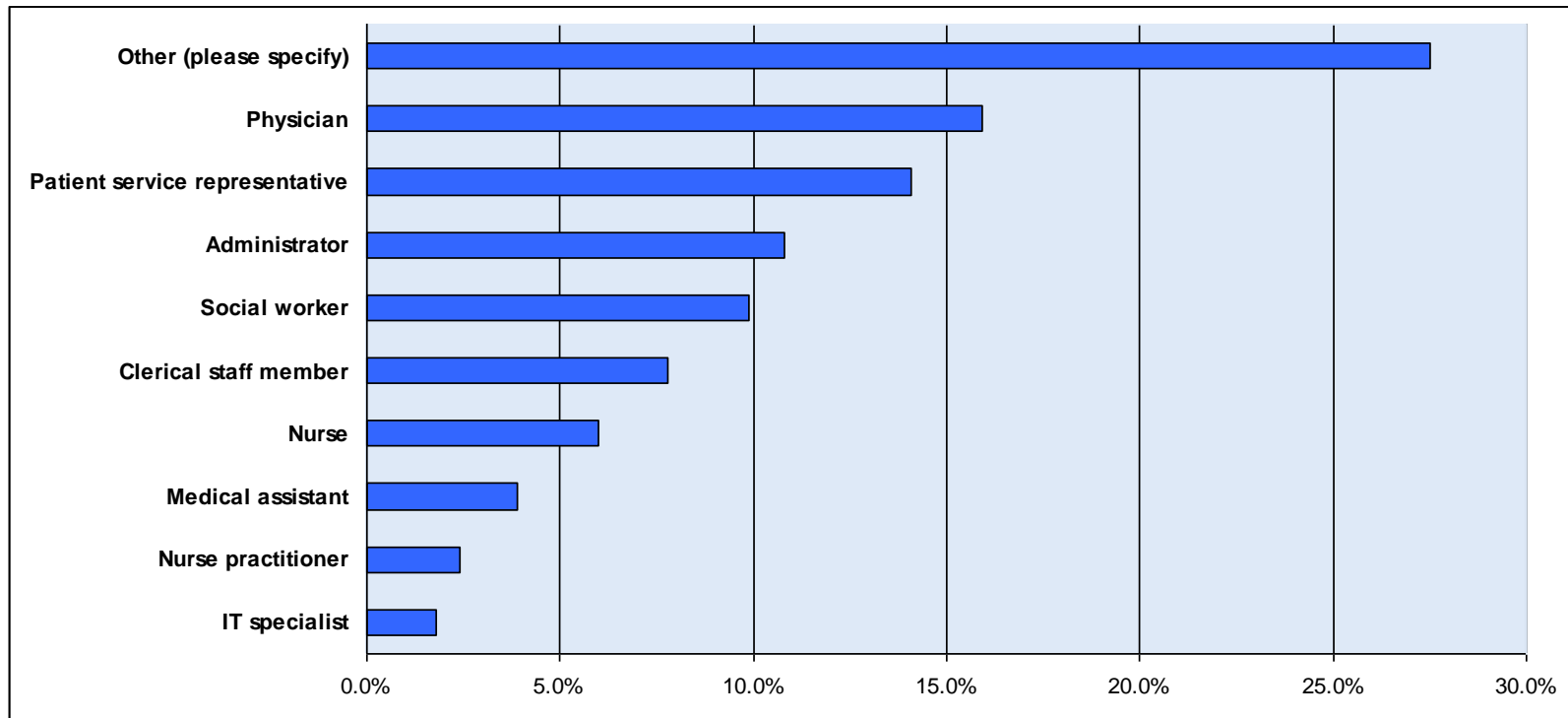
Results of the Survey

- **59.6% (109/183)** were **not (or were unaware of being) affiliated** with another organization that provided them with access to library services.

What generally motivates you to use HS information resources?

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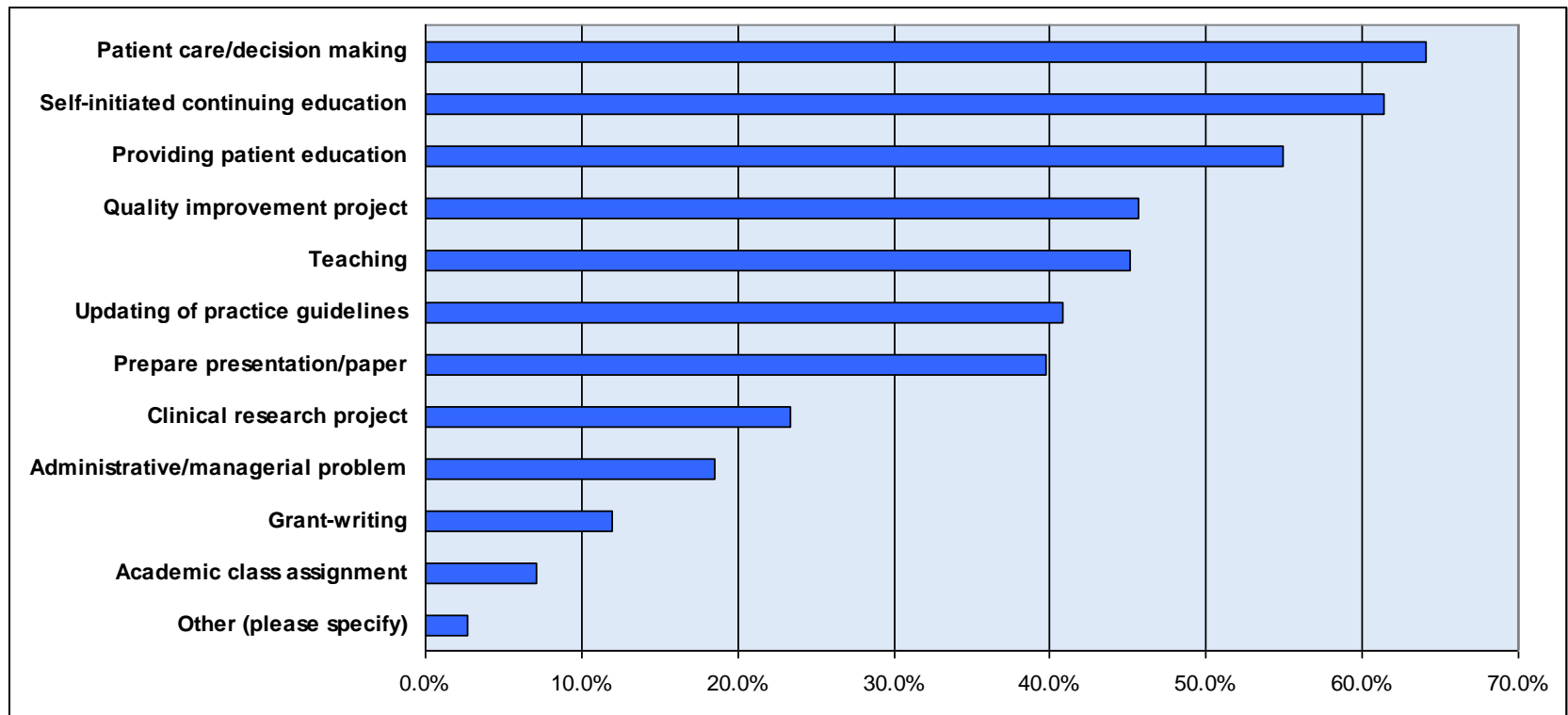
Results of the Survey

- **58.9% (106/180)** reported using HS information resources **almost every day or almost every week**.

Which types of online resources do you use most frequently?

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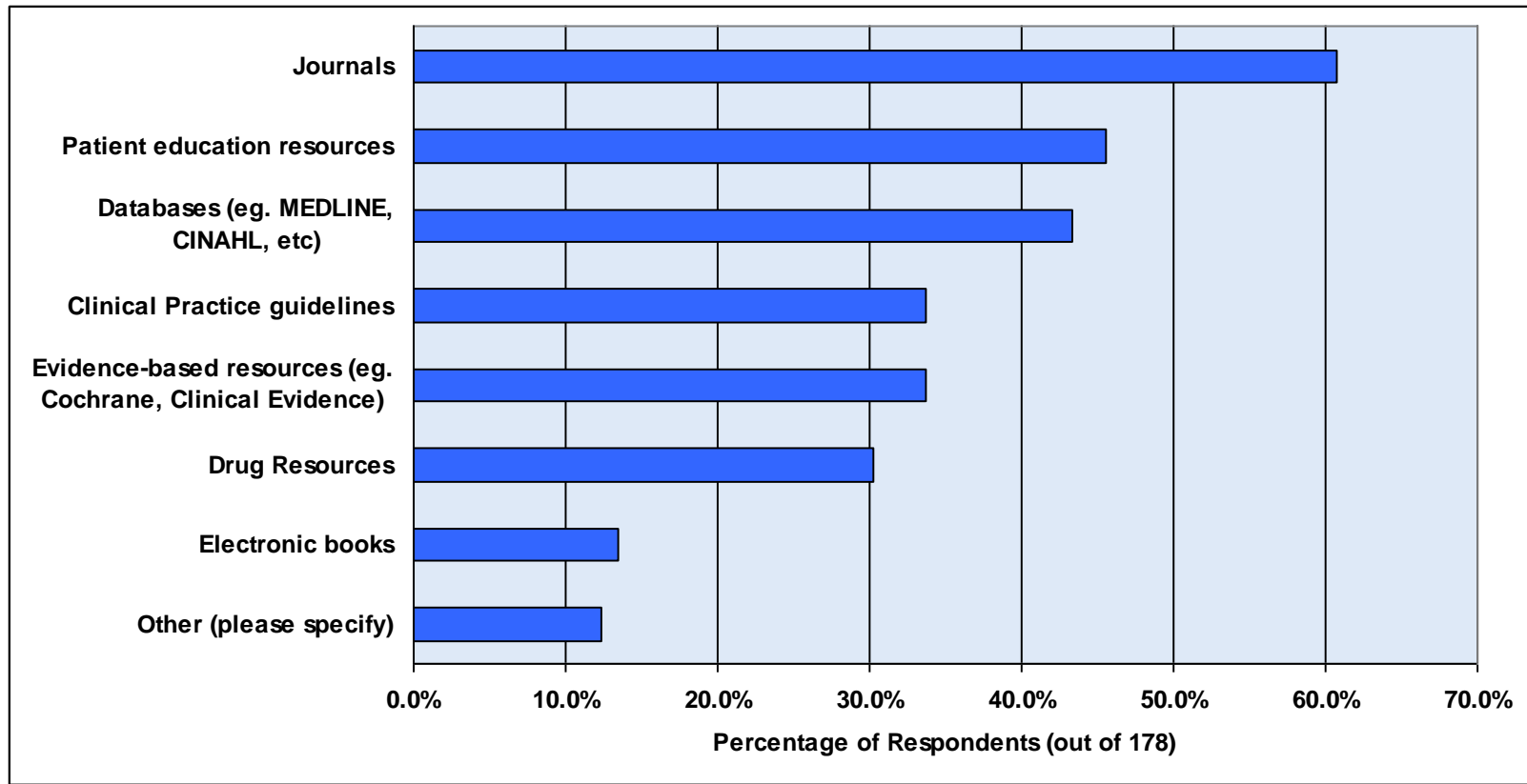
Results of the Survey

- **58.2% (92/158)** reported that "**locating the full-text of articles of interest**" was the research task they most often needed help with.

"When I need to read an article for which I do not have full-text access…"

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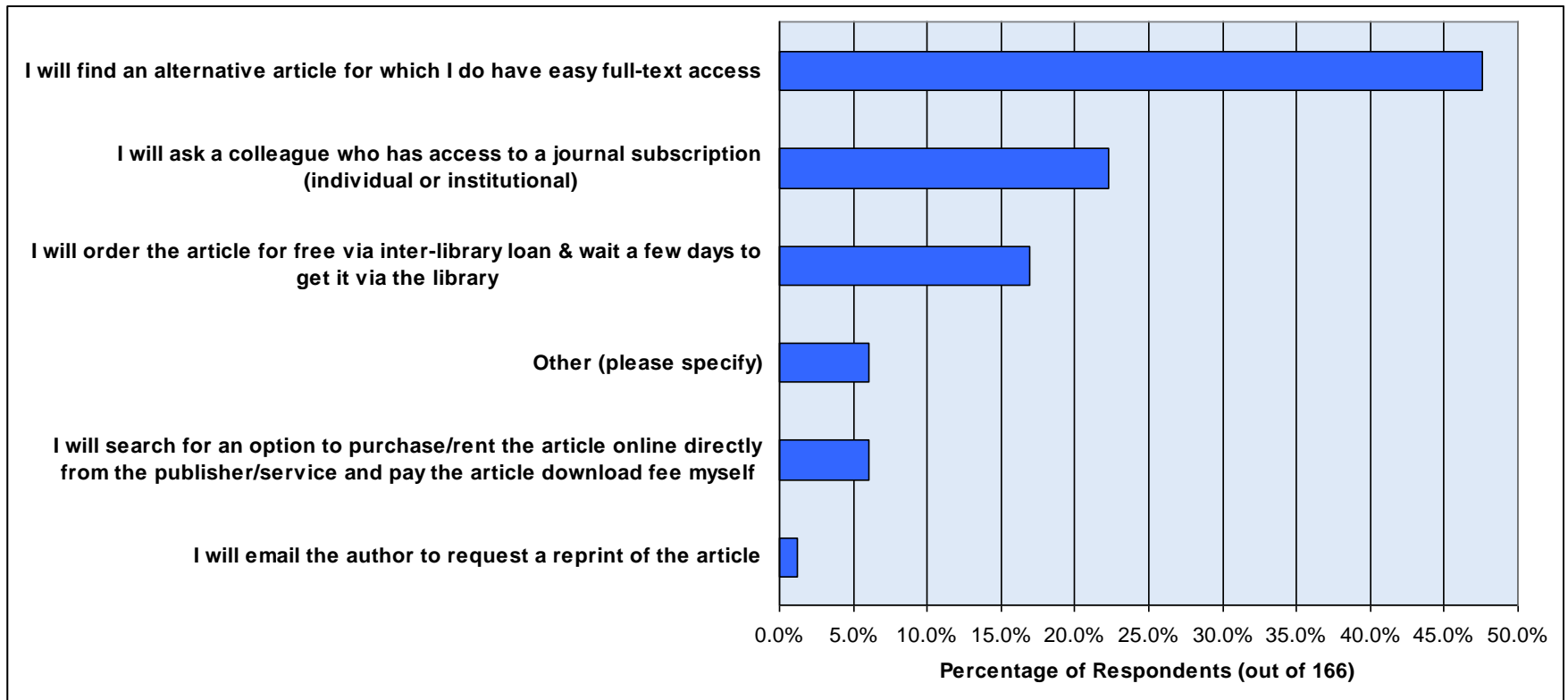
Results of the Survey

- **55.2% (91/165)** reported that they **do not currently manage** their literature/citations but would like to learn how.

Where do you generally start your information research?

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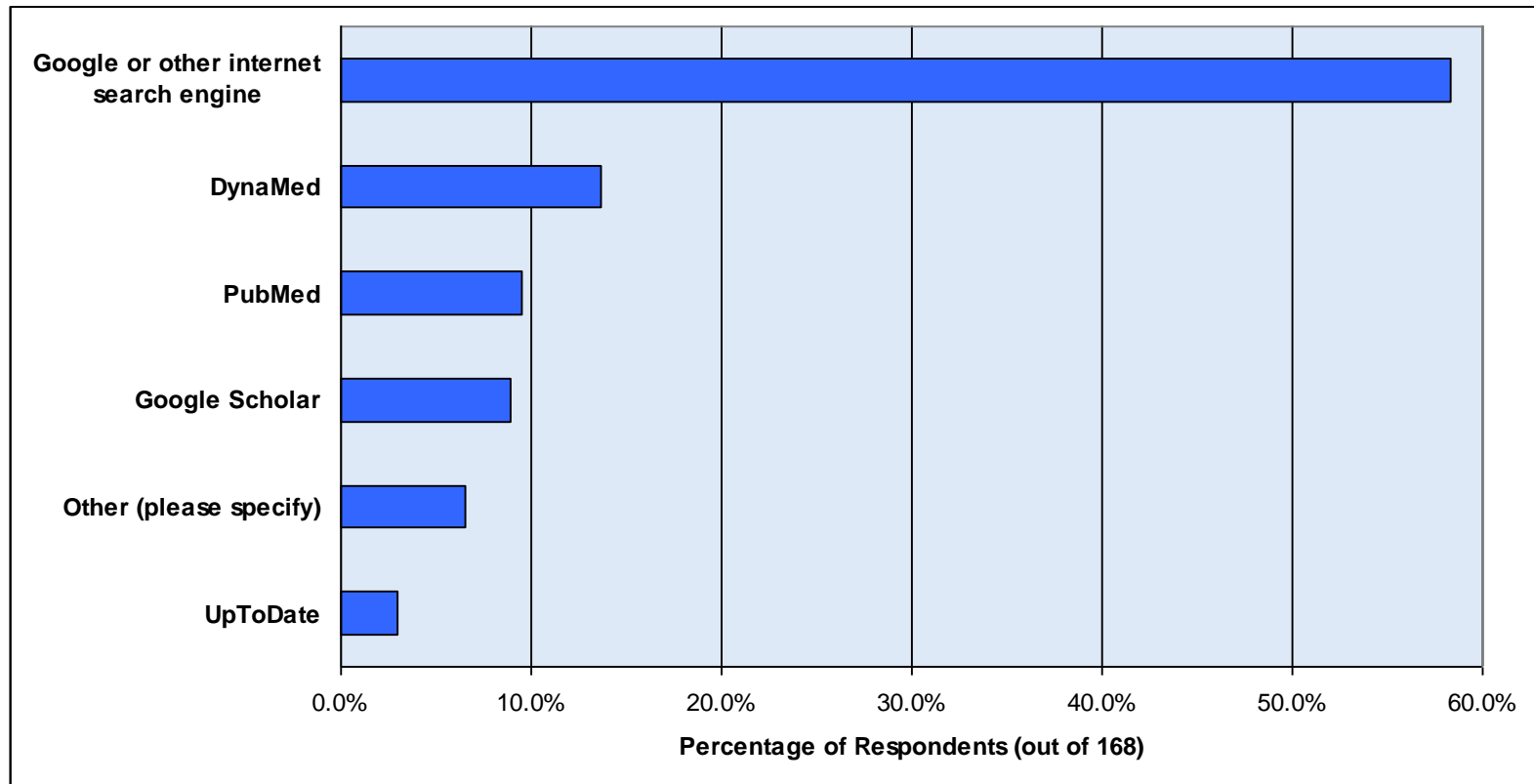
IFH staff prioritize list of training classes according to degree of interest.
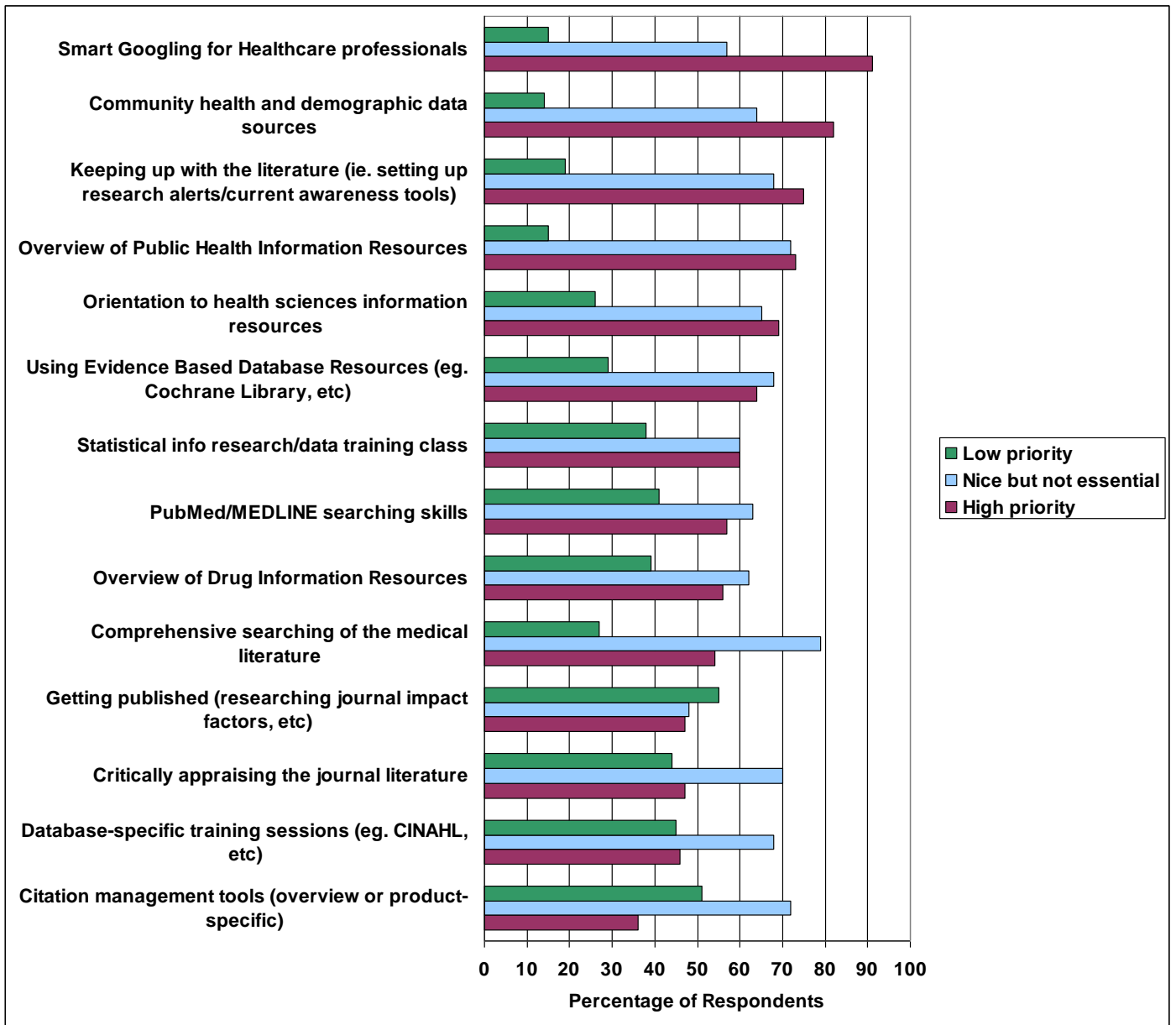
Survey Informs Next Steps

Survey illuminated two issues:

- A real **unavailability of quality content**.

- A **lack of search skills/habits** needed to get to free high quality content.

Steps taken towards finding solutions to the IFH's information access challenges/barriers:

- Online subscriptions to **handful of top journals** & setup of **inter-library loan** account for IFH.

- Series of **ten one-hour training classes** developed & delivered via webinar technology (GoToWebinar).

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Online Journal Usage Stats

(as of 4/5/2012)

Journal Name	Subscription Period	Usage Data	Approx. Cost of Renewal (1yr)
American Journal of Nursing	4/15/11 - 4/15/12	0	$2,361
New England Journal of Medicine (NEJM)	4/20/11 - 4/19/12	655	Tier 2: $2,500
American Academy of Family Physicians (AAFP)	4/1/11 - 3/31/12	Do not track	Tier 5 : $4,504 Online only and $4,604 Online & Print
Journal of American Medical Association (JAMA)	4/1/11 - 3/31/12	236	$1,980
Journal of Health Care for the Poor and Underserved	3/2011 - 12/2011	38	$370
Social Work in Health Care Online	Vol. 2011 – Iss. 1 to 10	N/A	$1,248 Online only and $1,386 Online & Print
American Public Health Association (APHA)	1/1/11 - 12/31/11	58	Tier 2 (U.S. & Int'l): $551 Online only and (U.S.): $612 Online & Print
Health Affairs (Print & Online)	1/1/12 - 12/31/12	-	$643

IFH Training Class Series 2011

Orientation to Health Sciences Information Resources (Feb 23@12pm)

Comprehensive Searching of the Medical Literature (Mar 3@12pm)

Smart Googling for Healthcare Professionals (Mar 10@12pm)

Community Health and Demographic Data Sources (Mar 21@12pm)

Keeping Up with the Medical Literature (Mar 29@12pm)

Overview of Public Health Information Resources (Apr 6@12pm)

Finding Evidence Based Information Resources (Apr 13@12pm)

Expert PubMed/Medline Searching Skills (Apr 29 @12pm)

Finding Patient Education Information Resources (May 11 @12pm)

Searching for Data in Statistical Information Resources (May 17 @12pm)

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Only Openly-Available Search Tools Covered

- Training classes featured **only freely-available** information resources (NLM and many other reliable sources).

- Nine of the classes were developed and taught by K. Matsoukas.

- The "Community Health and Demographic Data Sources" class was taught by **Christa Myers**, **MPH** (statistical analyst, *New York City Department of Health & Mental Hygiene, Bureau of Epidemiology Services).*

- Classes were delivered as live webinars that **allowed for participants to ask questions** of the presenter.

- **Screenshots** were preferred over live demos of resources as the slides could later be **distributed as handouts**.

- The production **schedule was very tight** (classes were offered on an almost weekly basis, always at 12 noon).

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*Free **can** mean good quality… take water for example*

Convincing people to drink the tap water

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Impact of the Training Classes

- Total of 179 people registered for the training classes.

- Of these, **100 people attended the training classes**.

- 64% of the participants attended 60 min or more of the session.

On average, for how long did attendees remain tuned into the webinars?

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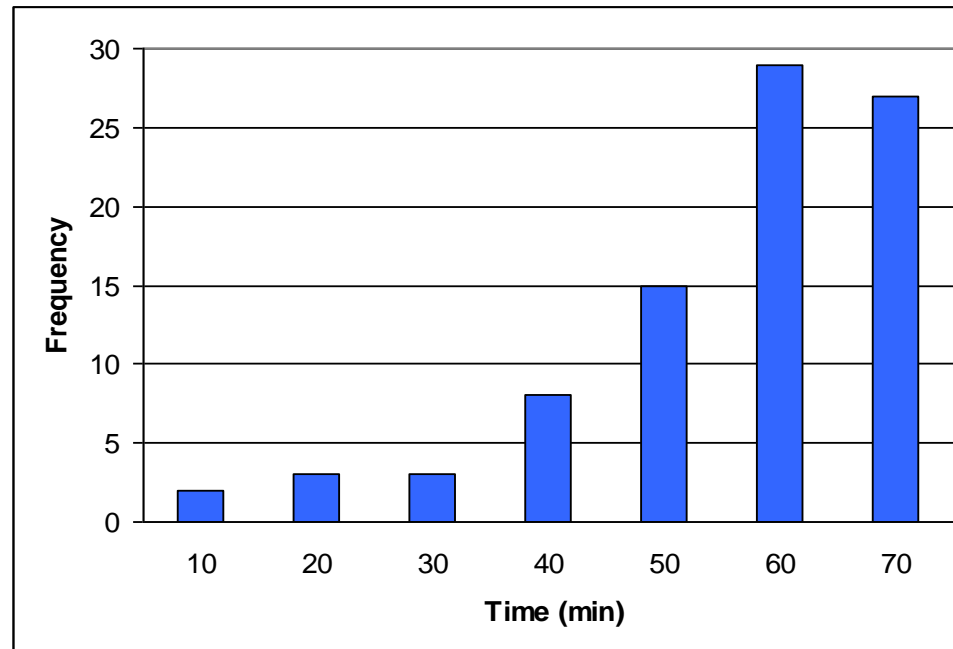
Training Classes Evaluations

- Questions were asked about whether the attendee felt that attending the class was well worth their time, about the class length & pace, and about the level of the content coverage.

- Overall, the **class evaluations were very positive**.

- Additional question included:

Did you find the topics covered in this training class to be relevant in helping you attain your work and/or professional goals?

Would you recommend this class to a colleague?

→*Only 1 attendee found the class to be not relevant to their work and would not recommend it to a colleague.*

ahec
NYS Area Health Education Center System
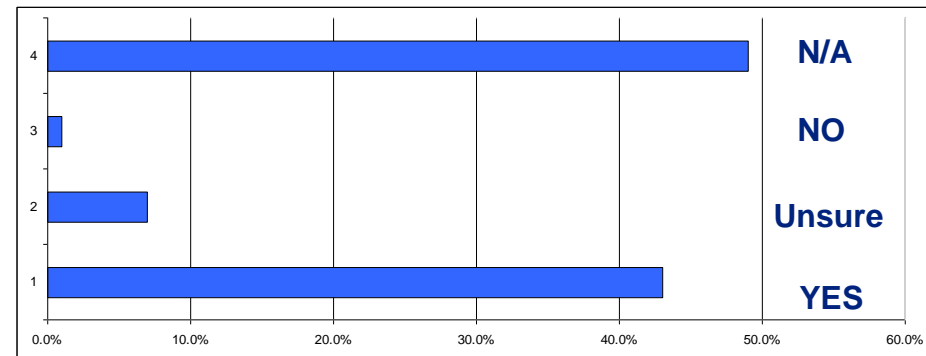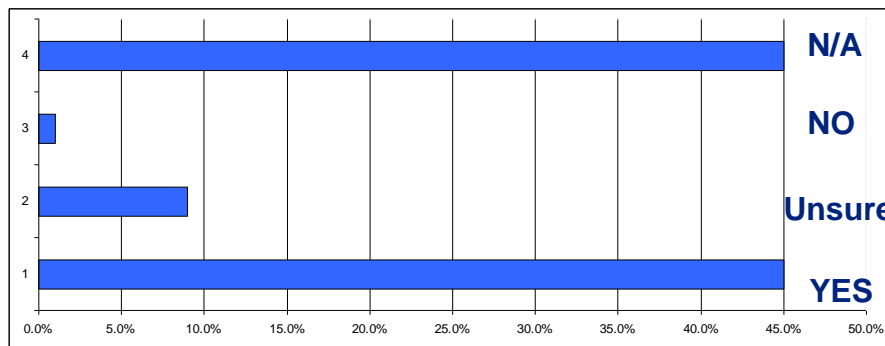
ONLINE TRAINING

Online Video Training Library: (Recently Added Videos)

UB Family Medicine/PRCI Faculty Development videos are available here.

http://www.ahec.buffalo.edu/

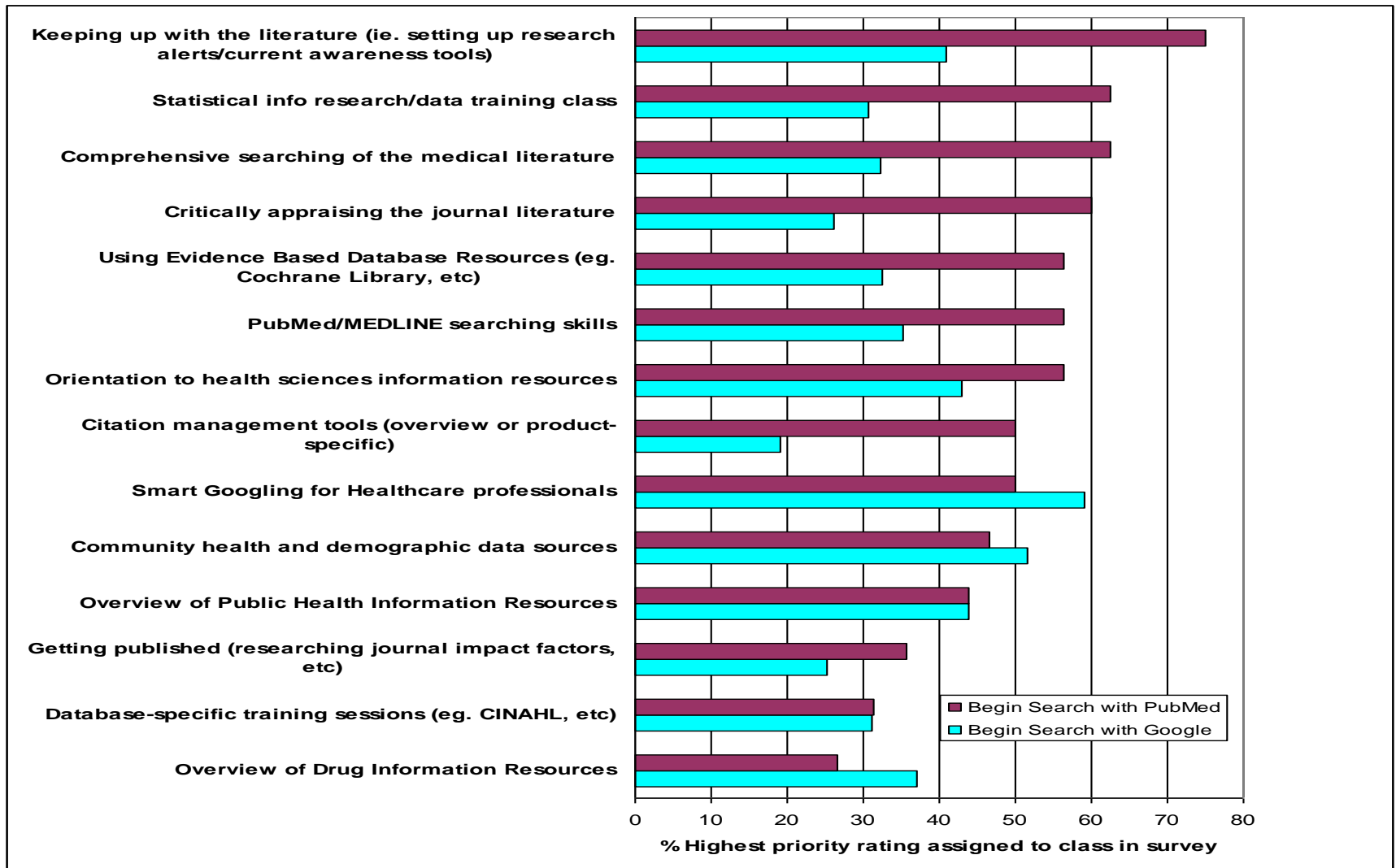| Date	Program Title	Presenter	Duration
5/9/12	Streaming video portal	Various presenters	N/A
5/21/11	TEAMS: Leaders and Followers	Richard Beebe, MS Ed., BSRN, NREMTP 80 (Emergency Responder Leadership Academy)	68 min
5/21/11	Fostering Motivation Through the Generations	Robert Delagi, MA, NREMT-P (Emergency Responder Leadership Academy)	83 min
5/21/11	It's Not a Question of "If"...Rather, it's a Question of "When" – Planning for a Large Scale Incident in Your Community	Karl Klug, MS, CIC, EMTCC (Emergency Responder Leadership Academy)	73 min
5/21/11	Of Course your Agency Provides Excellent Service	Lee Burns, BS, EMTP, CICRF (Emergency Responder Leadership Academy)	91 min
5/17/11	Searching for Data in Statistical Information Resources	Konstantina Matsoukas, MLIS (Columbia University Medical Center) (PowerPoint)	48 min
5/12/11	Writing and Publishing Your Research	Andy Danzo(University at Buffalo - Family Medicine) (PowerPoint)	62 min
5/11/11	Finding Patient Education Resources	Konstantina Matsoukas, MLIS (Columbia University Medical Center) (PowerPoint)	60 min
4/29/11	Expert PubMed/Medine Searching Skills	Konstantina Matsoukas, MLIS (Columbia University Medical Center) (PowerPoint)	52 min
4/21/11	Little 'r', Big 'R' Research: Einstein, Aristotle and Osler	Dr. Thomas Rosenthal (University at Buffalo - Family Medicine)	46 min
4/21/11	MyChart	Christian Sanchez (Institute for Family Health, NYC)	35 min
4/20/11	Steroids: Their Use and Abuse	Rodney Riedel, MD	39 min
4/9/11	Patient Portal: Uptake & Challenges	Dr. Ruth Lesnewski (Institute for Family Health, NYC)	44 min
4/6/11	Overview of Public Health Information Resources	Konstantina Matsoukas, MLIS (Columbia University Medical Center)	54 min
4/6/11	HIT & Disease Based Registry in Diabetes Management	Dr. Elizabeth Molina-Ortiz (Institute for Family Health, NYC)	30 min
3/29/11	Keeping Up With the Medical Literature	Konstantina Matsoukas, MLIS (Columbia University Medical Center)	58 min
3/10/11	Smart Googling for Healthcare Professionals	Konstantina Matsoukas, MLIS (Columbia University Medical Center)	57 min
3/3/11	Comprehensive Searching of the Medical Literature	Konstantina Matsoukas, MLIS (Columbia University Medical Center)	50 min
2/17/11	Bacterial Infection in COPD: From Clinic to Bench and Back	Dr. Tim Murphy (University at Buffalo, School of Medicine and Biomedical Sciences)	54 min
12/13/10	Collecting Race, Ethnicity, and Language Information from Patients (PowerPoint video)	Christian Sanchez (Institute for Family Health, NYC)	29 min
9/30/10	Meaningful Use of Electronic Health Records	Dr. Neil Calman (Institute for Family Health, NYC)	61 min

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Re-analyzing the Results of the Survey

Horizontal bar chart comparing "Begin Search with PubMed" (maroon) and "Begin Search with Google" (cyan) across categories. X-axis: % Highest priority rating assigned to class in survey (0 to 80).

Categories (top to bottom):
- Keeping up with the literature (ie. setting up research alerts/current awareness tools)
- Statistical info research/data training class
- Comprehensive searching of the medical literature
- Critically appraising the journal literature
- Using Evidence Based Database Resources (eg. Cochrane Library, etc)
- PubMed/MEDLINE searching skills
- Orientation to health sciences information resources
- Citation management tools (overview or product-specific)
- Smart Googling for Healthcare professionals
- Community health and demographic data sources
- Overview of Public Health Information Resources
- Getting published (researching journal impact factors, etc)
- Database-specific training sessions (eg. CINAHL, etc)
- Overview of Drug Information Resources

Re-analyzing the Results of the Survey

% Respondents by Primary Role

Legend:
- ■ Begin Search with PubMed
- □ Begin Search with Google

Categories (top to bottom):
- Other (please specify)
- Physician
- Social worker
- Nurse
- Nurse practitioner
- Administrator
- Patient service representative
- Medical assistant
- Clerical staff member

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Lessons Learned

- Severe **lack of equity** between what is available to affiliated vs. non-affiliated health professionals.

- Extremely difficult to satisfy diverse needs of FQHC personnel with the most cost-effective yet **restrictive packages/bundles**.

- There is an **abundance of free**, openly-available, high-quality health information **resources**…that are severely underused.

- Even the best training classes covering the best resources **won't help** FQHC personnel **if they do not attend**.

- We need more research that investigates successful strategies for getting FQHC personnel to **take advantage of training**.

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Thank You!

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