

**Health Research Associate Program:
Dana Library Outreach for Health Information Access
in Vermont and the Champlain Valley**

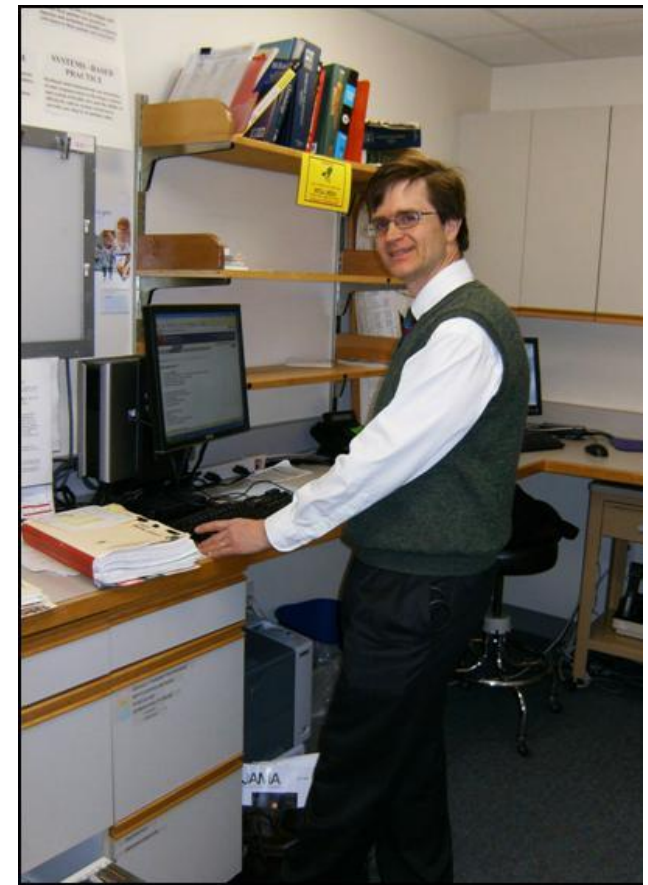
Marianne Burke, Director, Dana Medical Library
Lesley Boucher, Supervisor, Access Services Coordinator,
HRA Program

**UVM Libraries Conference Day
August 13, 2013**

Background

How do health care providers find answers to questions important to patient care without a library or librarian?

Facts: Majority of Vermont primary care providers in 1 or 2 clinician practice; no affiliation or access with academic medical center resources (UVM or Dartmouth)



How do state health agencies keep up with trends and issues in public health and wellness?

Fact: Vermont Dept. of Health and other agencies need evidence from research but have few journal subscriptions and little training in literature searching.



Department of Health
Agency of Human Services



How can small hospitals that can't afford a librarian provide information services for their employees?

Fact: Only 6 out of 16 Vermont hospitals have a library with paid staff; 8 have 25 beds or less





Dana Libraries' Health Research Associate (HRA) Program helps fill the gap.

- Can't substitute for a Library though



What is HRA?

- Outreach program to provide needed information to the health care communities of Vermont
- Conducted on a cost-recovery basis or UVM income expense account
- Dana Library program since 1991
- Similar to UVM Extension - provides services to the community



What Services Do We Offer?

Services include:

- **journal article delivery**
- **interlibrary loan**
- **reference desk services**
- **literature searches**
- **information literacy classes**
- **book borrowing**



Journal Article Delivery – *most requested service*

983 articles requested in FY 2013

- 80% (781/983) from Dana/UVM Libraries
- 20% (192/983) were interlibrary loans

Detailed Literature Searches

- Conducted by medical librarians
- 31 requested in 2013
- Majority from hospital clinicians
- Related directly to patient care or health issues



Examples of topics :

- *Management of weight after treatment for hypertension*
- *Association of exposure to heavy metals with learning disabilities*
- *How to taper cardioactive IV medications in the ICU*

Literature searches take Dana librarians 1.5 (avg.) hours to complete.

Education Sessions

- Presented by the HRA Education Representative
- 15 sessions in 2013 - all corners of VT

Topic : HOW TO

- Identify health information from PubMed and Internet sources
- Request journal articles and books from Dana



How do HRA's Ask ?s

By phone, email and the online form.

The online form to request articles for HRA's greatly speeds up service.

- Requesters give their name and the HRA organization they are associated with
- Dana supplies the article
- The activity is recorded
- Organization receives bill for all services charged to them that month

The screenshot shows the 'Document Delivery/ Interlibrary Loan' form on the Dana Medical Library website. The header includes the library's name, logo, and the tagline 'Ask. Discover. Create.'. A navigation bar contains links for 'UVM', 'Home', 'CATQuest', 'Classic Library Catalog', 'Suggestions', and social media icons. The form itself is titled 'Document Delivery/ Interlibrary Loan' and includes a welcome message, a 'Quick Links' sidebar, and several sections for user information and item details. A yellow box highlights a fee policy: 'Your HRA Membership account will be billed \$15.00 for each Interlibrary Loan item requested and \$8.00 for each Document Delivery article requested.' The 'Information About You' section has fields for Name, HRA budget #, E-mail Address, Phone Number, and Not Required After. The 'Information About the Material You Need' section has an 'Item Information' field. The 'Delivery Options' section has radio buttons for 'E-mail it to me', 'Send through US Mail', 'Fax it to me', 'Phone and I will Pick Up', and 'E-mail and I will Pick up'. The 'Placing your Order' section has a checkbox for 'By clicking ORDER, I indicate that I agree to abide by US Copyright Law.' and an 'ORDER' button. The footer contains contact information for the Dana Medical Library, University of Vermont.

THE UNIVERSITY OF VERMONT LIBRARIES
Dana Medical Library
Ask. Discover. Create.

Hours Today: 08/09/13
8am-7pm | see all hours

Ask a Librarian

CATQuest

UVM | Home | CATQuest | Classic Library Catalog | Suggestions | Follow Us: f t s

Document Delivery/ Interlibrary Loan

Welcome to our content delivery services to support your educational and research needs. Please use this form to obtain materials **not** available in Dana Medical Library's collection through **Interlibrary Loan**, or to use our **Document Delivery** service to request articles from Dana's print and electronic collection.

If you are a new user of our services, please read our [policy statement](#) before submitting a request.

Information About Fees

Your HRA Membership account will be billed \$15.00 for each Interlibrary Loan item requested and \$8.00 for each Document Delivery article requested.

Quick Links

- » Articles & More
- » E-Journals
- » Document Delivery/ Interlibrary Loan Policy
- » Document Delivery FAQ
- » Interlibrary Loan FAQ
- » Loansome Doc Information

Information About You

Fields marked with a (●) are required.

Name ●

HRA budget # ●

E-mail Address ●

Phone Number ●

Not Required After (Enter latest need by date)

Delivery Options ●

E-mail it to me

Send through US Mail:
Address:

Fax it to me: **Fax Number:**

Phone and I will Pick Up

E-mail and I will Pick up

Information About the Material You Need

Item Information ●
(Please include as much information as possible, such as Title of Journal/Book, Volume & Issue Number, Date, Page Numbers, Author(s), Article Title, PMID)

Placing your Order

By clicking ORDER, I indicate that I agree to abide by [US Copyright Law](#).

ORDER

You will receive a copy of your request via email as confirmation.

College of Medicine | COMET | Campus Blackboard | College of Nursing and Health Sciences | Fletcher Allen Health Care

Dana Medical Library, University of Vermont
Medical Education Center, 81 Colchester Avenue, Burlington, VT 05405-0068
phone (802)656-2200 · fax (802)656-0762
Email

Who are HRA Members?

There are 30 members in the program. The health care related organizations are the core of the membership.

Vermont Area Health Education Centers

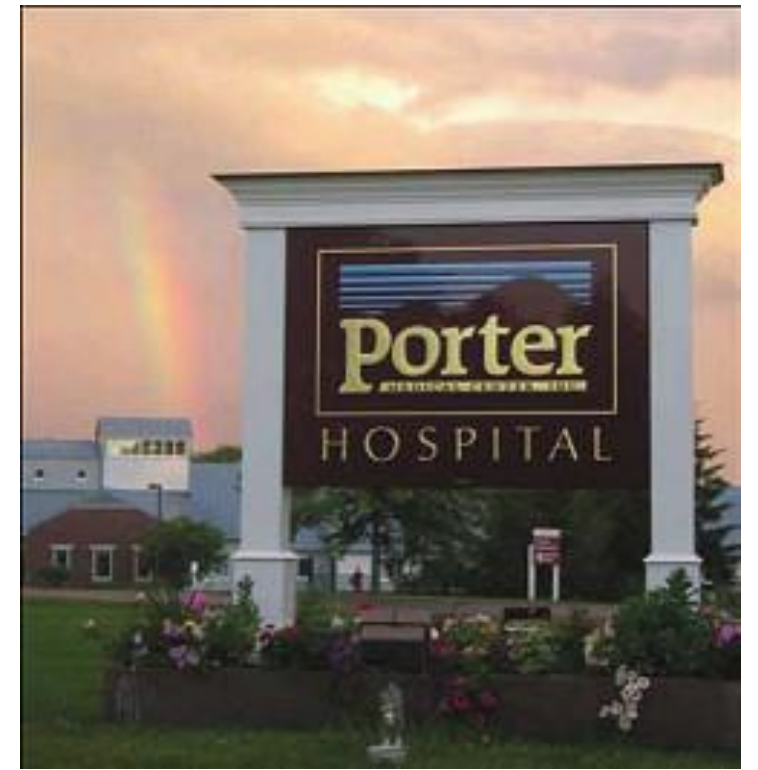
- CVAHEC – St. Albans
 - NEVAHEC – St. Johnsbury
 - SVAHEC – Brattleboro
- Founded by federal grants from the Health Resources and Services Administration
 - Independent non-profit agencies (originally administered through the UVM AHEC)
 - Focus on health workforce development
 - Fund continuing education for primary health care providers
 - Help pay back student loans for providers who stay in VT



Hospitals

The 4 hospitals include:

- Northwestern Medical Center, St. Albans
- Porter Hospital, Middlebury
- Gifford Hospital, Randolph
- Champlain Valley Physician's Hospital, Plattsburgh (CVPH)



Northwestern Medical Center, St. Albans



CVPH, Plattsburgh, NY



Gifford Medical Center, Randolph

Vermont State Agencies or Organizations

- Vermont Department of Health (VDH)
- Vermont Department of Mental Health
- Vermont Board of Nursing
- Vermont Medical Society – Education & Research Foundation

VDH requested the most services last year - 313 transactions.

Northwestern Medical Center - 129

VDH and Dana Library

- Partnering with a National  funded initiative with Departments of Health throughout the U.S.
- Grant provides subscriptions to electronic journals databases and textbooks relevant to public health
- The VDH website has a link to Dana's HRA requests for services webpage

Department of Health
Agency of Human Services



Other Customers

- Albany College of Pharmacy, Colchester
- Private practice clinicians – dentists, doctors
- Corporations – PKC and Food Science Corp.
- Law firms

Firms and businesses pay a higher membership fee.



Website and Research Guide for HRA and Unaffiliated Users

THE UNIVERSITY OF VERMONT LIBRARIES
Dana Medical Library Ask. Discover. Create.

Hours Today: 08/12/13
7:30am-midnight | see all hours

Ask a Librarian

UVM | Home | CATQuest | Classic Library Catalog | Suggestions | Follow Us: [Facebook] [Twitter] [LinkedIn]

Services for Unaffiliated Users

An Unaffiliated User is anyone who is not a UVM student, faculty or staff member, or a Fletcher Allen employee. All other members of the community are entitled to various levels of services and resources. In some cases, fees may apply. Options include Health Research Associate membership, Guest Borrowers, UVM Alumni, Vermont Consortium of Academic Libraries (VCAL) Faculty and all others.

[How do I order an article from the Dana Medical Library?](#)
[How do I borrow a book from the Dana Medical Library?](#)
[Visiting the Library](#)
[A Guide to Freely Available Web Resources to Support Clinical Care](#)

How Do I Order/Request an Article from the Dana Medical Library?

I am a Health Research Associate (HRA) Member

- >> [Document Delivery Request Form](#)
- >> [HRA Services, Categories & Fee Schedules](#)
- >> [Become an HRA member](#)

Contact Lesley Boucher for questions relating to Health Research Associate membership categories and fees, at 802 656-4404 or Lesley.Boucher@uvm.edu

I am an individual needing Article Delivery Services

- >> Articles ordered via PubMed, set up a [Loansome Doc](#) account. Contact Lesley Boucher for questions relating to Loansome Doc accounts or PubMed, at 802 656-4404 or Lesley.Boucher@uvm.edu
- >> Contact Lesley Boucher to set up an Articles Only membership, at 802 656-4404 or Lesley.Boucher@uvm.edu

I am not a UVM student, faculty or staff member, nor a Fletcher Allen employee, nor am I a Health Research Associate(HRA)

- >> Become an HRA member. [HRA Services, Categories & Fee Schedules](#)
- >> Set up the PubMed article delivery service known as Loansome Doc [Information & Forms](#)
- >> Order a one-time, single article - \$15.00 per article fee, a billing fee may apply. Visit or call the Dana Medical Library Document Delivery Department at 656-4381.
- >> You are also welcome to use library books, journals and other materials while visiting the Library. [Visiting the Library](#)

[Back to Top of Page](#)

How do I Borrow a Book from the Dana Medical Library?

I am a Health Research Associate [HRA] Member

- >> [Borrowing Policy](#) - books owned by University Libraries
- >> [Borrowing books not owned by University Libraries - Interlibrary Loan](#)
- >> [Become an HRA Member](#)

THE UNIVERSITY OF VERMONT LIBRARIES
Dana Medical Library Ask. Discover. Create.

Dana Library » Research Guides » Free Medical Resources to Support Clinical Care Admin Sign In

Free Medical Resources to Support Clinical Care Tags: clinical_resources, free, unaffiliated Print Guide

Searching the Literature Drug Resources E-Books E-Journals Patient Education & Public Health More Resources...

Comments(0) This Guide Search

Key E-Journals

Most articles freely available after 6 months - see E-Journals Tab above for more titles.

- o Annals of Internal Medicine
- o Canadian Medical Association Journal
- o JAMA
- o NEJM

Comments (0)

Answers to Clinical Questions

- o E-Medicine: Medscapes Continually Updated Clinical Reference
- o Epocrates
- o PubMed Clinical Queries

Comments (0)

Find the Evidence

- o (US) National Guidelines Clearinghouse
- o Agency for Healthcare Quality & Research Evidence Reports
- o Cochrane Library Free Abstracts & Summaries
- o Evidence Updates
- o TRIP Database: Turning Evidence Into Practice

Comments (0)

Drug Resources

- Drug Information Portal (National Library of Medicine)
- MedlinePlus Drug & Herbal Information (NLM)
- LactMed ⓘ
A peer-reviewed and fully referenced database of drugs to which breastfeeding mothers may be exposed.

Comments (0)

Key E-Books

See e-Books tab above for more e-book resources

- o Cardiology Explained
- o Endocrinology: An Integrated Approach
- o Merck Manual of Diagnosis and Therapy
- o Surgical Treatment: Evidence-based and Problem Oriented

Comments (0)

Dana Medical Library

- o Dana Medical Library Homepage
- o Search UVM Libraries Catalog
- o Services for Unaffiliated Users

Comments (0)

More Resources...

Click on the More Resources Tab at top of page for links to the following topics:

- History of Medicine
- Medical Images
- Mobile Resources
- Genetics Resources

Comments (0)

<http://library.uvm.edu/dana/services/unaffiliated.php>

<http://danaguides.uvm.edu/freeresources>

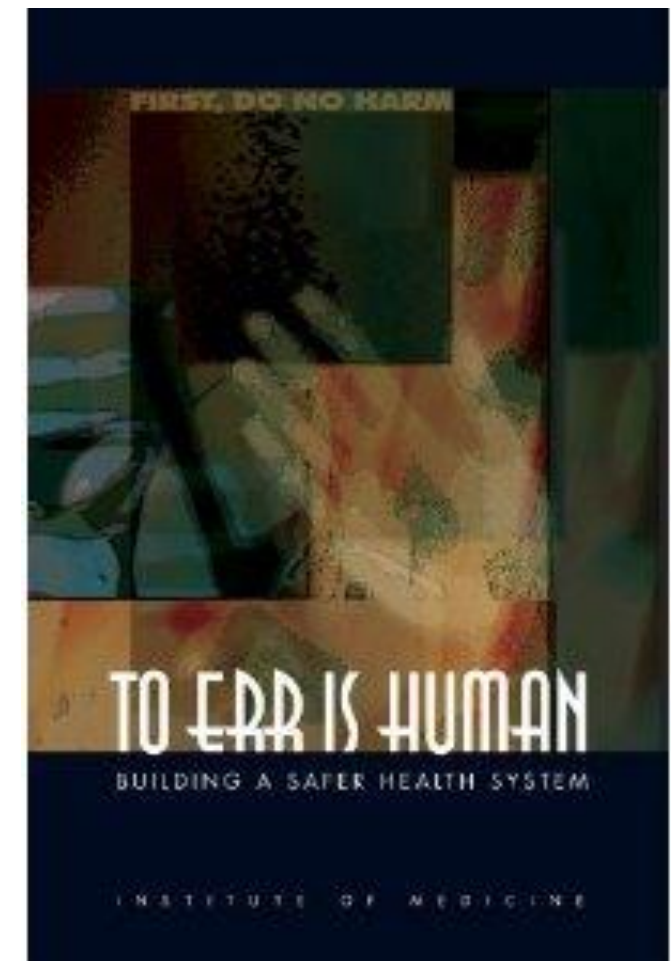
Why Do All This?

*It's part of our mission as a public land grant institution
and it's important because*

Access to the best patient-oriented research evidence and its
application to patient care with patient values –

*changes decisions,
avoids medical errors,
reduces costs,
and sometimes,
saves lives.*

Reference: To err is human : building a safer health system /
Linda T. Kohn, Janet M. Corrigan, and Molla S. Donaldson,
editors ; Committee on Quality Health Care in America,
Institute of Medicine. QZ 42 T627 2000



With Special Thanks to:

Administration Office – Nelson, Susan

Circulation Department – Brenda, Colin, Joanne, John

Document Delivery/Interlibrary Loan – Elinor, Joanne, Marie

Literature Search Services – Alice, Fran, Gary, Laura, Nancy

Website and Systems – Donna, Lynda

Collections – Jeanene, Sandy



Questions?