

Offering the latest
health information resources
and librarian expertise
for the health of you and your
loved ones.

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Hope Fox Eccles Health Library

GEORGE S. AND DOLORES DORE ECCLES
FOUNDATION REPORT ~ 2012

Information is Powerful Medicine

A recent Pew Research Center report states that eight in ten internet users have looked online for health information. However, finding trustworthy information can be a daunting task. Since opening in 2011, the Hope Fox Eccles Health Library has become a place that visitors can turn to for help. With an average of 2,000 visitors per month, the staff is keeping busy assisting patients, their families, and the general community in making informed choices about their health care.

*“Without question,
taking the time to do
research in your
facility got me pointed
in the right
direction.”*



We strive to maintain an inviting, comfortable, and contemplative space for visitors, whether they are popping in for a minute after a doctor's appointment, or using our resources for a few hours. We direct them to our up-to-date collection of general health materials, and encourage them to help themselves to free brochures and booklets. We also sit down with them at one of our computer terminals to work one-on-one with them. Because of the detailed, opaque nature of health information, many people are intimidated by the prospect of finding it on their own. We introduce visitors to pre-selected, quality resources on our website that they can conveniently turn to again and again. We offer free access to hundreds of online medical resources that focus on prevention, wellness, coping and support, and that are reliable and safe for all library users. We are truly patient-centered, and geared to informing them so that they may better comply with their care.

Feel Empowered, Feel Better

A young pregnant woman had just been to her obstetrician, and had been told that her baby was breech. She was stressed and upset, and didn't know where to turn for additional information. She happened to walk by the Health Library, and decided to drop in. Our staff was able to direct her to several sources that clearly and simply explained what a breech baby meant, and how it was going to impact delivery. It was not until the end of the discussion that the woman explained she thought that breech meant something was physically wrong with the baby, not that it was an issue of the baby's position.

"The empowerment of self-education, and knowing that you have access to reliable health information, is a huge asset."

With the average doctor's office visit lasting 12 minutes, patients find they have limited time to ask questions. Sometimes it takes some time to process new information and to formulate questions. The Health Library offers a place where this education can occur. The most common questions we receive from visitors are about treatment options, tests and procedures, and medications.

Sampling of reference assistance provided to visitors

- Help in locating digital copy of a paternity video
- Explanation of, and treatment options for, bladder spasms
- Help locating trustworthy websites to use in personally monitoring disease
- Incidence of stroke in chemotherapy patients

Our University Hospital staff also ask questions about optimal treatments for patients, and best practices at other health care facilities.

Sampling of reference assistance provided to hospital staff

- Effectiveness of various quantitative pain assessment tools
- Is a manual blood pressure better than one taken with a machine?
- Correlations between the use of portable fans in the ICU, and infection rates
- What is the standard regarding chest tube dressings?
- What are the risks for unplanned hospital readmission for cancer patients?
- What services are done by physician assistants and nurse practitioners in trauma centers at other health care facilities?

Patients, family members, and staff have all made use of the Health Library's resources in different ways and for different reasons, but always with the intent of making health and healing a less stressful experience.

One recent patient was in University Hospital awaiting a liver transplant, and there was no telling when this procedure might take place. The patient's sister was at the hospital with her family. They were from out of state, had no local contacts, and barely knew their way around. The lodgings listed on the University Hospital's resource list did not meet their particular needs, so Health Library staff members identified a few possibilities, and brought up local transit information online so that they knew the bus routes that would give the fastest hospital access. In another instance, a visitor was trying to arrange health care for her mother who was not a U.S. citizen. Using our computers, she was able to find the information she needed to communicate with insurance companies, public health agencies, and translation services. Both of these examples demonstrate how the Health Library's resources and services can make a difference for entire families.

Though online resources have seen consistently high usage since we opened, traditional materials are also popular. Brochures and pamphlets on nutrition, pain management, and healthy aging have always moved quickly. Multiple visitors have come back to the Health Library after their initial time at the hospital specifically for these reading materials. One University Hospital staff member who often

shared our print materials with her patients, was facing some major surgery, and now needed information for herself.

Want to learn more about a procedure, an illness or how to care for your loved one?

Use our Patient Education TV

Choose from a menu of health topics by using the telephone and TV in our inpatient rooms. Ask a nurse for more information.



**PATIENT
EDUCATION** **TV**



In 2012, librarian involvement on a University Hospital task force helped to launch a new Patient Education TV system for the inpatient rooms. This interactive, on-demand system allows patients to use their phones to navigate through screens containing basic hospital-stay information, including information on the Health Library. In addition, patients can view a variety of health education videos, including ones on atrial fibrillation, breastfeeding, total knee replacement, and medication safety.

Reaching Out



"You were engaging and enthusiastic. The information you shared with the audience exceeded our expectations."

The Health Library is dedicated to reaching out to our community. We seek out opportunities to share our professional expertise in providing understandable and credible consumer health information to the general public. We also present appropriate patient education materials and resources to healthcare providers.

Community fairs and presentations

Be Well Utah Health Fair at Rice Eccles Stadium

Family Health Fair at Red Butte Visitor Center

Senior Health Fair at Anderson Senior Center

University of Utah Plaza Fest

Take the 10,000 Step Challenge—Utah Library Association Conference

Centenarian Strategies: How to Stay Happy, Healthy, and Sharp Until You're 100—Utah Library Association Conference

Presentations to health care professionals

Consumer Health Resources—PEAK Academy staff, University of Utah

Consumer Health Resources—Health & Wellness Center staff, University of Utah

Why Health Literacy and Wellness Go Hand in Hand—Integrative Health

Health Library services will soon expand beyond our walls to serve visitors at University Health Care's new South Jordan Health Center. Dedicated computers located in a quiet corner of the second floor lobby will be equipped with a live connection to a staff member at the Health Library. Visitors will be able to have a "face-to-face" conversation, during which they can ask consumer health questions and receive assistance in locating health information. South Jordan Health Center staff will benefit from gaining another avenue for education resources, and can give their patients "information prescriptions," detailing the information they should request from the Health Library. This service will open up new paths of communication for patients and visitors, and will contribute to University Health Care's mission to become a marquee telehealth provider.

Need assistance
in researching
a health topic
or condition?

Ask A Question >



"What a wonderful resource the library is, and how fantastic that you are there to direct us when it comes to information and research related to our health."



Engaging Conversations

In January 2012, the Health Library began hosting free, monthly health lectures open to everyone in the hospital and the community. Expert health care professionals have donated their time to present and to answer attendees' questions.

Lecture topics have included:

- Earthquake preparedness
- Coping with caregiver stress
- Therapy animals at work
- Women's health concerns
- Health reform in Utah
- Overcoming barriers to healthy behaviors

Every lecture has been enthusiastically received by attendees. We highlight the lectures with a display of handouts related to the month's topic. One University Hospital visitor noticed the banners and posters or our lecture on autism, and was drawn into the Health Library to see what additional information we had. As she sat with a staff member, she revealed that she thought her son might be autistic, and was relieved to discover a number of organizations and support groups in her community.

Helping our Health Care Professionals Provide the Best Patient Education Possible

Health care reform and electronic health records

Current and forthcoming health care reform will require all organizations to truly embrace patient engagement strategies. The librarian is actively supporting University Health Care's transformation from a volume-based care model, to one that is value driven.

In this new era of health reform and patient-centered care, health care providers are required to fulfill the patient and family engagement pillars of meaningful use. Studies have shown that the provision of consumer health information at the point of care can increase compliance with treatment regimens, satisfaction with the health care provider and the facility, and improve the ultimate health outcome for the individual.

The librarian's expertise has her involved in helping providers access current, reader-appropriate, evidence-based information quickly and easily, by selecting and integrating patient education services into care plans, and patient education information into the electronic health record, Infobutton feature, and patient portals.

Writing appropriate materials for patients

The Health Library was selected to receive a year's free access to Health Literacy Advisor, the nation's first interactive health literacy software tool. This simple "health literacy checker" allows health care professionals to assess their patient education materials in terms of reading grade level, and the amount of medical jargon and complicated words. As health literacy has been shown to be the single most important indicator of a health outcome, it is imperative that we create simpler, easier, and clearer messages for consumers.

Connecting and Collaborating

As the Health Library's staff has become more connected to the greater health care environment, many successful collaborations have been formed with numerous departments throughout University Health Care, the University of Utah, and the community at large.

The work stemming from these partnerships with health professionals and community organizations is the key to improving the health of our population. Specifically, the Health Library is assisting in efforts to reduce disparities in accessing and using credible health information, and to support University Health Care's value-driven initiatives related to the health care reform and the Affordable Care Act.

Current collaborations and committee involvement include:

- University Hospital Online Clinical Resources Task Force
- University Hospital Patient Education TV Task Force
- University Hospital's Clinical Educators Committee
- Partnership in promotion of clinical trials at University of Utah Health Care
- Utah TeleHealth Strategy Planning Team
- Center for Clinical & Translational Science Community Engagement Core
- Utah Personalized Healthcare Consortium
- University of Utah Healthy U Task Force to improve the health insurance and provider information available to University of Utah students, staff, and faculty
- University of Utah Health and Safety Committee
- Community Faces of Utah
- Utah Women's Health Coalition
- Utah Library Association's Health Roundtable
- Utah State Library
- Salt Lake City Public Library system
- Salt Lake County Public Library system
- Midcontinental Region of the Medical Library Association



Participating in Research

The librarian is actively involved in a variety of research projects. As part of the Coalition for a Healthier Community for Utah Women and Girls, a multiple-year grant funded by the Office on Women's Health, the Health Library partners with other community members to promote women's health needs, with a specific focus on reducing obesity and its complications by increasing healthy eating and physical activity.

As co-principle investigator, the librarian submitted a proposal for a National Library of Medicine Information Grant to Reduce Health Disparities. The proposal involves working with University of Utah bioinformaticists to create an online library of health-related pictures which will be freely available for clinical teams to use in patient education materials. The picture library will be populated using a participatory design model, in which the efforts and contributions of health care providers and consumers alike will be used to create, assess, and revise pictures through crowdsourcing and gaming activities. A particular focus will be made on developing culturally relevant pictures for the five largest minority groups in Utah.

The librarian was also the recipient of a first place Hospital Librarian Research Award from the Medical Library Association for her work on a joint research project entitled, *Patient Care and the Hospital Library: A Regional Study*.

Professional Development

In an effort to provide exceptional services, the librarian has completed several continuing education courses, and attended professional conferences.

Continuing Education

- No Comprende? Spanish Health Information Resources for English Speaking Librarians
- The Canny Consumer: Resources for Consumer Health Decision-Making
- Will Duct Tape Cure my Warts? Examining Complementary and Alternative Medicine
- Emerging Roles in Libraries Symposium
- EPIC User Training

Professional Conferences

- 7th Annual Health Services Research Conference
- Computers in Libraries Conference
- Conference of the Midcontinental Regional of the Medical Library Association

Strengthening Support

An electronic donor wall was established on our website to recognize gifts, and to encourage additional contributions. Initial donors received a VIP Charter Membership Card to the Health Library as an expression of our appreciation for their support.

The screenshot shows the University of Utah Health Care website with a yellow header bar. The main content area is titled "HOPE FOX ECCLES HEALTH LIBRARY" and "Donor Recognition". Below this, there are sections for "ASSOCIATE", "FOUNDERS", "DISTINGUISHED PRESIDENT'S CLUB", "PRESIDENT'S CLUB", "DEANS CLUB", "CENTURY CLUB", and "Consider Giving". A "donate" button is prominently displayed. At the bottom, there are links for "Contact Info", "Quick Links", "Site Information", and "Social Media".

ASSOCIATE
George S. and Dolores Dore Eccles Foundation

FOUNDERS
Spencer F. and Cleone P. Eccles
Nancy E. Hayward
Hope F. Behle

DISTINGUISHED PRESIDENT'S CLUB
Nancy Eccles and Homer M. Hayward Family Foundation
Spencer F. and Cleone P. Eccles Family Foundation
Calvin A. Behle

PRESIDENT'S CLUB
University of Utah Educational Resource Development Council

DEANS CLUB
Spencer P. and Kristine L. Eccles

CENTURY CLUB
V. Loggins and Miriam Merrill
In honor of Connie Bell and in memory of her father, Keith Bell.

Consider Giving

Remember or honor a loved one by donating to the Health Library to help patients, their families and the greater community learn more about their personal health. Donations will be used to purchase electronic books, journals or databases as well as Library furnishings. Funds may also support public lectures, workshops, exhibits or special events.

Contact Info:
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Social Media

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"When I received my VIP Charter Membership card to the Hope Fox Eccles Health Library, I thought 'How nice,' and just put it in my purse. Little did I know within the year I would be calling on you for your assistance."

Faculty and Aides Profiles

Erica Lake joined the faculty at the Spencer S. Eccles Health Sciences Library in March 2011, as Associate Director of the Hope Fox Eccles Health Library. She leads the support of consumer health information access on behalf of varied communities and constituencies throughout Utah. Erica has over 12 years of experience in providing hospital librarian services to health care professionals, administrative staff, students, and patients and their families, and receives great satisfaction knowing she contributes to improved patient care.

Jean Shipman is the Administrator of the Hope Fox Eccles Health Library. She is the Director of the Spencer S. Eccles Health Sciences Library at the University of Utah, and Director of the MidContinental Region and NLM Training Center of the National Network of Libraries of Medicine. Jean is interested in many aspects of libraries including administration, scholarly communications, consumer health provision, health information literacy and research support.

Four part-time library aides currently work in the Health Library, and enable us to be staffed from 8am to 6pm Monday through Friday, and from noon to 6pm on Saturdays and Sundays. The aides are trained in how to effectively search numerous electronic consumer health resources, as well as how to interact with visitors.

