

## CHIP MEETING MINUTES

DATE: June 14<sup>th</sup>, 2012 at 10:30 A.M.

LOCATION: PLANETREE HEALTH INFORMATION CENTER @ THE CUPERTINO LIBRARY

### PRESENT:

El Camino Los Gatos Health Library (Mike Liddicoat)  
Grimmer Medical Library (Rupa Chaobal)  
Good Samaritan Hospital (Mary Carlson)  
Kaiser Permanente Medical Center San Jose (Chandrika Kanungo)  
Kaiser Permanente Medical Center Santa Clara (Elaine Barnes)  
Milton J. Chatton Medical Library (Connie Kwan)  
Milton J. Chatton Medical Library (Hella Bluhm-Stieber)  
O'Connor Hospital Medical Library (Suzie Bahmanyar)  
Palo Alto Medical Foundation Physician Library (Geri Bodeker by phone)  
Stanford Health Library (Nancy Dickenson)  
Stanford School of Medicine – Comparative Medicine Library (Hillary Farkas)  
Valley Care Health Library (Margaret Hsieh)

- 1) CHIP Members introduced themselves
- 2) Members expressed their concern over Hella's recent accident. She informed members that she is recovering and has returned to work. She is in Physical Therapy and expects a complete recovery. She thanked members for the kind concern they expressed following her injury.
- 3) GOOD SAMARITIAN SITUATION:  
Members expressed great concern and sadness over the decision by the CEO of Good Samaritan Hospital to lay off Mary Carlson. Mary was laid off with no notice and according to her supervisor, Ms. Carol Osterman. Hospital Administration has decided to use untrained volunteers to staff the library. They are not planning to refill Mary's position. (Regional Hospital laid off their librarian some time ago and has also not chosen to hire anyone to fill the position.) Members discussed the situation at length. Currently no JACHO standard exists to protect libraries or librarians from such actions and California Title 22 Devison 5 Section 70761 only requires some kind of library. The section does not mandate professional staffing of hospital libraries. JACHO does require some print as a backup in case electronic access is unavailable. In the libraries managed by Hillary Farkas at Stanford only 2 of the journals the library subscribes to are actual print copies – all the rest are electronic.

Hillary feels that librarians have done such a great job providing easy patron access that administrators have no realization of the many valuable services Librarians provide. The belief that all information is available for free on the Internet also leads to false impressions about the necessity of staffing Health Libraries with qualified trained librarians.

According to information provided by Ms. Osterman 32 people (3 in Medical Staff Services) have been laid off. This includes the Head of Nursing Education. The CEO may not be able to acquire additional funds from corporate unless there are staff reductions. (Bedside nursing has state law imposed mandates and reductions are usually not possible). Mary feels that eventually HCA might like to establish one central library for all of its hospitals. A number of the physicians at Good Samaritan let Mary know how terribly upset they were with the action taken by administration. They also complained to hospital administrators but without effect.

Mary has contacted the PSMRL. This has resulted in putting Good Samaritan's Docline & Linkout status on hold. To be an active participant in Docline each facility must maintain a Librarian on staff. If Good Samaritan Hospital fails to provide a Librarian their membership in Docline will be terminated. The Hospital Librarians closest to Good Samaritan will allow individual physicians access to interlibrary loan services in the interest of providing high quality patient care. PSMRL will intercede by contacting hospital administrator prior to the closure of a library or before layoff notices have been delivered. PSMRL will not intervene once a personal action has occurred. Such action would be considered interference rather than advocacy and would therefore be inappropriate.

CHIP Group Members decided to draft a Letter of Concern that will be sent to the Hospital Administration and to the Board of Directors of Good Samaritan Hospital San Jose. Members will forward content to Ms. Geri Bodeker who will draft the letter and present it to members before it is mailed. The signature on this letter will indicate: Hospital, Academic, & Consumer Health Libraries Representing the Greater South Bay Area.

#### 4) MLA REPORT:

Hillary Farkas, Margaret Hsieh & Mike Liddicoat attended the conference in Seattle. All three attendees indicated that they felt this was an excellent meeting.

The Plenary speakers were exceptional. Mr. Steven Johnson, author of the Ghost Map, presented the John P. McGovern Award Lecture entitled Where Good Ideas Come From – The Natural History of Innovation. He used the 1854 London Cholera Epidemic to relate the importance of collaboration and incubation in the development of new concepts that lead to problem solution. He retold an old story and showed through the examination of historical records that much of what we thought we knew about this incident is not accurate.

Mark Funk was this year's Janet Doe Lecturer. In his talk, Our Words, Our Story he discussed his research applying Sparkline analysis to the corpus of the Bulletin of the Medical Library Association & the Journal of The Medical Library Association. In using this quantitative technique he was able to show the trends, topics, and technologies that have shaped the profession. Our profession has changed and evolved over the years in response to the demands of our patrons and the growth in new technologies. At one point in the lecture he asked the audience to raise any smart phones, iPads, or laptops they were using at the conference. The room was awash in these new technologies. His analysis shows that regardless of the methodology, teaching and assisting in the delivery of needed information remain key aspects of the service we provide and will continue to provide.

T. R. Reid author of the Healing of America discussed healthcare reform in America. He showed the fragmentation and patchwork nature of our current system and compared what we currently have to other world healthcare systems. His talk points out the disparity in outcomes in our current system. He feels eventually we will realize how destructive our current approach is and invoke an American spirit of fairness to remedy the situation.

All of the Plenary Sessions were videotaped. Hillary offered to share the code necessary to view this material if any of our members wish to review these lectures.

The exhibitors were well worth visiting. Elsevier's Clinical Key was a featured product. They are moving all their content – books & Journals to one interface. Hella was involved in the testing phase for this product. They will probably slowly transition products like MDconsult to this platform. Gerri has had some difficulty accessing MDconsult documents due to the reformatting involved in creating this new product. She was given a temporary 30day password to access clinical consult while the change occurs. Hillary reminded members of the integrated One Health concept that this product represents. This product will be expensive and Hella mentioned the importance of obtaining a price estimate before initiating a product trial. There is no sense in trialing a product your institution cannot afford.

EOS provided free copies of The Digital Library Survival Guide. This book contains information electronic content management, classification management and other topics of interest to librarians.

Educus is a new vendor that is selectively indexing medical journals to provide a more focused medical journal search engine than PubMed. This free product definitely looks like something worthy of further investigation.

The Christopher & Dana Reeve Foundation Paralysis Resource Center maintains a library of materials related to spinal cord injury and will provide these resources free as ILLS to patients and other libraries.

Author Vike Kind, provided copies of her book "Caregivers Path: Compassionate Decision Making. The Journal of Hospital Librarianship recommends this book saying it "is an appropriate and insightful guide and would be a welcome inclusion in the consumer health as well as hospital medical library." Donna J. McCloskey.

NLM's Patient Safety Perspective: Health Information and Resources Online and In Print will be of interest to Librarians. This free publication can be downloaded at <http://tinyurl.com/psperspective>

## MEETINGS:

### MLA:

Discussed changes to their database interface. They also commented on a 6 to 8% across all regions decrease in the number of Docline Requests. They are investigating possible causes for this decline in the number of articles requested

NCNMLG: Ms. Judith Mills is the new President-Elect. She spoke about changes to our membership program and upcoming meetings. Financial issues have arisen resulting from member's failure to pay dues in a timely manner. To remedy this NCNMLG is going to shift our membership year from a pay when you join to a pay in January basis. The fiscal year will then run from January 1 to December 31<sup>st</sup>. Members will be notified by letter of this change. Because of the small size of our dues prorated refunds will NOT be issued as we transition to the new dues collection format. Members will need to pay dues promptly in January or their membership will lapse. Using this strategy the organization will have funds to meet our obligations in a timely fashion.

Members have complained about the cost of NCNMLG Joint Meetings. (They also strongly indicate that they like holding the meetings at hotels in major cities). Several proposals have been suggested to increase attendance. The group is considering a Mid-Continental meeting with another group. All groups would receive a rebate proportionally based on the amount of money their group contributed if the meeting generated a profit. To decrease local meeting expenses it has been suggested that the group hold its meetings in the summer on a college campus. Experimentally NCNMLG will try this approach next year to see if it increases attendance and revenues. The next NCNMLG meeting will be held on the U C San Diego Campus in La Jolla July 24<sup>th</sup> thru the 27<sup>th</sup>, 2013.

#### CONTRIBUTED PAPERS:

Many excellent papers were presented at the meeting. The Hospital Library Section included papers on the Value of Medical Libraries (update on an ongoing study), and better ways to employ PowerPoint (including PechaKucha). The Consumer Section had several presentations on creative outreach. Papers discussed Mayo Clinic's use of Mall Space to attract and refer potential clients. The use of "Talk Show" formatted public radio programs was also discussed. Medical Libraries did a great deal of work preparing topics, and do research to answer inquires that will be presented on-air.

#### MLA CE COURSES & PROGRAMS:

Many excellent CE opportunities were available associated with the conference. The topics ranged from Genetic Information for Consumers, to Concepts in Epidemiology, to Nursing Research for Magnet Hospitals. One special program is the Disaster Information Specialization Program. Three initial courses were available at the meeting. Additional courses will be available free online and at selected locations shortly. Five basic courses (3 from MLA and 2 From FEMA) will lead to a basic certificate. Additional courses will be required for those interested in advanced certification in this area.

#### MEMBER SHARING:

##### PLANETREE:

Members were delighted to receive a tour of The Planetree Health Information Center @ the Cupertino Library. Candace Ford has updated the collection and re-catalogued items using the revised Planetree 7.0 classification that will make finding needed resources even easier. The newly instituted county fee (\$80) for out of district patrons will NOT apply to individuals wishing to search Planetrees collection. The Planetree Health Library remains free and open to everyone. Planetree is now partnering with Santa Clara County Library to provide public access to high quality health information. Planetree remains an independent agency. Candace introduced Mr. Mark Fink, Cupertino Public Library Community Librarian who has been working with Planetree to help accomplish the successful partnership between these two organizations. Mr. Fink provided some interesting statistics regarding the Cupertino Public Library. This library is actually busier than the Main Branch of San Francisco Public Library. Cupertino Public library has over 70 thousand visitors a month, they checkout 250 thousand items a month and their annual circulation is around 3 million items. This is an excellent location to showcase Planetree. Planetree's service model is slightly different but the commitment to assisting individuals in locating and using quality health information remains. With the imposition of the fee for out of district patrons, there has been a slight decrease in total users and an increase in service to district patrons. Candace briefly spoke about the CODA Alliance that focuses on end-of-life communication issues and hospice. Speakers from this

group have given presentations at Planetree and they produce a "Go Wish" game that is available through the organization.

**STANFORD PUBLIC HEALTH LIBRARY:**

The Stanford Public Health Library will be moving out of Stanford Shopping Center to its new location across the street in the newly renovated Hoover Pavilion. This is expected to occur in December 2012. They have just completed a transition to OCLC Management System.

**O'Connor Hospital Medical Library:**

Suzie Bahmanyar has been having problems with ScienceDirect accessing JAMA and Chest Articles. This may be due to the transition to the new Silver Chair Platform. Ms. Bahmanyar also wanted to know about the reliability of Sweets as an aggregator. Hella said she had good experience with this company and has been using this company for many years since they were among the first to have a journal check-in module. A good Rep makes a world of difference in the quality of experience with these companies.

**NEXTMEETING:**

**TOPIC:** The Embedded Librarian w/ Geri Bodeker from PAMF and Chris Stave from Stanford.

**PLACE:** TBD

**TIME:** TBD