CHIP MEETING MINUTES

DATE: JUNE 27th, 2014 at 10:00 A.M.

LOCATION: EL CAMINO LOS GATOS HOSPITAL

PRESENT:
El Camino Los Gatos Health Library (Mike Liddicoat)
Independent Practice (Chezire Aclimandos)
Milton J. Chatton Medical Library (Hella Bluhm-Stieber)
Milton J. Chatton Medical Library (Connie Kwan)
Palo Alto Medical Foundation Physician Library (Geri Bodeker)
Planetree Health Library (Candace Ford)
Planetree Health Library (Aleta Kerrick)
Seaton Medical Center (Jeanie Frasier)
Stanford U. School of Medicine (Hillary Farkas)
Sutter Medical Center Sacramento (Theresa Johnson)
VSP Global (Kelly Freitas)

1) CHIP Members introduced themselves.

2) Approval of Minutes from the October 2013 meeting: After reviewing the minutes, members voted approval.

3) SHARING / LIBRARY TRANSITIONS:

EL CAMINO HOSPITAL:
Both libraries are now Grant Funded thru charitable Foundation & CONCERN an employee assistance program. The libraries are required to submit a grant application along with other organizations and collect metrics to support the utilization of provided services. Two reports must be submitted each year in addition to the grant proposal.

MILTON J. CHATTON MEDICAL LIBRARY:
The management of this library is under Nursing Administration. One of the new medical directors noticed that not all physicians have access to Stanford. So he asked the library staff to give presentations at all physicians' staff meetings to inform them about available library resources. The library staff used this as an opportunity to ask the physicians for input, especially in regards to additional journal subscriptions. While evaluating the results of these surveys, Hella Bluhm-Stieber found that journal access denials numbers are pretty important. In reviewing Journal Access Denials as one of the evaluation criteria, the library was able to determine which journals should be added to the collection. Journals were proposed to be added, and the library staff hopes that the increased physician support will result in additional funds to subscribe to the proposed

journals. As a research arm of a major teaching hospital, the library maintains twenty years of print journals and five year online access.

This library is a tax supported county entity and is open to the public. Most members of the public are unaware that this service is available.

Ms. Connie Kwan discussed the savings possible through SCELC (Statewide California Electronic Library Consortium). No fees are required to join this organization. Each purchase costs $50 plus a five percent transaction fee. An example of the savings available involved Springer e-books. These books have chapter level navigation but federated searching is not available.

If the provider clicks on certain patient information in the EMR system, the parent organization receives credits under the CSRIP program. Valley Med initiated such a program. A library providing free access to MedlinePlus for patients would provide the parent organization with credits under this program. Valley Med initiated such a program.

Members briefly discussed WORLDCAT LIBRARY AUTOMATION SYSTEM and indicated that they would not consider purchasing the product because the backend required so much effort from hospital IT Departments and WORLDCAT Technical Service was so poor.

PAMF:
 Ms. Bodeker manages the Physician Library. An RN teaching model has applied to the Patient Library. Nurse Educators conduct the reference interviews and provide education to clients. Both libraries will remain under the Health Education Division of PAMF. Her new boss is one of the principle investigators in the Research Institute and is a supporter of the libraries. Geri also works twenty hours for Samuel Merritt University School of Nursing and five hours for the College of San Mateo. The College experience involves searching in a variety of non-medical areas which help to facilitate a familiarity with data sources Medical Librarians usually do not utilize. OVIDSP hosts and maintains PAMF's library web page. The page contains a link solver but federated searches are not possible. The OVIDMD search engine will not display competing products. Patrons need a password to access the system from home and some databases cannot be accessed off campus. The technical support from OVID has been excellent.

PLANETREE:

Members honored Ms. Candace Ford for her service as an outstanding pioneer in the provision of health information to consumers. She has been serving without pay for the previous several years and plans to retire in Oregon in the next few months. Over the course of her career Planetree has moved nine times and Candace has served seventeen different bosses.

Members were reminded of the historical roots of our organization, including the role Ms. Elizabeth Mason played in naming the organization which morphed into a collaborative resource sharing group.

Planetree will continue as a fully supported function at the Cupertino Library. Services will be provided by Cupertino Library Personnel. Legacy services including events, lectures, and the website will continue to be offered. Ms. Aleta Kerick will assume the position of Program Director. All event postings should be forwarded to her at Aleta@planetree_sccl.org .

SETON MEDICAL CENTER & O'CONNOR HOSPITAL:
These institutions are both up for sale. What effect this will have on these two libraries remains to be seen. There was some indication that a decision regarding the sale might be available by mid-September, but this is unlikely as the decision must be approved by all parties including the Vatican.

Another issue for these two hospitals involves their sharing one IP address and has impacted their ability to use electronic resources. One publisher, Wiley, has been quite upset about this and has threatened to sue even though the content is delivered through an aggregator like EBSCO.

STANFORD UNIV SCHOOL OF MEDICINE LIBRARIES:

Ms. Hillary Farkas discussed a program the Stanford Anesthesia Libraries are using to manage e-books. Inkling.com provides the service which works well with mobile devices but is less usable with desktop applications. The system can only be accessed one person at a time and each user must logoff before anyone else can use the system. As older editions are removed, new editions must be purchased each time a new edition is published.

SUTTER RESOURCE LIBRARY:
Ms. Theresa Johnson has initiated a new Health Ambassador Program for inpatients.

VSP:
Ms. Kelly Freitas manages a library that provides both traditional Medical Library Services and Corporate Intelligence to her patrons. She is also volunteering at the Sutter Resource Library to do reference interviews and provide condition specific information to hospitalized patients upon request.

4) **PATIENT CENTERED CARE DISCUSSION:**

Mr. Liddicoat and Ms. Bodeker briefly discussed the importance of patient centered care. The role of the EMR and the library's involvement in selecting patient educational materials was discussed. The following article was provided to members: Enabling patient-centered care through health information technology (PMID 24422882)

5) **SUTTER MEDICAL CENTER SACRAMENTO HEALTH INFORMATION AMBASSADOR PROGRAM:**

Ms. Theresa Johnson developed a program to bring health information to hospitalized inpatients at Sutter Medical Center Sacramento.   The concept was developed after considering a program started in San Diego by Ms. Jackie Davis. **(MLA NEWS June/July 2012)**

At Sutter Medical Center Sacramento, The Ambassador Program is under the supervision of the Director of Nursing Education. Two main functions of the program are to provide requested health information to inpatients and to promote library services. Trained volunteers (often new nursing school graduates) go to the Orthopedic, Telemetry, Med/Surg ICU and Neurology Units and check in with the nursing station to determine which patients might be interested in the service. The volunteers can demonstrate the use of MedlinePlus on i-Pads and take specific search requests back to the Medical Librarian. Once the Librarian completes the search, results are returned to the patient. Information about the Health Library is included with the requested information in hope that individuals will consider using library services after they are discharged. A disclosure form is also enclosed. The library provides general information about conditions and treatments but does not teach patients and is not providing diagnostic or therapeutic suggestions.

This program was previewed in a Latitudes Reflection Article May 1, 2014.

6) **SLA REPORT:**

Ms. Jeanie Frasier reported on the recent SLA Conference held in Vancouver, BC. SLA membership has declined as many librarians have moved into positions in corporations and SLA has not remained in contact with these individuals. There were approximately 1600 attendees. The leadership has made some poor financial decisions.

One of the sessions highlighted the importance of properly organizing visual information before one makes a presentation**.** Three different graphs were presented. Each graph shows a different interpretation of the same data. This highlights the importance of looking at data in advance to determine what information should be presented to a specific audience in order to help them crystalize the topic being presented. Presenting only the data that best supports a topic without including unnecessary information reduces confusion and saves time for the audience.

Exhibitors included a new company, Onelog. This is a cloud-based link resolver library management company. Services provided include usage statistics, costs, automated password, access control, and a library dashboard showcasing a libraries electronic resource.

NLM has a new flyer entitled "NLM 4 CAREGIVERS" This resource lists and describes NLM Resources that are specifically focused on Lay Caregiver needs. This is a very appropriate handout to give public patrons seeking Health & Wellness Information.

Several Language Translation Services were highlighted. These include the Refugee Health Information Network (RHIN) available on the web at http://rhin.org/ and AT&T Language Line information on the web at https://www.att.com/media/att/2011/support/Traveler/USADirectTravel-LangAsst.pdf

7) **CHIP WEBSITE REMINDER:**

Members were reminded of the CHIP WEBSITE PASSWORD and invited to review postings on upcoming webcasts, teleconferences, educational programs, job opportunities and CHIP Blog Posts.

8) CHIP BYLAWS & GUIDELINES:

Members agreed to have a committee review these documents and report back to the board at the next meeting. Geri Bodeker, Hella Bluhm-Stieber, & Mike Liddicoat will work on this project.

9) CONFERENCE INFORMATION:

The Quint Essential Joint meeting is scheduled for October 12th through the 16th, 2014 in Denver. MLA chapters responsible for organizing this conference are: MCMLA, MLGSCA, NCNMLG, PNCMLA, SCCMLA. The conference website is: http://blog.hsl.washington.edu/quint/

NEXT MEETING TOPIC: TBD

SPEAKER: TBD

NEXT MEETING DATE: Wednesday, November 12 at 9 am.

NEXT MEETING LOCATION: KAISER PERMANENTE, SANTA CLARA