

Taking Information to Patients: Partnering to Create Library Satellites

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Library for Health Information in the Atrium, John A. Prior Health Sciences Library

Introduction

At Ohio State (OSUMC) plain language health information is provided by the Library for Health Information (LHI), located on main campus. The LHI is the consumer health branch of Prior Health Sciences Library.



Because the Medical Center is a far-flung operation encompassing off-site family practice locations, ambulatory care units, and affiliated hospitals there was a need for innovative ways to provide consumers at these sites with personalized library service.

Background

In mid-2005 the consumer health librarian and the program manager for patient education (PE) at The Ohio State University Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute (The James) selected an ambulatory breast cancer treatment site in suburban Columbus at which to establish a pilot self-serve library satellite. Furnishings suitable for a library were at the site (JamesCare, Dublin), having been used a decade before as a patient resource center.

Satellite Goals

- Provide personalized health information off-campus by utilizing volunteer site assistance and Web 2.0.
- Raise LHI service profile.
- Utilize clinical staff knowledge in library collection development.
- Encourage project ownership among site clinicians.

Pilot Project

- Site manager, clinicians, librarian & program manager comprised Advisory Committee.
- Committee designed satellite, which included computer, telephone connection to main LHI & locked reference request box.
- Budget responsibilities shared.
- 73 titles selected from OSUMC PE Inventory, NCI, ACS & commercial vendors.
- Clinical ladder nurse & site clerk recruited to monitor display racks & reference requests.
- Librarian & program manager created an inventory control tracker.



Achievements

- The self-serve model is a success

Materials Distributed		
Fiscal Year	Total N	Growth
2005 (half yr)	1109	–
2006	2624	137%
2007	4222	61%
2008	5459	30%

- Site clinicians and office staff now consider the LHI the “go-to” resource for consumer health information.
- The Advisory Committee continues its active stewardship of the satellite with quarterly meetings.
- Increased participation by clinicians in OSUMC PE handout development.

Growth

The partnership between library, patient education, and clinicians has been so successful that the satellite model has been adapted at three other OSUMC sites: Dodd Hall (Rehabilitation), Ambulatory Surgery-Rhodes Hall, and the Medical Intensive Care Family Waiting Room. Among other units considering a library satellite is the Ross Heart Hospital Family Waiting Area.

Our motto – *Personalized health information for you*

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