Health Equity through Health Literacy in New Orleans: Assessing information needs and training outcomes (11738)

Tulane University
Rudolph Matas Library of the Health Sciences
New Orleans, Louisiana

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Quarterly Report #1
May 1, 2015 – July 31, 2015
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Project Summary
Please provide a brief, one-paragraph narrative summarizing major accomplishments made during the reporting period.

In this quarter, we provided and sent invoices for document delivery services, and refined project plans with partners.

Description of Progress Toward the Project's Major Objectives
Describe the specific steps or activities used in the following areas: Administrative/Planning Activities, Collaborations/Partnerships, and Web Site Development Activities.

Administrative/Planning Activities
1. LPHI Document Delivery and PubMed class: LPHI
This project seeks to improve access to authoritative health information among public health professionals who are unaffiliated with an academic health science library through document delivery and PubMed instruction. Our Serials Librarian met with the LPHI coordinator to review the document delivery process and sign a contract.

2. Health Equity through Health Literacy Training: CGHC
The health literacy project with Common Ground Health Clinic (CGHC) will utilize a train-the-trainer model to help Hispanic/Latino and other interested CGHC clients identify and utilize authoritative health information online. I revised the plan and both the volunteer and client lesson plans to assure that the activities aligned and consistent language was used in each of three documents. I also sought to get in touch with project partners (LHOP and CGHC Outreach Coordinator) who were identified in the March proposal. Both are no longer employed at the Clinic.

In the meantime, a new partner, Luke’s House Clinic, expressed interest in the project. I wrote a new plan and developed both a new volunteer training lesson plan and a patient lesson plan based on the CGHC plan.

Also, I learned that plain language materials in English and Spanish (X-Plain) are only available from the Patient Education Institute with a purchased license. A representative from PEI requested that I send documents describing the project and she will develop a cost.

3. MedlinePlus class for public librarians: NOPL and Algiers Regional Branch
In this project, librarians and staff at the Algiers Regional branch of the NOPL and those invited from the larger NOPL system will participate in MedlinePlus class to support the health literacy training program at neighboring CGHC. No administrative activities to report.
4. **Train seniors to use MedlinePlus and other online NLM resources**
   In this project, Rosa Keller Library patrons who are Seniors living in the Broadmoor neighborhood will learn to identify authoritative health information online using iPads and desktops and report easily accessing health information. No administrative activities to report.

5. **Introduce NLM K-12 resources to science teachers and public health professionals**
   In this project, we will exhibit at the 2016 Louisiana Environmental Education Symposium and the Louisiana Public Health Association
   - **2015 Louisiana Environmental Education Symposium:** No administrative activities to report.
   - **2015 Louisiana Public Health Association annual meeting:** No administrative activities to report.

**Collaborations/Partnership Activities:**

1. **LPHI Document Delivery and PubMed class: LPHI**
   - **LPHI PubMed class:** Create Qualtrics survey to evaluate. No activity this quarter.
   - **LPHI Document Delivery class:** Create evaluation survey. No activity this quarter.
   - **Document Delivery:** Documents were ordered in May and July. No documents were ordered in August. We sent 2 pre-paid invoices to LPHI to document both the number of articles and the cost. Three staff ordered 11 documents, expending $165 via the Loansome Doc system in Q1.

2. **Health Equity through Health Literacy Training: CGHC**
   - **Modify an existing 20-minute visitor lesson plan, Modify an existing 45-minute volunteer lesson plan:** I revised the plan and both the volunteer and client lesson plans to assure that the activities aligned and consistent language was used in each of three documents. I also sought to get in touch with project partners (LHOP and CGHC Outreach Coordinator) who were identified in the March proposal. Both are no longer employed at the Clinic. In the meantime, a new partner, Luke’s House Clinic, expressed interest in the project. I wrote a new plan and developed both a new volunteer training lesson plan and a patient lesson plan based on the CGHC plan.
   - **Create volunteer and patient/client survey:** I created both the volunteer and patient/client survey.
   - **Enter Outreach Activity Data Collection Form and Participant Information Sheet into OAR system:** No activity this quarter.

3. **MedlinePlus class for public librarians: NOPL and Algiers Regional Branch**
   No activity to report this quarter.

4. **Train seniors to use MedlinePlus and other online NLM resources**
No activity to report this quarter.

5. **Introduce NLM K-12 resources to science teachers and public health professionals**
   - **2015 Louisiana Environmental Education Symposium:** The Louisiana Environmental Education Commission announced the date of the 2016 meeting: February 19-20, 2016. I sent information about it to the Assistant Director of Training and Educational Leadership, Tulane University School of Public Health and Tropical Medicine, Department of Global Environmental Health Sciences, in case she wants to exhibit with me
   - **2015 Louisiana Public Health Association annual meeting:** No activity to report this quarter

**Website Development Activities:**
1. **Health Equity through Health Literacy Training: CGHC**
The Health Literacy Training Guide was revised to include all project documents http://libguides.tulane.edu/healthliteracy/HealthLiteracyTraining

**Evaluation**

How is the project being evaluated? What results are being achieved based on the objectives of the project?

**Five projects are being evaluated using target outcomes for each objective.**

**Goal 1: Increase access to health information for health professionals**

**Objective 1.1:** At least 50% of LPHI staff (25) will order articles from the Rudolph Matas Library of the Health Sciences.

**Target (Outcome 1.1):** 50% of 25 (12) LPHI staff, number of documents ordered, and total cost

What results are being achieved based on the objectives of the project? In this quarter, three (3) staff of 25 (@15%) ordered 11 documents.

**Goal 2:** Increase the proportion of local public health personnel who receive continuing education consistent with the Core Competencies for Public Health Professionals (PHI-2).

**Objective 2.1:** At least 80% of LPHI staff who receive training on PubMed will report one or more things they learned about PubMed features at the end of the training session.

**Target (Outcome 2.1):** 80% of 25 (20) LPHI staff

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter
Goal 3: Increase the proportion of Common Ground Health Clinic (CGHC) Volunteers and Hispanic/Latino clients who can identify authoritative health information online

Objective 3.1: At least 90% of CGHC volunteers who receive training on evaluating health information will report at least 3 attributes of authoritative online health information.

Target (Outcome 3.1): 90% of CGHC volunteers (36) will correctly state at least 3 attributes of authoritative online health information

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter

Objective 3.2: At least 50% of CGHC Hispanic/Latino clients who interacted with trained volunteers will state at least 3 attributes of authoritative online health information.

Target (Outcome 1.2): 50% of Hispanic/Latino clients who interacted with trained volunteers (100) will correctly state at least 3 attributes of authoritative online health information

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter

Goal 4: Increase the proportion of online health information seekers reported easily accessing health information (HC/HIT-9)

Objective 4.1: At least 75% of CGHC Hispanic/Latino clients who interacted with Volunteers will demonstrate easily accessing MedlinePlus using an iPadAir or smartphone.

Target (Outcome 2.1): 50% of CGHC Hispanic/Latino clients who interacted with Volunteers (100) will accurately show the Volunteer a MedlinePlus webpage on an iPadAir or smart phone.

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter

Objective 4.2: At least 100% of NOPL Librarians and staff who participated in a MedlinePlus class will demonstrate easily accessing MedlinePlus

Target (Outcome 2.1): 100% of NOPL Librarians and staff (20) will demonstrate easily accessing MedlinePlus

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter

Goal 5: Increase the proportion of Latino clients at Common Ground Health Clinic (CGHC) who correctly state disease or diagnosis-related health information online

Objective 5.1: At least 50% of CGHC Hispanic/Latino clients who interacted with Volunteers will state at least 3 facts related to their diagnosis/es and/or a chronic disease that they learned through accessing MedlinePlus

Target (Outcome 5.1): 50% of CGHC Hispanic/Latino clients who interacted with Volunteers will correctly state at least 3 related to their diagnosis/es that they learned through accessing MedlinePlus

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter
Goal 6: Promote awareness of NLM resources and services by exhibiting at health professional meetings.

Objective 6.1. At least 20% of booth visitors at the 2016 Louisiana Environmental Education Symposium will indicate interest in NLM resources by leaving a business card

Target (Outcome 6.1): 20% of booth visitors will indicate interest in NLM K-12 resources

What results are being achieved based on the objectives of the project? No evaluation results to report this quarter

Other

Contact your RML or Center for additional reporting requirements for this field. If available, include URLs for press releases, advertisements, and newsletter articles.

Problems encountered/lessons learned:

1.   LPHI Document Delivery and PubMed class: LPHI
   The LPHI administrator is not using the suggested method to record how many unique users are ordering documents.

2.   Health Equity through Health Literacy Training: CGHC
   Staff turned over at the CGHC. The good thing is that the delay allowed time to:
   a.   refine the plan and lesson plans to assure that the lesson plans match the master plan and all links are active.
   b.   investigate the cost of purchasing a license from PEI to use their materials.
   c.   articulate a pre-assessment for volunteers and create a survey.
   The bad thing is that this caused a delay in implementation.

3.   MedlinePlus class for public librarians: NOPL and Algiers Regional Branch
   No problems encountered this quarter.

4.   Train seniors to use MedlinePlus and other online NLM resources
   No problems encountered this quarter

5.   Introduce NLM K-12 resources to science teachers and public health professionals
   No problems encountered this quarter

Publicity: No publicity created this quarter.

Product/Resource Development Activities:
No product/resource development activities were conducted this quarter.

Attachments sent by email:
1.   Invoice
2.   Q1 Report