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SPRING 2002 Volume 27 (1)

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President's Letter

Thank goodness it is Spring! The flowers are peeking out their heads at long last, and the weather seems to have finally turned. It is time for a new beginning, and so it is with IHIA. In looking through the records of our organization, I noticed that the bylaws have not been reviewed since 1995. While major changes are not necessarily in order, I think we need to review those bylaws and ensure they reflect with the way our organization is operating today. We will take up the subject as part of the business session at the IHIA Spring meeting scheduled for Friday, May 10th in Twin Falls. Please mark your calendars—I hope to see a great many of you there.

When I solicited ideas for CE offerings at the Spring meeting, one of our long time members expressed a desire to discuss where the future of the small medical library is going in this age of electronic resources. What can we expect, and how can we prepare? In that vein, I would also like to initiate a discussion about where our IHIA organization is headed, and whether it truly is meeting the needs of the membership in these days of limited budgets, travel restrictions, busy work schedules, multiple personal commitments, and a membership approaching retirement age (owww!--should we all wear purple and compare our graying hair?).

So please come to the Spring meeting in Twin Falls prepared for a lively discussion that will hopefully help us find a new perspective on how to eagerly meet the future while making IHIA a more vibrant organization that offers expanded member support, networking opportunities and relevant continuing education resources.

Pam Spickelmier, IHIA President

News From Around the State



Eastern Idaho Regional Medical Center, Idaho Falls EIRMC Repeats Høglund Survey

Surveys are used to determine information needs and identify the scope, complexity and quality of services being provided by EIRMC's medical library. A Medical Library User Survey was completed in 2000, repeating the same questions used 10 years earlier. The survey was sent to patrons who requested library services for 1 month. Twenty-five surveys were returned as compared to 1990 when twenty-six surveys were completed. The questionnaire was developed by Raymond Høglund at Ricks College and presented to Idaho Medical Librarians at IHIA meetings in Sun Valley at the annual fall meeting.

Raymond W. Høglund first utilized the questionnaire based on marketing research from Texas A&M using the SERVQUAL tool in academic, public, and medical libraries in Idaho, Montana, and Utah. Høglund's survey found the academic library services had an overall rating of 4.21, public library patron's rating of services was 4.52 and medical libraries had the highest service rating of 4.66. IHIA libraries that participated in the survey were: EIRMC, Mercy Medical Center, St. Alphonsus Regional Medical Center, St. Luke's Regional Medical Center and VA Medical Center.

EIRMC's Medical Library results:

Question #	1990	2000
1	4.96	5.0
2	4.88	4.88
3	4.92	4.88
4	4.85	5.0
5	4.85	4.84
6	4.74	3.72
7	4.73	4.83
8	4.62	4.72
9	4.60	4.38
10	4.33	4.60
11	4.77	4.92
12	4.92	4.96
13	4.92	4.96
14	4.81	4.91
15	4.96	4.92

The survey pointed out a problem area for the library with available study space, question #6. In 1998, an end-user computer station was added to the library. The workstation was placed in one of the quiet study rooms. There is now only 1 table for group study in the library with three individual study carrels in the stack area. More teams are using the library for research on quality improvement projects. With the current space limitations, they do the research as individuals and meet in a classroom later to discuss findings. Eliminating #6 (study space) from the survey, the EIRMC library scored an average of 4.79 in 1990 and improved to 4.85 in 2000 for overall user satisfaction. These findings were presented to the library committee and used in JCAHO documentation for quality improvement as well. Maybe you will want to repeat the survey at your library.

Nitecki, D.A. (1997). SERVQUAL: Measuring Service Quality in Academic Libraries.

<http://www.arl.org/newsltr.191.servqual.html> Retrieved from the World Wide Web March 4, 2002

SAMPLE SURVEY

**Medical Library
Eastern Idaho Regional Medical Center**

Please grade us on our service with a #2 pencil.

	Never	Seldom	Sometimes	Usually	Always
1. Are the facilities clean?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the library staff consistent in providing what is promised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you receive accurate information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you receive individualized attention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you feel the library staff is informed and knowledgeable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Is there sufficient study space?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Are your information needs understood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Are your information needs met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Is the card (automated) catalog easy to use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Is the computer terminal(s) easy to use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Do you receive prompt service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Do you feel the library staff is willing to help?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Is the library staff courteous?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Are requests completed within the designated time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Do you feel welcomed and valued?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kathy Nelson



Mercy Medical Center, Nampa Moving & Shaking

Things are really busy here at Mercy Medical Center, Nampa. Due to the rapid growth in this area, it has become necessary for the medical center to undergo continual remodeling and construction. Currently, the entire front of the facility is being remodeled. The projects include a new waiting/registration area for the emergency department; a new area for out patient pharmacy; a new lobby; new offices for Accounting and Patient Access. All departments located in these areas had to be relocated to fourth floor and will return again after construction is completed. I am in awe of our Facilities Department and their handling of the logistics of everything going on here, including parking nightmares.

My office has been permanently moved out into the library into what used to be the doctors reading area. My new office is small and cozy with two walls of glass to enjoy the view of storms moving in over the Owyhee Mountains. Library business has been brisk. The library is located by the temporary main entrance and more visible to the public. I couldn't have asked for better PR for the library. There will be some serious library PR soon. I have been asked to do a two-minute vignette on library services that will be used for television. I am very excited about it. We are going to address the many faces of library services. Hope to see you all at Twin Falls.

God's blessings, Jan Walters

Kootenai Medical Center, Coeur d'Alene Staff On the Go



Marcy Horner was recently recognized in the Spokane newspaper, the Spokesman Review, for obtaining significant grant monies for Kootenai Medical Center. The \$1.3 million grant was from the Community Access Program. It's focus is to improve access to healthcare for the uninsured and underinsured in the five northern Idaho counties. We will set up sliding scale clinics in each county. Some will become Federally qualified Community Health Centers (they get special reimbursement for medicaid that way, and reduced costs for drugs) - each county is to develop strategic plans to improve insurance coverage- (there will be outreach for the Children's Insurance Program for example). There is also \$500,000 for MIS network development, so we are implementing an Internet Protocol Wide Area Network between the five hospitals with Meditech shared by three of the five hospitals. In addition, we received \$530,000 to improve our Telehealth capacity, and another three-year rural health outreach project @ \$200,000 per year to fund a mobile clinic for dental and general health screenings.

Jim Makovec has just come on board the DeArmond Consumer Health Library as a library technician. Jim is a retired Air Force med-evac technician, and a welcome addition to Joan Hust's staff.

Lyn Hauer is leading the charge at Kootenai to convert to the Endeavor system, which NLM and the Library of Congress currently use.

Beth Hill has just received her AHIP certification, and Joan Hust has submitted her AHIP application to the Medical Library Association.

Joan Hust is starting her Spring promotion of the DeArmond Consumer Health Library services by visiting local schools, attending meetings of support groups, and also going to various civic group meetings. Joan reports that the DeArmond Consumer Health Library served approximately 500-700 patrons, fielded 165 phone calls and performed 96 searches for information during the month of February.

Joan has also organized a Reading is Fun book fair that, in addition to raising funds to support her library, also encourages reading in the community. If you would like more details on organizing such a fair, Joan would be happy to share her expertise and enthusiasm.

Joan Hust & Marcy Horner



MAGIC VALLEY REGIONAL MEDICAL CENTER – Twin Falls Changes Abound

The biggest changes have been caused by the purchase of the Twin Falls Clinic & Hospital Jan. 1 & the closing of their inpatient services March 1. Their 20+ doctors are now on the MVRMC staff, and many of their 200+ employees are now MVRMC employees. All the offices on the upper floors of MVRMC that were once patient rooms had to be quickly restored to patient rooms, displacing many employees, and moving some out of the hospital into other buildings. Space is at a premium – more so than usual. Of course this means covetous eyes have been cast upon the Library, and we are now in a fight for our lives! They want to downsize & move the library. I am in the midst of preparing a report to try to convince them we need to keep the collection and as much space as we have now.

The Education Dept. changed to a different staff education program – the mandatory training every employee takes every year -- and all employees in that department (which includes Library staff) are under a deadline to pilot test the program and comment on it. Plans are to move the Education Dept. to a building off campus, across a busy street. Not a happy prospect.

I am scheduled to present “If It’s Medical, It’s Hot” at the Idaho Library Association meeting in Twin Falls April 18. I hope I am prepared by that date!

So, you see this must be a brief report while I jump back into the fray. See you May 10th.

Nola Higley

***Doctors Memorial Library
St. Joseph's Regional Medical Center – Lewiston
A New Face***



Marilyn Irvine is the new librarian at St. Joseph's Regional Medical Center, and she can be reached at e-mail address: mirvine@sjrmc.org. Marilyn replaces Susan Jones who retired to spend more time with her family.

Welcome, Marilyn!

***Kissler Family Health Sciences Library
St. Alphonsus Regional Medical Center – Boise
Consumer Health & Fulltext Resources***



At the Kissler Library we continue to work to expand our business/management and consumer health collections. Also, more hospital departments are using the library for circulating materials for them. We find this helps get more people into the library where we can acquaint them with our resources. We have accepted an idea from Joan Hust (patient prescription pads) and are implementing that. Rather than asking the physicians to facilitate the patient asking the library for information, we are asking the nurse managers (at the physician's suggestion).

The idea is that a patient who wants more information about their illness can use this forum to get patient information from the library. MDConsult, Micromedex and MedlinePlus have very good patient leaflets. In the process, we are getting the opportunity to walk the nurses through these programs ...show them what is available and how they could print the material off if they so chose.

We have cancelled our OVID package lease, which gave full-text access to journals we have in our collection. We are purchasing an EBSCO package, which gives full-text access to 1,700 titles even though many are embargoed from 3-12 months. Our goal is to offer more full-text access at less cost. EBSCO will participate in the PubMed Linkout program.

Dot Dreyer

***Dr. Maurice M. Burkholder Health Sciences Library
St. Luke's Regional Medical Center – Boise
Adjustments for a Growing System***



After an approximate 9 month hiatus to allow for remodeling and building of a Mountain States Tumor Institute cancer treatment clinic at the St. Luke's Meridian site, the Family Health Information Center is being re-established in the first floor lobby of St. Luke's

Meridian Medical Center, Phase II. This consumer health resource will be located adjacent to the espresso bar being built later this Spring, and will eventually also be adjacent to a small clinical library which is scheduled for later this year. Volunteers and consumers had been clamoring for us to re-establish the library, and according the volunteer who has primary responsibility for stocking and re-ordering materials, the pamphlets and brochures have been flying off the shelves. Central location seems to be the key to the popularity of this resource. The consumer health collection established at the downtown campus facility in the new Health Sciences Library space does not get nearly as much use.

The Library staff is scrambling to meet the needs of all of the new facilities joining the St. Luke's system, preparing for the triennial JCAHO survey this summer, and completing coordination of the coffee table book being published in celebration of St. Luke's first one hundred years. We are re-writing policies to reflect a health care system focus. We are also seriously looking at adding STATRef online textbooks to the Micromedix, MDConsult, Ovid CINAHL and Cochrane databases we already offer in order to avoid duplicating print collections at our new and distant affiliates. St. Luke's now offers library services to St. Luke's Wood River Medical Center, St. Luke's Meridian Medical Center, Mountain States Tumor Institute in Twin Falls, Gooding County Memorial Hospital, Elmore Medical Center (Mtn. Home), McCall Memorial Hospital, MSTI Nampa, Challis Clinic and soon to MSTI Fruitland. This is in addition to the staff and students that use the original downtown St. Luke's facility. We are wearing our running shoes and virtually changing hats daily in order to keep up with our new and challenging environment.

Pam Spickelmier



Personal Notes

☺ Joan Hust, Kootenai Medical Center, is just back from another exciting trip to Guatemala where she opened mini libraries in five K'Ekchi orphan schools. Joan has been raising money to support her efforts by speaking to local groups.

☺ Sandy Hight, St. Alphonsus Regional Medical Center, has started pursuit of a library technician degree. She is also looking forward to horse camping trips and cowboy poetry functions with her husband this summer.

☺ Lisa Thompson and Denise Wise of Kootenai Medical Center fame have both been traveling recently. Lisa is back from a trip to Disneyland, and Denise from a treasure trip to Greece and Rome.

☺ Kelly Woodall, Assistant Librarian/Interlibrary Loans at St. Luke's became a proud, first-time father in January. Kelly, Baby Matthew and Mama Beth are all doing just great.



Minutes – Fall Meeting/Sun Valley, Idaho

Idaho Health Information Association
9 October 2001

Members present: Pam Spickelmier, Amy Claybaugh, Nola Higley, Marcy Horner, Joan Hust, Teresa Murdock, Nancy Griffin and Margaret Davis



Minutes and treasurers report was submitted for review.
See attached copy of list of checks for sale of Union Lists.

After some discussion it was moved and seconded that a letter be drafted by Marcy Horner and Pam Spickelmier to invite BSU to become Docline participants and make their collection available to other users. Motion passed unanimously.

Requests for professional development applications for Pam and Joan were approved and are on file.

It was announced that CD Roms are available for Union List and after some discussion it was decided to continue to make available paper copies as well.

There was discussion on a consumer education video promoting the Health Information Association. Everyone thought it sounded like a good idea but no one has the time to do it. Discussion followed on developing a health information display for health fairs. It was recommended that more money be allotted to Professional Development.

Discussion followed on changing the fall meeting to meet with PNC instead of IHA. No action. Changing the bylaws to pay some of the expense to go to PNC out of the Professional Development Fund. Discussion to consider underwriting expense to PNC for continuing education. This is to be done in conjunction with application to PNC for professional development. No action. Discussion to move Fall meeting to Boise. No action.

It was moved and seconded that the amount of money for library related courses for professional development grants be increased according to the need and number of requests up to a maximum expenditure of \$1,000 per year while maintaining a minimum balance of \$1,000. Other guidelines should remain the same. Motion carried.

Marcy will modify the web site to reflect changes in guidelines. She will also post the minutes and treasurers report.

New Business:

The spring meeting will be held in Twin Falls. Nola offered to help with the arrangements.

St. Luke's Pam announced that the consumer health library and the Meridian site should be up and running by June or July.

Kootenai Joan and Marcy reported on the Senior Striders program at the mall. They provided a library promotion for a mini health fair.

Madison Memorial Teresa reported on the health fair that their hospital sponsored to celebrate their 50th anniversary.

There being no further business the meeting was adjourned.

Margaret Davis, Secretary/Treasurer

MEMBERSHIP REMINDER

Excerpted from the IHIA Bylaws:

"The purpose of the Idaho Health Information Association is to promote the dissemination of health information to health professionals in Idaho. It is intended that the members of this organization will work together effectively, sharing individual knowledge and ideas, while maintaining open communication with health information providers throughout the state and region. It shall also be the purpose of IHIA to encourage full utilization of available resources; increase its members' knowledge and proficiency through continuing education programs; and to encourage the sharing of new resources of health information when and where they become available."

If you would like more information about IHIA or have any questions, please contact any of the following IHIA officers:

Margaret Davis, Secretary/Treasurer
Bingham Memorial Hospital Library
110 Goodwin Dr.
Blackfoot, Idaho

Phone: 208-785-3896
E-mail: mdavis@binghammemorial.org

Pamela Spickelmier, President
Dr. Maurice M. Burkholder Health Sciences Library
St. Luke's Regional Medical Center
190 E. Bannock
Boise, Idaho 83712

Phone: 208-381-2277
E-mail: spickelp@slrhc.org

Idaho Health Information Association membership dues for the 2002 year are now payable. Please make your checks in the amount of \$20.00 to IHIA and mail along with this form to:

*Idaho Health Information Association
c/o Margaret Davis, IHIA Treasurer
110 Goodwin Dr.
Blackfoot, Idaho 83221*

Name _____

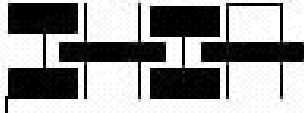
Facility _____

Mailing Address _____

City _____ **State** _____ **Zip** _____

Phone _____ **E-mail Address** _____

Fax _____ **New Member?** **Renewing Member?**



Idaho Health Information Association

SPRING MEETING AGENDA

Magic Valley Regional Medical Center
Twin Falls, Idaho

Doctor's Meeting Room

Lower Level through Cafeteria

Friday, May 10th

9:30 a.m. – 4:00 p.m.

*9:00 a.m. Welcome & Introductions
Light Continental Breakfast*

Pam Spickelmier, President

9:30 a.m. Business Meeting

Old Business

- a. Approval of Minutes*
- b. Treasurer's Report*

*Margaret Davis, Secretary/Treasurer
Margaret Davis, Secretary/Treasurer*

New Business

- a. Review & Revision of Bylaws*
- b. Individual Library Reports*

*Pam Spickelmier
All Attendees*

11:30 a.m. Lunch -- No Host

1:00 p.m. Continuing Education: Virtual Reference Services. . . What, Why and How?

The rise of the Internet has been matched by a decline in the number of patrons using your library services. Many now come to your libraries to use your computers to access the Web for reference information and some have stopped coming altogether. "How do we get our patrons back?" would have been our traditional response. A more cogent question might be: "How can we move our services to wherever our clients are?"

Where our clients are is increasingly on the web. By offering virtual reference information via the web, we librarians have an incredible opportunity to create a whole new dimension and meaning to the term "reference service." A number of important projects are aimed at bringing clients back by offering remote reference services that allow their patrons to access them 24 x 7.

The videos will clarify the differences between traditional and virtual reference services and analyze new services' organizational impact. Programs will discuss what works, what pitfalls to avoid, what new skills are required and what must be changed within your library. The first program will give an overview of the current state and variety of virtual reference services, their future prospects and their challenge to the library community. The second video will present successful implementations of virtual reference services to show how library professionals meet that challenge.

3:00 p.m. Discussion: The Future of Idaho Medical Libraries and How Can IHIA Help Members Meet That Future

4:00 p.m. Adjourn