

Make A Difference!

The story of one collaborative effort among libraries and hospitals.

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Seed: In the spring of 2004, the Carpenter Library hosted a NN/LM class on "Consumer Health Resources" that brought together staff from public, medical, and academic libraries, the medical center, and public health departments. During the lunch break, members of the group discussed the development of collaborative projects to improve access to health information for members of our community. The Forsyth County Public Library, Medical Library, and Brenner Children's Hospital representatives identified a project that would further develop the Family Resource Center at the hospital as a community resource for pediatric health information.

In the fall of 2004, the Carpenter Library, the Family Resource Center of Brenner Children's Hospital, and Forsyth County Public Library, were awarded \$39,995.00 to improve consumer access to pediatric electronic health information by the National Library of Medicine. The primary goal of this project was to create a partnership among the Public Library, Medical Library, and Children's Hospital to increase accessibility and understanding of pediatric health information for children and families who are receiving health care at Brenner Children's Hospital. Four principal needs were identified:

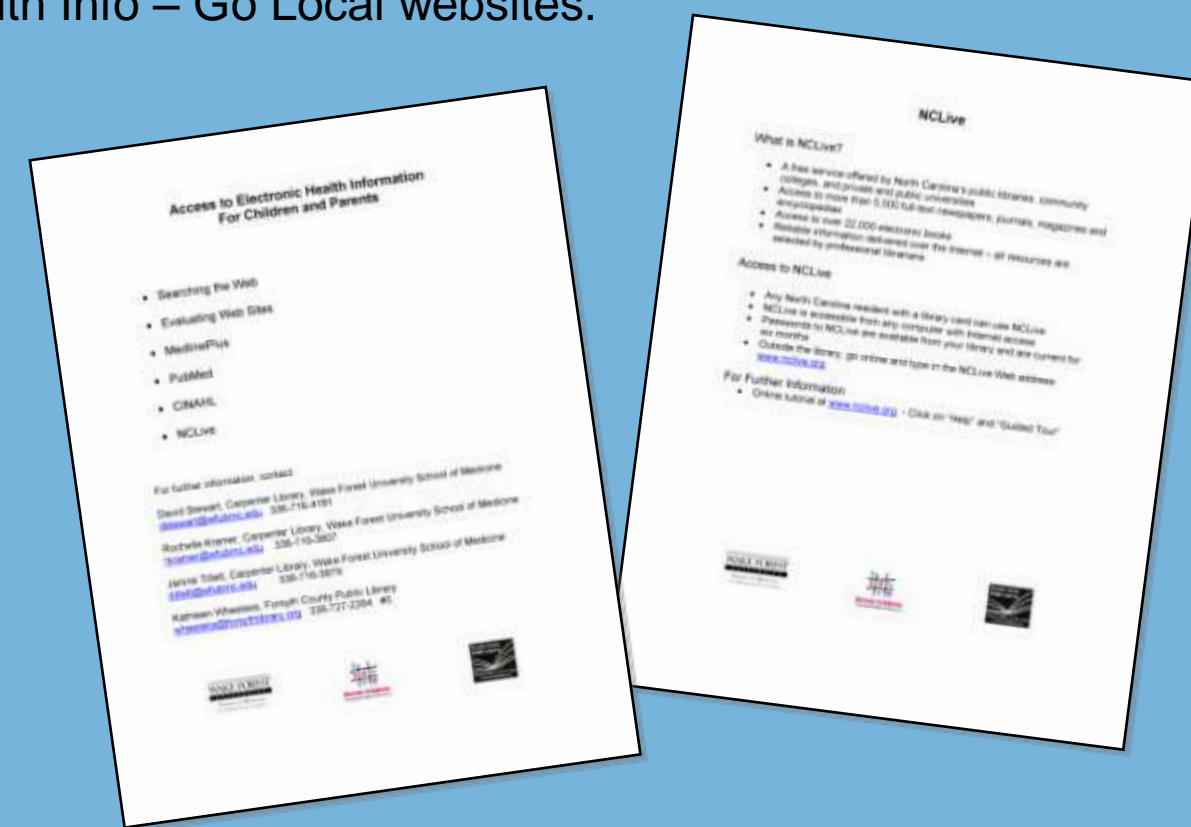
- Many health care providers lacked training in accessing electronic information as well as strategies for evaluating the value of the resources, therefore limiting the assistance provided to health care consumers.
- Children and their families needed information to make informed health care choices.
- Children's hospitals and other organizations had developed educational resources that they shared on the internet but staff, children, and families did not know how to access this information.
- Patient educators had developed general education pamphlets for children and families, yet found it difficult to cover all possible diagnoses and to constantly update the printed content with new information.

Award: NN/LM Funding
Awarded September 2004 for
Access to Electronic Health
Information for Children and Parents
at Brenner Children's Hospital.



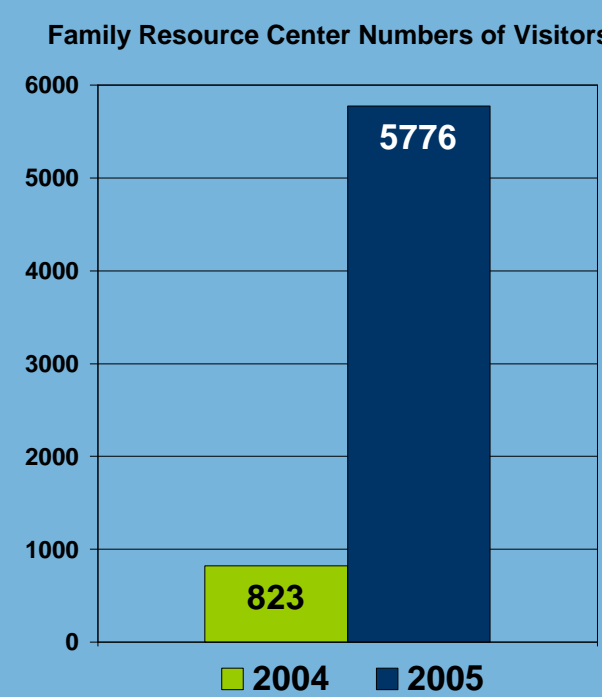
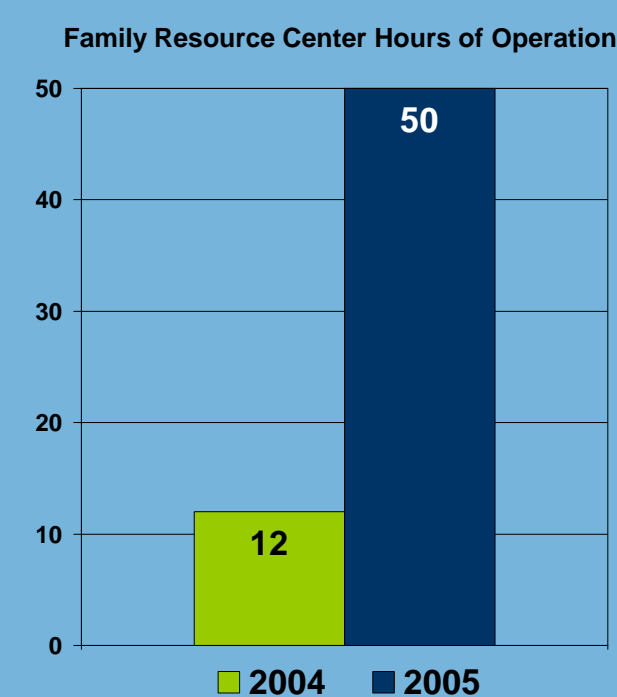
Need #1: Increase the skills and knowledge of hospital volunteers and health care providers to access, retrieve and evaluate electronic health information.

Result #1: Librarians from the Carpenter Library and the Public Library trained 27 Brenner nurses and volunteers how to search for and find consumer health information using Medline Plus, PubMed, NC LIVE, and the NC Health Info – Go Local websites.

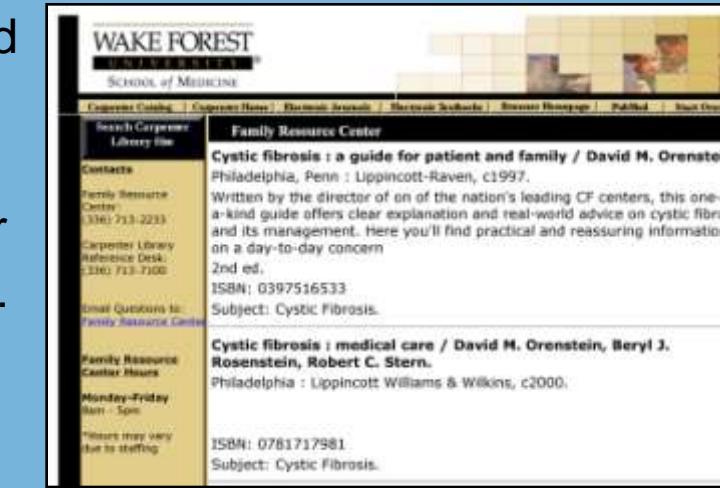


Need #2: Increase consumer (pediatric patients and families) access to local, state, and regional electronic health information.

Result #2: Brenner hired an experienced pediatric nurse educator to assist families in interpreting health information. The hours of operation of the Family Resource Center (FRC) at Brenner were increased and a volunteer staff was created, supervised by the Nurse Educator.

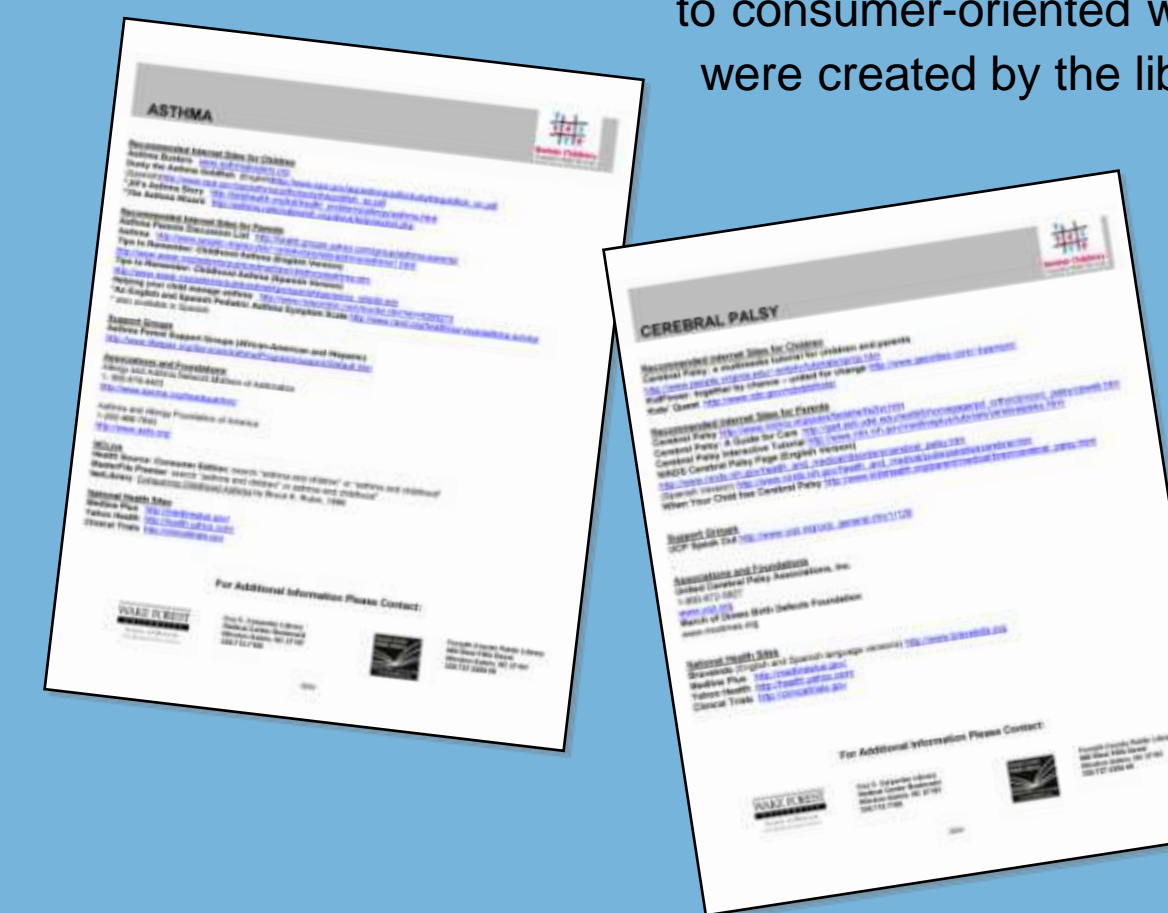


The Medical Library cataloged FRC reference materials and created a special web page for them linked to the Brenner Children's Hospital web page.



Need #3: Increase consumer understanding of health information.

Result #3: Forsyth County Public Library distributed their pamphlets containing NC LIVE information with the FCPL password to the NCLive resources. Subject-specific pathfinders to consumer-oriented web sites were created by the librarians.



Need #4: Develop and revise pediatric education content for families.

Result #4: The project funding paid for the purchase of a wireless Pediatric Knowledge Family Educator unit which can be transported to the Neonatal Intensive Care Unit (NICU). It is accessible on the wireless system and can be transported to a child's bedside for educating those children unable to come to the FRC or parents who do not want to leave their child's bedside. Current written educational materials developed at the Children's Hospital also will be made available online.



For additional information, please contact:
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