

Presentation at the CHIPIG Meeting (Highlights)

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Prepared by

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Good morning everybody and welcome to Bridgepoint Health in Toronto.

Susan Himel who is the LiveWell Strategy Lead at Bridgepoint asked me to apologize to you for not being here this morning. Her father is having a surgery today. The hospital found an opening for him suddenly and understandably she needs to be there. Instead, I will try to give you a brief introduction to the LiveWell concept and how it is being implemented at Bridgepoint. Here is also the handout prepared by Susan.

Introduction

My name is Bozenna Karczewska. I'm a Coordinator of the Health Information Centre at Bridgepoint.. The official name starting June 30th 2009 has been the Sun Life Financial Health Information Centre due to the donation received from this company.

LiveWell! initiative is a wellness philosophy that manifests as a health promoting organizational culture, as well as an innovative, health promoting, integrated approach to disease prevention through a variety of programs and services. One of the main goals of the LiveWell! initiative is to support self care and empowerment of patients and families so that they may adjust better to their medical conditions and develop the confidence and skills to find meaning, personal satisfaction and achieve quality of life. Please refer to Susan's handout to gain better understanding of this initiative.

Bridgepoint is striving to become the health promoting organization that will open its wellness philosophy not only to patients and their families, but also to other caregivers, hospital staff and ultimately to a broader community. Implementation of this initiative requires time, organizational commitment and a number of steps that will allow it to function. Opening the Health Information Centre at Bridgepoint was one of the important steps in this process.

A little background

The idea of having HIC was brewing before I was hired a year and a half ago. The LiveWell initiative included in its vision a center of health information for patient, their families, staff and the general community. The focus of the center is on complex chronic conditions, any aspects of disease prevention and coping with diseases in ways that improve quality of life and overall wellness and well-being of patients and their caregivers. Another focus is on development of resources and services that would help anyone, including staff make better decisions related to nutrition, fitness and overall wellness.

At Bridgepoint, HIC cooperates closely with the Toronto Public Library and the Clinical Library at Bridgepoint. Bridgepoint has had a long-standing relationship with the TPL, format of which will have to change starting this coming May. TPL staff will no longer be present at our hospital branch and the whole model of cooperation will have to be

redesigned. If you have any suggestions on how this new cooperation model should look like, please share them with me.

Initial Goals and objectives

The main objectives are:

To establish a well rounded collection of books, CDs, DVDs and other materials which reflect main areas of interest mentioned earlier.

To establish core services such as circulation, referrals, reference, volunteer training, bulletin boards, pamphlet displays, etc.

To collaborate with other organizations in the consumer information provision sector

To promote and embed health information in clinical care

In addition to these core services, we also organized book cart service that goes once a week to the floors and since February 2009 we have had the weekly patient book club meetings and computer classes that patients benefited from and enjoyed. I will be interested in finding out if any other health information center/patient library offers discussion/reading group activities. Again your input is welcome.

Organization of HIC Collection

Our collection integrates books, DVDs, CDs, and booklets. The Planetree Classification has been used to organize collection. For most part this classification is sufficient but there are some problem areas that I tried to address with the Planetree, so far not very successfully. I know that Trillium health information Centre is using this classification. Who else is using Planetree Classification? Let's have a show of hands. Do you find it sufficient for your classification needs? If not, how do you deal with subject areas that don't fit in or are not covered by this classification.

Ongoing projects:

Promotion: (everything starts and ends with promotion, it is a never ending process)

- print new information flier
- bookmark with basic information about the HIC,
- monthly bulletin board displays (3),
- presentations to clinical staff,
- articles for the Bridgepoint newsletter,
- insert for the hospital General Orientation binder
- personalized reminder about HIC e-mailed to all new hires.

Database of local community services (in print and later in electronic format) to connect staff and patients with community resources

- the goal of this project is to identify, gather and improve access to community resources for outpatients and patients post-discharge from Bridgepoint. We are starting with the physical activity programs (supervised, group, individual) available to and suitable for people living with various complex conditions.

Health Information Prescription - Pilot project

- develop easy to use information prescription form for clinicians to use with the patients.
- other pilot projects have been done in the past 10 years, especially projects involving MedlinePlus in the United States. Information about pilots is available on the Web.

We are in the process of starting a pilot project on use of the health information prescriptions by clinical staff at Bridgepoint to direct patients to resources offered by or through the Health Information Centre. If you have any previous experience with use of health information prescriptions in your setting I would be very interested to hear about them.

Website:

- Potentially, the website will include the Health Information Centre's pages such as new acquisition and a searchable catalogue. We are continuing work on the contents of these and other pages. As a result of our cooperation with the Bridgepoint IT we may have a simple web version of the HIC catalogue up and running within the next month.

As a result of our cooperation with the Episodic Disabilities Network the catalogue will contain records submitted by both organizations. This way goals of the first phase of cooperation between Health Information Centre at Bridgepoint and the Episodic Disabilities Network will be achieved.

I would like to thank you all who responded to my survey distributed at the December meeting and which was also e-mailed later to everybody by Mary Ann. Information from the survey will be used in the second phase of the project that is aiming at developing a common comprehensive database of resources for people living with episodic and chronic conditions. The second phase will move the project from the ResourceMate Web Search software to the open source software that will allow for more flexibility.

Assistive reading devices:

From my experience with patients and from talking to some of the staff members it is apparent that there is a real need for assistive reading devices. Simple devices such as rubber page turners, book holders/stands, wrist supports, etc. Earlier, in the year I submitted information with specific assistive devices to the Bridgepoint Foundation to include it in the foundation's proposal to the potential donors. If there is funding we would like to make some of the inexpensive, simple devices available to patients through some kind of circulation system. I would be interested in the ways this issue is handled in other hospitals. Do you have a system of landing these types of devices? If not, how is it handled?

How could we serve better?

One important link that could make a difference in the provision of our services is involvement of clinical staff in shaping, using and promoting the Health Information Centre.

This involvement could include:

Increasing awareness of the HIC collections and services

Referring patients/family members to the Centre
Suggesting new books and other materials for acquisition
Cooperation in providing additional services for patients including patients who are not mobile
Contributing new ideas.
I would appreciate if you shared with me any other ways of involving clinical staff.

I hope that you enjoyed our conversation.
Thank you.

Ps. After the meeting the group visited Health Information Centre and briefly discussed working with volunteers, developing a volunteer manual and sharing already existing manuals with others.