

CHIPIG CONNECTIONS

The Newsletter of Consumer Health Information Providers Interest Group Across Canada.

MAY 2006
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A volunteer helps a patron at the Trillium Health and Information Wellness Centre.

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As the Canadian public becomes more sophisticated in both the use of technology and knowledge about the health care system, people are increasingly looking for easily accessible, reliable and current health information. This is reflected in the growing number of health-related bestsellers and web sites. Consumers can now research the latest clinical trials and findings on breast cancer, listen to the pronunciation of difficult medical terms, chat with others about their health concerns and issues, and even ask questions of medical experts and panels. Web-based innovations have made it possible for consumers to self-diagnose and even purchase medications without leaving the house.

With an increasing number of hospitals, clinics, health agencies and public libraries implementing CHI services and a corresponding rise in the number of consumer health information providers there has been concerted effort to develop working networks that will assist in reducing task replication and encourage the communication and transmission of new resources, tools and professional practices.

The Consumer Health Information Provider's Interest Group (CHIPIG) is a network of librarians, family resource centre facilitators and health care administrators who meet in person, also connecting with members on-line to share resources, ideas and work towards a *common goal of improving our communities through the education and empowerment of all individuals in Canadian society seeking health information for their personal health and the health of those they care for.* This community of practice has been built through benchmarking with other organizations, networking through listservs and events and examining best practices in CHI. Our CHIPIG newsletter, published twice annually and our Web site allows members and non-members alike to catch up on what is happening in CHI centres across the country. Our vision is to continue to expand and grow both our web site and membership across the country. Remember, knowledge is a powerful medicine!

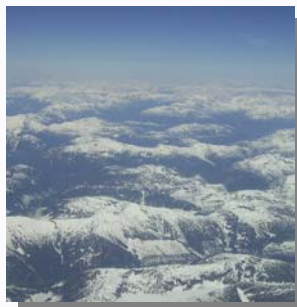


In order to find a CHIPIG member in your area please visit our web site at www.chipig.ca

Submitted by the Executive Committee of CHIPIG: Michelle Arbuckle, Kimberley Meighan, Mary Anne Howse, Despina Papadopoulos, Ann Celestine, Mary Robinson, Christine Marton.

For more information on CHIPIG and for current events visit our Website at www.chipig.ca.

CHLA 2006 Conference. Pearls of Wisdom. Vancouver BC May 12th - May 16th



An aerial view of mountains from Vancouver British Columbia. Courtesy Michelle Arbuckle.

30 years of CHLA 2006 Conference Pearls of Wisdom

The conference opened with a reception at the Vancouver Aquarium, which was a lot of fun! The program included a vast selection of sessions, contributed papers, roundtable discussions, posters and exhibits.

There was something for everyone, from the novice to the more experienced professional. The contributed papers included six broad concurrent topics: consumer health, electronic access, expert searching,

innovative projects, evidence-based medicine and librarianship and career development. Under each of these headings, there were two or three sessions. For instance, the consumer health section had three papers:

- Exploring the role of medical and consumer articles in evolving health practices
- Empowering patients with information - educating students to find appropriate information of high quality and share it with patients
- Caring to the end of life: how information professionals contributed to developing an online tailored palliative care resource for patients, caregivers and healthcare professionals led by our own Michelle Arbuckle.

Michelle and Mary Anne Howse staffed the poster presentation for CHIPIG which was very well received. There were several roundtable discussions, one of which was: The Top Ten Canadian Consumer Health Websites. Susan Murray, Michelle Arbuckle and Jean Williams (McGill University Health Centre) led a discussion on the Top 10 Sites and how they were chosen. A future issue of the CHIPIG newsletter will contain the chosen sites.

There were many opportunities for networking with colleagues. It was most energizing to see the increased profile of consumer health. CHLA 2007 is in Ottawa and I think that it is important to keep the momentum going. If you have any ideas for consumer health sessions next year, I would suggest that you submit them to the Conference Planning Committee Co-Chairs – KaitrynC@CCOHTA.CA -or Isabelle.LebLANC@nrc-cnrc.gc.ca. Hopefully, we'll all be able to attend next year so we can further promote this exceptional service.

Submitted By Marg Muir.

CHIPIG Consumer Health Information
Bringing together consumer health information providers for the effective delivery of health information to Canadians

Michelle Arbuckle, M.Sc., Kimberley Weyburn, Ph.D., Regina Papadopoulos, B.Sc., Ann Celestine, M.Sc., Mary Anne Howse, M.Sc., Mary Robinson, M.Sc., Christine Marton, M.Sc., PhD cand.

<p>Background</p> <p>As the Canadian public becomes more sophisticated in both the size of technology and knowledge of the health care system, they are increasingly looking for easily accessible, reliable and current health information. This is reflected in the growing number of health-related websites and web sites. Consumers can now research the latest clinical trials and findings on breast cancer from the convenience of official medical letters, chat with others about their health concerns and issues, and even ask questions of medical experts and peers. Web-based innovations have made it possible for consumers to self-diagnose and even purchase medications without leaving the house.</p> <p>Along with this obvious increase in accessibility concerns about the validity and authority of the information being accessed are also on the rise. The review and evaluation of the plethora of new consumer health materials and tools is an expensive and resource-heavy endeavor requiring a specific and dedicated skill set. With an increasing number of hospitals, clinics, health agencies and public libraries implementing CHI services and a corresponding rise in the number of consumer health information providers there has been concerted effort to develop working networks that will assist in reducing task repetition and encourage the communication and transmission of new resources, tools and professional practices.</p>	<p>CHIPIG</p> <p>The Consumer Health Information Provider's Network (CHIPIG) is a network with early roots in the Greater Toronto Area. Over the past several years this group has actively met on a regular basis to share resources, ideas and work towards a common goal of improving our communities through the education and empowerment of all individuals in Canadian society seeking health information for their personal health and the health of those they care for. The community of practice has been built through benchmarking with other organizations, networking through a listserve and events, examining best practices in CHI, and by sharing evaluation tools and marketing strategies.</p> <p>What is the best time to join CHIPIG? The CHIPIG membership consists of professionals who provide expertise and resources on topics such as prevention & diagnosis, healthy lifestyles, acute and chronic illness management, treatment information, symptom management and community resources and support.</p> <p>In recent years, there has been an upward trend in setting up CHI services in a variety of clinical and charitable settings, and many of our members are located in these environments. Some are associated with dedicated patient libraries while others maintain a collection within a medical environment.</p>	<p>Communications</p> <p>CHIPIG members communicate and share their ideas via several different mediums. Our listserve allows members to promote local events and specific project highlights, as well as providing a forum for sharing resources.</p> <p>Additionally our CHIPIG newsletter is published twice annually allowing members and non-members alike to catch up on what is happening in CHI centres across the country. Highlights include feature articles from experts within the field.</p> <p>The Web site is a great resource when searching for CHI contacts, past newsletters or copies of meeting minutes. Our vision is to continue to expand and grow both our web site and membership across the country.</p> <p>The CHI provides that make up the CHIPIG membership come from backgrounds such as library & information science, adult education, nursing and health care administration. This multidisciplinary aspect of the group enables CHIPIG to bring a range of expertise to the project. Discussions and collaborations open which we endorse.</p> <p>In order to find a CHIPIG member in your area please visit our web site at www.chipig.ca</p> <p>Remember, knowledge is a powerful medicinal!</p>
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A glimpse of the poster presentation put together by CHIPIG's Executive committee and presented by Michelle Arbuckle and Mary Anne Howse.



CHLA conference attendees listening to one of CHIPIG's co convener's Michelle Arbuckle's poster presentation on CHIPIG in Vancouver British Columbia.

**For printed copies of the CHIPIG
Newsletter visit our website at
www.chipig.ca**



HIDDEN GEMS

Web Sites



BandAides & BlackBoards

A lively, interactive site specially formulated for children and teens living with chronic illness. Topics include explanations of various conditions, how to deal with teasing, hospital tours, and much more. The site is particularly useful in a paediatric setting. It is authored by Joan Fleitas, Associate Professor of Nursing at Lehman College in New York.

<http://tinyurl.comm2mw8>

Recommended by:

Judy Kirton
Child Health Information Specialist
Calgary Alberta Children's Hospital

The Patient UK

This site has an excellent series of fact sheets on a wide range of conditions. They are two to three pages in length, clearly written for the consumer and attractively formatted. They are particularly useful for focus month displays. Click on Health and Disease Leaflets at the homepage, then choose a category from the many listed. The website is authored by a partnership of family physicians in the UK.

<http://www.patient.co.uk>

Recommended by:

Liz Gibbon
Health Information & Wellness Centre
Trillium Health Centre Queensway Site

Centre of Knowledge on Healthy Child Development

Affiliated with McMaster University and McMaster Children's Hospital, the Offord Centre for Child Studies is an internationally recognized research centre focused on the influences that shape the developmental health and well-being of children and youth. This organization has recently launched the above website, which is dedicated to providing the latest and best information on how to identify, prevent and treat a variety of problems that impede the healthy development of children.

<http://www.knowledge.offordcentre.com>

Recommended by:

Don Buchanan
Coordinator, Child Health Partnership
McMaster Children's Hospital, Hamilton Ontario

Reports & Articles



"Use of Information Resources by Cancer Patients: Results of a Systematic Review of the Research Literature" by Kalyani Ankem. *Information Research* Vol. 11 #3 April 2006.

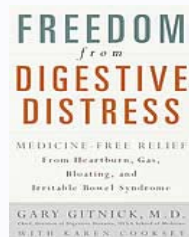
This review of the academic journal literature on the use of information sources by cancer patients offers an examination of research studies on the topic. Key findings are as follows: health care professionals, medical pamphlets, and family and friends were the most highly used information sources, while the Internet and support groups rated poorly.

<http://tinyurl.com/zdfbtb>

Recommended by:

Christine Marton
Librarian at the Tom Baker Cancer Centre Library
Calgary, Alberta

Books



Freedom from Digestive Distress: Medicine-Free Relief from Heartburn, Gas, Bloating, and Irritable Bowel Syndrome by Gary Gitnick. California: Three Rivers Press, 2000. ISBN: 0812932625.

This book was highly recommended by Dr. Subhas Ganguli, gastroenterologist and speaker at the latest St. Joseph's Healthcare, Hamilton Health styles public health information event on Irritable Bowel Syndrome. We are getting this book for the Consumer Health Information Centre collection.

Recommended by:

Judith Purdell-Lewis
Consumer Health Information Services,
St. Joseph's Healthcare, Hamilton Ontario

CHIPIG NEWS!



The Homewood Patient Library in Guelph, Ontario

This library in the Homewood Health Centre, a mental health and addiction treatment centre, providing specialized psychiatric services to all Canadians, offers several services including Consumer Health Information. A book cart service was initiated in 1982, then a Patient Library placed adjacent to the Staff Library in a fairly remote location. In 1989, the Library was centralized and now boasts over 300 users per day! Our collection includes books, videos, magazine and newspaper subscriptions and six computer stations. Patients have quoted us as "The Best Little Library in Canada!". <http://tinyurl.com/jd87n>

Joyce Pharoah, Coordinator, Homewood Health Centre, Patient Library

New Health Information Network in Calgary

With the creation in October 2005 of the Health Information Network in the Calgary Region, the University of Calgary is providing library services to five healthcare institutions. Both professional and consumer-oriented information is available. Two CHIPIG members are now working within the Network.

Christine Marton is the Librarian at the Tom Baker, which is the Alberta Cancer Board centre for cancer research, prevention and treatment programs in southern Alberta. The Centre offers patients, their families and relatives an extensive consumer health print and video collection as well as publications on coping, healthy lifestyle, and spirituality. The Library also serves healthcare practitioners and researchers through its collection of academic texts and peer-reviewed oncology and mainstream healthcare practitioner print journals. The Library at the Tom Baker Cancer Centre plays a key role in information management and knowledge management, which are integral to cancer prevention, treatment, and research.

For more information about the CHIPIG newsletter contact Newsletter Editor **Despina Papadopoulos** at papadopo@hhsc.ca or Newsletter committee members **Liz Gibbon** at egibbon@thc.on.ca or **Judith Purdell-Lewis** at chealth@stjosham.on.ca

Judy Kirton is the child health information specialist in the Family & Community Resource Centre (FCRC) at Alberta Children's Hospital (ACH). With the move to new premises this fall, the ACH Knowledge Centre and the FCRC will share space. Like Christine's library, the Family Library within the FCRC is committed to supporting *all* family members and offers print and AV resources to support parents and caregivers wanting to take an active role in the management of their child's condition. Managing and maintaining the library collection is only one of Judy's responsibilities and the library itself is only one of the many family supports offered by the FCRC team. Please see the centre brochure. <http://tinyurl.com/hxrga>
*Article compiled from information from **Christine and Judy**.*

HELLOS and GOOBYES



HELLOS

Gurvinder Batra,

The Peter Llewellyn Health Information Centre
Toronto East General Hospital
Toronto, Ontario

Joyce Pharoah

Homewood Health Centre, Patient Library
Guelph, Ontario

MOVED

Christine Marton is now Librarian at the Tom Baker Cancer Centre Library
Calgary, Alberta

GOODBYES

Ann Celestine, Consumer Health Librarian, Kitchener Public Library Kitchener, Ontario, will be leaving her position at KPL by the end of May. She has a new position at The Robert Ross International University of Nursing, Basseterre, St. Kitts, in the Caribbean Islands.

Please check out their contact information at
www.chipig.ca