

## The Newsletter of the Consumer Health Information Providers Interest Group

November  
2007

### IN THIS ISSUE

Page 1  
Low-Lit  
Resources

Page 2  
Planetree  
Implemen-  
tation  
at the  
Calgary  
Health  
Region

Page 3  
HIDDEN  
GEMS

Page 4  
CHIPIG  
NEWS

### Low-Lit Resources



I was recently asked to find low literacy information about various topics, including postnatal mood disorder, pregnancy and childbirth, and sexual assault. This proved to be difficult. Much of what is available on the Internet requires a high level of literacy, videos are expensive, and audio is not often available. I decided to ask for help from fellow CHIPIG members, and received recommendations for several resources which are described below.

Submitted by *Melanie Anderson*

*Women's Health Care Centre, Peterborough Regional Health Centre*

#### Medline Plus Easy to Read

[www.nlm.nih.gov/medlineplus/easytoread/easytoread\\_a.html](http://www.nlm.nih.gov/medlineplus/easytoread/easytoread_a.html)

*Suggested by Michelle Helliwell, District Health Authority, Nova Scotia*

- Provides good information in clear language. Font, layout and length acceptable.
- Scope rather limited – mostly deals with very specific medical problems and procedures.
- U.S. based, so all references to sources of help and programs are U.S.
- A significant portion of them are the excellent Interactive Tutorials. These are easy reading slideshows with audio that users can run at their own pace. The difficulty is that many people who need these do not have access to a computer, or possess the necessary skills.

#### Nova Scotia Health Network, Capital District Health Authority, Nova Scotia

[www.nshealthnetwork.ca/search.cfm](http://www.nshealthnetwork.ca/search.cfm)

*Suggested by Michelle Helliwell, District Health Authority, Nova Scotia*

- Information sheets on health problems, medical procedures, medications, and mental health and well-being subjects. In general uses large size font, straightforward layout and clear and simple language.
- Lack of helpful pictures a problem with some brochures.
- The list needs updating – many of the outside links no longer work.

#### Health Extension, Consumer Health Information Services, St. Joseph's Healthcare Hamilton

<http://tinyurl.com/ypumad>

*Suggested by Susan Ferron, Consumer Health Information Services, St. Joseph's Healthcare, Hamilton*

- Straight forward language, although not as simple as Medline Easy-to-Read or the Capital District materials. When a difficult word or concept is used it is generally explained right afterward
- Covers mostly physical health information.
- Currently available are on-line versions and many more audio versions for listening over the phone. It is planned to make these audio files available for downloading.



## Planetree Implementation at the Calgary Health Region

Three Leadership Retreats were held in early summer 2007 to introduce Peter Lougheed Centre (PLC) hospital managers in Calgary to the Planetree model of patient-centred care. This philosophy is being piloted here, reflecting a desire on the part of the Calgary Health Region to improve the patient experience for Calgary area residents. The sessions were facilitated by Randy Carter, a vice-president with the Planetree organization.



Planetree was founded in 1978 by Angelica Thieriot after her poor experiences in the San Francisco health care system, both as a patient and a family member. It is named after the tree under which the great physician Hippocrates taught his students the science of medicine.

Among the main tenets in the Planetree model is the idea that the health care experience be personalized, humanized and demystified (PhD). The 10 components in Planetree are listed below. Most notable to us in the health information profession is “Empowering Patients through Information and Education”. However you can see how our services touch on many of the other components in some way or another.

- Human Interactions
- Architectural & Interior Design Conducive to Health & Healing
- The Importance of the Nutritional and Nurturing Aspects of Food
- Empowering Patients through Information and Education
- The Importance of Family, Friends, and Social Support
- Spirituality and the Importance of Inner Resources
- The Importance of Human Touch
- Healing Arts: Nutrition for the Soul
- Complementary Therapies
- Healthy Communities

Providing open access to health and medical information is one of the key concepts in Planetree. There are Planetree libraries and resource centres at various Planetree-affiliated hospitals. There is also a Planetree classification system to organize library materials in an intuitive, patient-oriented way.

The Planetree initiative has been implemented at the PLC and at two other regional hospitals in the Calgary Health Region. At the PLC, health information is offered to patients and their families, and of course staff, in the hospital's Knowledge Centre, which has a print consumer health collection that patrons are welcome to borrow. There are also computer stations available for patients to use to search for health information on medical conditions in a confidential environment, with the assistance of library staff as requested. If patients cannot physically attend the Knowledge Centre, we will post requested information by mail.

For more information on Planetree, visit their Web site at <http://www.planetree.org> or see their book: Frampton, S. B., Gilpin, L., & Charmel, P. A. (Eds.). (2003). Putting patients first: Designing and practicing patient-centered care. San Francisco, CA: Jossey-Bass

Submitted by Taryn Lenders, Peter Lougheed Knowledge Centre, Health Information Network; with special thanks to Elizabeth Aitken, Rockyview General Hospital Knowledge Centre, Health Information Network

*Note from Taryn.*

*We do not use the Planetree classification at the PLC as we use NLM at all the Knowledge Centres. It is being used at the Alberta Children's Hospital in the Family and Community Resource Centre (not part of the Health Information Network), for a consumer health information collection for the parents and families of patients.*



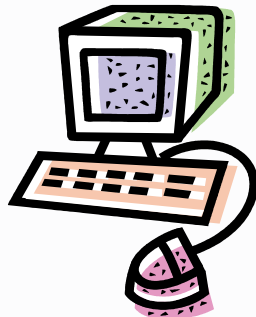
## HIDDEN GEMS

### Websites

#### **UpToDate**

This site, while designed to provide updates on clinical information for health professionals, also features an excellent Patient-level information section. Over 375 journals and other resources are continuously monitored and the results are displayed in an easy-to-use format.

<http://www.uptodate.com>



#### **Lab Tests Online**

Lab Tests Online offers comprehensive descriptions of many of the clinical lab tests which form part of routine care as well as diagnosis and treatment of many diseases and conditions. It can be searched by name of test, condition or disease, or screening category i.e. children, teens, adults etc.

<http://www.labtestsonline.org>

#### **Unbound Medline**

A user-friendly way to search Medline.

<http://tinyurl.com/3bwram>

#### **Recommended by:**

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

#### **My Food Guide**

Health Canada has provided this interactive tool that will help personalize the information found in *Canada's Food Guide*. It allows users to enter personal information, such as age and sex, and then select various items from the four food groups and various types of physical activities. Different combinations of foods and activities may be chosen to create a customized guide.

<http://tinyurl.com/2wjvrp>

#### **Recommended by:**

Liz Gibbon  
Health Information & Wellness Centre  
Trillium Health Centre - West Toronto  
Toronto, Ontario

### Articles



#### **Using Graphics and Humour to Convey HealthCare Essentials**

By Helen Osborne, M.Ed., OTR/L. *On Call Magazine*, October 23, 2007

This is a useful article which describes how to effectively produce educational materials and posters using amusing illustrations and eye-catching designs.

<http://tinyurl.com/yvanae>

#### **Recommended by:**

Donna MacLeod  
Consumer Health Information  
Toronto Reference Library, Ontario

### Books

*The Mayo Clinic Book of Alternative Medicine* edited by Brent Bauer. Rochester, MN: Mayo Foundation for Medical Education and Research, 2007

This book from the authoritative Mayo Clinic looks at several alternative therapies and offers practical advice on their effectiveness and safety. The information is presented in a lively and attractive format, with colourful illustrations and easy-to-understand text. General advice is also offered on treating common conditions by a combination of conventional medicine and alternative and complementary therapies.



#### **Recommended by:**

Liz Gibbon  
Health Information & Wellness Centre  
Trillium Health Centre, West Toronto  
Ontario

For more information about the CHIPIG newsletter contact the Newsletter Committee members:  
**Liz Gibbon at [egibbon@thc.on.ca](mailto:egibbon@thc.on.ca),  
Judith Purdell-Lewis at [chealth@stjoes.ca](mailto:chealth@stjoes.ca),**

**Hesperian Foundation.** (continued from page 1)[www.hesperian.org](http://www.hesperian.org)

Suggested by Donna McLeod, Consumer Health Information, Toronto Reference Library

- Books on a variety of health themes available for purchase or downloadable by chapter. They are updated every time the books are printed, and more topics are on the way.
- Some subjects are more applicable to third world countries although much of this advice could still be useful to poorer people living in rural isolation in this country.
- The information provided is of a practical nature. Topics include hygiene, nutrition, family planning, pregnancy and birth, abortion, infections, cancer, disability, rape and sexual assault, HIV/AIDS, abuse, mental health, sex workers, injuries, first aid etc.
- Hand-drawn pictures provide a good enhancement to the text.
- Straight forward language, although not as simple as Medline Easy-to-Read or the Capital District materials. It avoids difficult words, and explains concepts which might be unclear.
- Well formatted with illustrations, text-boxes, and simple charts. Generally not too many words on a page

## CHIPIG MEMBER NEWS!

**Executive 2007- 2008****Co-Conveners**

Kimberley Meighan  
AboutKidsHealth, Family Resource Centre  
The Hospital for Sick Children  
[Kimberley.meighan@sickkids.ca](mailto:Kimberley.meighan@sickkids.ca)

Mary Anne Howse  
Marion Powell Women's Health Information Centre  
The New Women's College Hospital  
[maryanne.howse@wchospital.ca](mailto:maryanne.howse@wchospital.ca)

**Secretary**

Erica Lee, AIDS Committee of Toronto  
[elee@actoronto.org](mailto:elee@actoronto.org)

**Treasurer**

Mary Robinson  
[mer22@sympatico.ca](mailto:mer22@sympatico.ca)

**Membership**

Donna MacLeod  
Consumer Health Information Service,  
Toronto Reference Library  
[dmacleod@torontopubliclibrary.ca](mailto:dmacleod@torontopubliclibrary.ca)

**Newsletter Editor**

Judith Purdell-Lewis  
Consumer Health Information Services,  
St. Joseph's Healthcare, Hamilton  
[chealth@stjoes.ca](mailto:chealth@stjoes.ca)

**Webmaster**

Taryn Lenders  
Librarian, Peter Lougheed Knowledge Centre  
University of Calgary Health Information Network  
[tlenders@ucalgary.ca](mailto:tlenders@ucalgary.ca)

**Member-at-large**

Christine Marton  
University of Toronto

**HELLOS**

**Margaret Sampson**, Manager,  
Library Services, Children's Hospital  
of Eastern Ontario, Ottawa

**Ken McFarlan**, Manager,  
Lakeridge and Rouge Libraries

**Bibi Hoosein** is the contact person for the  
Tom Leon Health Resource Centre, Toronto  
**Please check out their contact information at**  
<http://www.chipig.ca>

**GOODBYES****Jacqueline Moreno**

Left the Family Resource Centre at  
McMaster Children's Hospital, Ham-  
ilton, at the end of August to start Medical School at  
the University of Western Ontario, in London, Ontario

**Patricia Johnston**

Retired from the Children's Hospital of Eastern  
Ontario in September.

**Susan Himel**

Left the Health Information and Wellness Centre,  
Trillium Health Centre, Mississauga to and moved to  
Bridgepoint Health, Toronto

**Christine Marton**

Moved from the Tom Baker Cancer Centre, Calgary,  
in October to the University of Toronto.

**Valda Poplak**

Retired in October from the Health Sciences Library  
and Tom Leon Health Resource Centre in Rouge  
Valley, Toronto.