From the Library to the Bedside: Health Information Ambassador Program at Rochester General Hospital

Research indicates a positive link between health outcomes in hospital patients and the provision of patient education resources by the medical library. Werner Medical Library at Rochester General Hospital partnered with the Volunteer Services department and the Cardiac unit to provide educational materials to cardiac patients.

Preparation and Training
- Clinical Investigation Committee approval
- HIPPA compliant Survey Monkey form for requests
- Reference interview techniques
- Health literacy cues
- Patient privacy and confidentiality

Process and Procedure
- Volunteers visit Cardiac unit 3 days/week and take requests using an iPad
- Volunteers ask patients to rate their current level of knowledge of the topic
- Librarian fills requests using selected reliable resources, including MedlinePlus, ExitCare or Lexicomp
- Librarian delivers information to patient’s room, email, or home address per request
- Librarian follows up with patient post-intervention to rate the patient’s level of knowledge of the topic

Outcomes
From February 2016 to Oct 2016 there were 188 requests for information

Rate your understanding of your health topic before you requested information from the library

<table>
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<tr>
<th>Before</th>
<th>After</th>
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<tbody>
<tr>
<td>I had no knowledge</td>
<td>I had some knowledge but not enough</td>
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<tr>
<td>54</td>
<td>124</td>
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Rate your understanding of your health topic after you requested information from the library (110 responses to follow up survey)

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<thead>
<tr>
<th></th>
<th>I had no knowledge</th>
<th>I had some knowledge but not enough</th>
<th>I am well informed</th>
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<td></td>
<td>0</td>
<td>0</td>
<td>110</td>
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Conclusions and Future Plans
- Patients rated themselves as well informed after using this service
- Librarians built successful partnerships with patients, volunteers and nurses
- The project increased awareness and use of patient education resources and library services
- Plans are underway to tie the results in with patient readmission rates and to publish with the Volunteer Services and Cardiology departments

References

Mary Ann Howie, MLS, Senior Librarian
Elizabeth Mamo, MLS, Library Director