

CHIPIG

Minutes #33

Date: Thursday, September 12, 2013

Location: Women's College Hospital

Chair: Mary Anne Howse

Recorder: Erica Lee

Present: Carmen Alcalde (Humber River Hospital), Po-Lin Cheung-Leung (Toronto Western Hospital), Erin Culhane (Toronto General), Silvia Fernandes (Humber River Hospital), Katrina Grieve (St Michael's Hospital), Mary Anne Howse (Women's College Hospital), Erica Lee (CATIE), David Lightfoot (St Michael's Hospital), Tonya Mahar (The Scarborough Hospital), Christine Marton (University of Toronto), Erin Menzies (Toronto Rehab), Marg Muir, Susan Murray (McGill University), Joyce Pharoah (Homewood Health Centre), Alison Pinches (Alberta Health Services), Valeria Raivich (Toronto Western Hospital), Farrah Schwartz (Toronto Rehab), Nonna Volodina (Halton Healthcare Services), Tara Zarrin

Please note: Minutes will be approved at next meeting.

Item	Agenda	Discussion/Decisions/Action Summary	Person Responsible
1	Call to order	<ul style="list-style-type: none"> Welcome & introductions 	
2	Minutes of 2012 AGM	<ul style="list-style-type: none"> Motion to approve minutes by Valeria Raivich, seconded by Marg Muir; approved 	
3	Executive updates	<ul style="list-style-type: none"> Mary Anne Howse summarized the activities and updates presented in the CHIPIG 2012-2013 annual report Motion to approve report by Susan Murray, seconded by Valeria Raivich; approved 	
4	New executive officers	<ul style="list-style-type: none"> Valeria Raivich introduced the candidates for the two open executive positions of Co-chair and Secretary <ul style="list-style-type: none"> ➤ Bozena Karczewska from Bridgepoint Health has been nominated to fill Mary Anne Howse's position as Co-chair; Mary Anne will remain on the executive as Program Coordinator ➤ Erin Culhane from Toronto General Hospital has been nominated to fill Erica Lee's position as Secretary; Erica will be stepping down from the executive Motion to approve the slate of new executive officers as presented by Marg Muir, seconded by Susan Murray; approved 	
5	Terms of reference	<ul style="list-style-type: none"> Mary Anne reviewed changes to the Terms of reference, namely: <ul style="list-style-type: none"> ➤ Revisions to the vision and mission and addition of the goals ➤ Update of the quorum requirement during general meetings to apply only to the AGM and not the professional development sessions Motion to approve the terms of reference by Tonya Mahar, seconded by Tara Zarrin; approved 	
6	Professional development session The challenges and rewards of establishing a new	<p>Presenters from hospitals in Toronto shared their experiences with developing and managing new consumer health resource centres.</p> <p>Katrina Grieve and David Lightfoot, St Michael's Hospital</p>	

<p>resource centre: a panel discussion</p>	<ul style="list-style-type: none"> • Patient and Family Learning Centre opened in June 2011 • Factors related to the opening of the centre included: <ul style="list-style-type: none"> ➤ Survey in the early 2000s on user needs in common spaces within the hospital which demonstrated that a patient education centre was a key need ➤ Accreditation recommendations relating to patient education ➤ Creation of a patient education specialist position who worked in partnership with the health sciences library to build capacity for responding to consumer health questions ➤ Move of the health sciences library to a building where patients had no access • Challenges included: <ul style="list-style-type: none"> ➤ Staffing and resources – learning centre manned by volunteers who need to be screened and trained ➤ Time it took to increase integration of patient education into hospital – 5-6 year lag between hiring of patient education specialist and opening of learning centre • Progress and developments include: <ul style="list-style-type: none"> ➤ Upcoming consumer health information specialist position that will be providing support to the learning centre ➤ Increasing usage of the learning centre ➤ Awaiting new space in an upcoming new building <p>Tonya Mahar, The Scarborough Hospital</p> <ul style="list-style-type: none"> • Global Community Resource Centre opened in spring 2012 • Development of resource centre stemmed from accreditation recommendation to address patient education and the diversity of populations served by the hospital • Challenges included: <ul style="list-style-type: none"> ➤ Blank slate for what the centre would be – development not informed or guided by a specific needs assessment ➤ Working in partnership with director of diversity meant there were different visions of what the centre would be; both patient education and diversity issues needed to be addressed ➤ No budget and the need to pool money from different departments for equipment and resources ➤ Staffed by volunteers – recruitment of volunteers by volunteer department not keeping up with volunteer turnover despite MOU outlining roll of 	
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		<p>each department's contributions to resource centre activities</p> <ul style="list-style-type: none"> ➤ Location in a low traffic area ➤ Hospital staff are not referring patients to the resource centre <ul style="list-style-type: none"> • Current activities include: <ul style="list-style-type: none"> ➤ Weekly Wednesday workshops – hospital staff alternate with community agencies to present workshops; workshops advertised by corporate communications and through flyers posted in hospital ➤ Resources include free print publications from different organizations, web portal and online resources, Up-to-date patient information handouts ➤ Averaging 200 visits per month ➤ Partnership with 12 community agencies who come to the centre regularly and set up at the community desk, as well as deliver weekly Wednesday workshops <p>Farrah Schwartz and Erin Menzies, Toronto Rehab</p> <ul style="list-style-type: none"> • Sunlife Patient and Family Education Centre opened in June 2012 • Recognized need for patient and family education and dedicated space set aside for centre during planning of new building in 2006 • Development activities included: <ul style="list-style-type: none"> ➤ Leveraging different resources: <ul style="list-style-type: none"> ▪ Approached Sunlife as funder – included need to fund staff salary ▪ Received capital funding to cover one item, although funding meant to cover collection costs – able to work with University of Toronto bookstore to get one bill for collection purchase ▪ Funding available to purchase iPads ➤ Given alternate, temporary space to open centre with – needed to work on configuration of space for access and furniture knowing there would be an eventual move to a smaller space ➤ Working group with different stakeholders including clinicians and patients – provide input, but not approvals on collection development, marketing, name, and other aspects ➤ Also received support from other institutions for collection development resource selection • Progress and developments include: <ul style="list-style-type: none"> ➤ Started with half day staffing at first, but now have full days – staff include one full time staff and one manager ➤ Volunteer support four days a week; all volunteers 	
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		<ul style="list-style-type: none"> ➤ have library background ➤ Started offering evening hours to try and target caregivers ➤ Working to adapt to collection gaps – original collection based on supposed needs ➤ Move to permanent space which is in a lower traffic area than the initial temporary space, however visits have remained steady ➤ Planning outreach on units to bring resources to patients, and a patient and family newsletter and sessions calendar; also educating staff about patient education – activities possible with volunteers now staffing the education centre <ul style="list-style-type: none"> • Rehab described as a unique environment: <ul style="list-style-type: none"> ➤ Allows for ongoing relationship with returning patients ➤ Centre can be used as part of clinical care, for example, using computers for training or services for social interaction ➤ Can create awareness of ongoing availability of services and continue to provide support after patients move out of inpatient care <p>Discussion</p> <ul style="list-style-type: none"> • A brief discussion and question period followed the panel presentation • Echoing the other presenters, Katrina and David emphasized the importance of relationship development to the success of a consumer health service at St Michael's Hospital <ul style="list-style-type: none"> ➤ Learning centre is promoted through committee and department meetings and through connections with individual hospital staff ➤ Departments have satellite information racks that include promotional material about the learning centre; clinicians play a role in pointing the information racks out to patients ➤ Pamphlets approved by nurse educators and this helps with staff buy in ➤ New nurses are also given orientation to alert them to services • Farrah noted that at Toronto Rehab, the learning centre is also promoted at the end of department education sessions and discharge sessions which is a good way of using existing information delivery methods to increase awareness • The panelists were asked for clarification about the relationship the consumer health centres had with the University of Toronto and the provincial health system 	
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		<p>by a participant from Alberta</p> <ul style="list-style-type: none"> ➤ As teaching hospital affiliates of the university, students were present at the hospital, but the university had no operational influence over the consumer health information services ➤ The hospitals also received government funding, but the government did not influence the management of the information services <ul style="list-style-type: none"> • The panelists were asked if it was possible to set up a network or listserv for ongoing exchange of ideas around their information service experiences <ul style="list-style-type: none"> ➤ Farrah replied there is a potential Canadian patient and family education network in development as well as a related listserv currently available to connect practitioners; it may be beneficial for CHIPIG to partner with this group in the future 	
Next meeting: Wednesday, December 11, 2013 Location: TBD			

Roundtable Sharing**Location: Faculty of Information, University of Toronto****Report given by: Christine Marton**

Other news:

INF2135 Health Sciences Information Resources is being offered in the Fall Term. Students have been encouraged to consider gaining experience with consumer health information collections by volunteering / doing a practicum with a GTA-area consumer health information collection.