

The Newsletter of the Consumer Health Information Providers Interest Group

June
2008

IN THIS ISSUE

Page 1
CHLA
Conference
May 2008
CHIPIG Poster:

Page 2
Health
Information
in Public
Libraries

Page 3
Health
Information
in Public
Libraries

Page 4
HIDDEN
GEMS

Page 5
CHIPIG
NEWS

CHLA Conference May 2008 in Halifax CHIPIG Poster: Fostering a Healthy Environment for Health Literacy in Canadian Consumers



The objective of the poster was to highlight the consumer health librarian's role in ensuring that patient and families understand the most recent evidenced-based health information. As a background we presented findings from the Canadian Public Health Agency report of the Expert Panel on Health Literacy titled *A Vision for a Health Literate Canada* released in March 2008. The report found that there were two types of barriers to health literacy: individual - such as low levels of education and having a mother tongue other than English or French, and systemic - such as confusing or conflicting health information in the media or on the Internet, an increasing demand on patients to manage their chronic illness and share in decisions, and a lack of awareness and knowledge about health literacy among health professionals.

The poster explained ways in which consumer health librarians can help improve health literacy:

- Assist the public to use plain language and simple phrases.
- Collect print materials at different literacy levels and non-print resources.
- Offer health information sessions where the public can listen to experts and ask questions.
- Provide training on how to locate and evaluate health information on the internet.
- Provide culturally relevant health information and translations when available.
- Offer special health resources and information sessions targeted to seniors and people with disabilities.

Four specific initiatives were used as examples to illustrate these points:

- Trillium Health Centre (Mississauga, ON) has two health information help lines, one for the Chinese community and one for the South Asian Community
- St. Joseph's Healthcare Hamilton (Hamilton, ON) has a telephone health information line.
- womenshealthmatters.ca has created a toolkit to help people find reliable health information on the internet.
- The Hospital for Sick Children is developing a comprehensive approach to review all patient education materials provided to families.

The poster concluded with this statement "Consumer Health Librarians are experts in assessing the level of health information needed by their clients. Consumer health information centres are often the first place people turn to when they need health information. It is important that Consumer Health Librarians contribute to the policies and programs being developed to address health literacy issues in Canada".

We hope that people who see this poster at the Conference will gain a better understanding of how consumer health librarians can improve health literacy in Canada. We also hope that people will gain new knowledge of CHIPIG.

Submitted by

Mary Anne House

Marion Powell Women's Health Information Centre

The New Women's College Hospital, Toronto

Health Information in Public Libraries

Demand for accurate health information from trustworthy sources has been growing in recent years. Increased awareness of the Internet means that many people are searching for answers to their health questions, but they are often faced with a barrage of information, much of it from questionable sources. The public libraries are responding to this need by establishing departments within their libraries which provide consumers with good, reliable health information. Some of these services are featured below.

Sian Waterfield, a new CHIPIG member, was asked to submit an article. Brief information about other member public libraries was obtained from their websites and CHIPIG members.

HealthLink Service at the Kitchener Public Library

KPL's consumer health information service (CHIS) HealthLink was established in 2001 to:

- Provide community access to health information resources in all formats
- Build partnerships with community health organizations
- Provide health information programming
- Provide health information literacy instruction



http://www.kpl.org/fyi_about_hl_serv.shtml#

The HealthLink service is freely available to those who reside in the Region of Waterloo and is staffed by a Consumer Health Librarian and a Library Assistant. As these staff members cannot be available for the full hours of operation, basic health information questions are also answered by our team of Information Services Librarians and Library Assistants. More in-depth questions are then forwarded to the HealthLink staff.

The HealthLink collection has now grown to approximately 5000 titles, and includes the following services and resources:

- Assistance with finding health information via walk-in, telephone or email
- A collection of consumer health and medical books, e-books, and audiovisual materials
- A HealthLink webpage with links to health information, a custom search engine and research tutorial
- Consumer health and medical databases
- Health Topic Sheets
- HealthLink E-Newsletter
- Learning for Wellness programming



The HealthLink service is well used by the community. In 2007, per month, an average of 60 health information reference questions was answered; 300 patrons accessed our health databases and over 190 patrons accessed our HealthLink webpage. Our Learning for Wellness programs were well attended, with a total of 567 attending over the year. These programs are run through partnerships with local health and wellness organizations. We offer such topics as Cancer Prevention, Thyroid Disease, Arthritis, and Fitness. Two other ways in which we connect with our community are through our HealthLink E-Newsletters and Health Topic Sheets. The E-Newsletters serve as a method of informing patrons about our upcoming Learning for Wellness programs, new consumer health titles, and health and wellness news. Our Health Topics Sheets are available both electronically and in print.

Submitted by:

Sian Waterfield, Consumer Health Librarian and Julie Piatek, Consumer Health Library Assistant

CHIS at Toronto Reference Library

CHIS supports people in gaining greater control over their own health through access to health information. CHIS is located on the floor of the Toronto Reference Library in downtown Toronto. CHIS also offers health seminars and special events from time to time. HealthNavigators, brief guides to sources of health information, are accessible at the website.



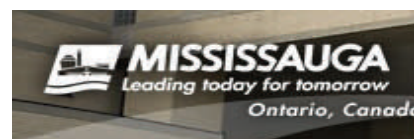
Consumer Health Information Service

<http://chis.wikidot.com>
or <http://tinyurl.com/26czpv>

CHIS is funded by the Ontario Ministry of Health Promotion and serves the people of Ontario. CHIS is part of the Ontario Health Promotion Resource System (OHPRS), a coordinated, well-understood and easily accessed system that effectively supports health promoters.

Mississauga Public Library

The Consumer Health Collection includes books, reference sources, magazines, pamphlets, audio and video materials which have been selected to assist the user in achieving free and easy access to health and medical information.



<http://tinyurl.com/4vts48>

Consumer Health Resource Guides feature topics such as prostate cancer and hearing loss and provide a selection of relevant books, articles, websites and local associations.

Hamilton Public Library

As part of the general collection, all branches have items related to health. However, the Hamilton Public Library does not have a separate section specifically designated as a consumer health collection. Information regarding other health related services located at the Central Branch can be found on the website.



<http://tinyurl.com/6cjl28>

Ottawa Public Library

The Ottawa Public Library's collection provides consumer health information on a variety of topics, including conditions/diseases, drugs, nutrition & diet, exercise, pregnancy, and sexual health. The collection extends to community-building and environmental elements of consumer health, and provides comprehensive holdings on complementary and alternative medicine. Print and audio-visual materials are available in both English and French, and journal and magazine articles may be accessed online. Workshops are also given on searching for health information on the Internet.



<http://tinyurl.com/49jpoi>

Edmonton Public Library

Health information is made available in different formats across all branches of the Library – and on the Internet. A consumer health webpage – Health and Medicine - is divided into sections: Categories, Recommended Titles in Our Catalogue, Find Topics in Our Catalogue and Licensed Databases, which require an EPL card and to be a city resident for access.



Edmonton Public Library

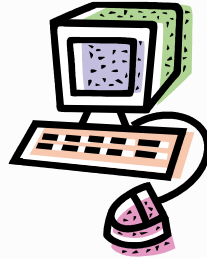
<http://www.epl.ca/EPLMasterHealth.cfm>

As we have two Multicultural Services Librarians, health information in World Languages is being added to the collection as well. Questions are taken in person, over the phone, and using our provincial email reference service – AAQ – Ask a Question: <http://askaquestion.ab.ca/>. Consumer health questions can be asked using CHAT as well - the CHAT reference service available from our webpage.



HIDDEN GEMS

Websites



Health Library Database (EBSCO)

This provides evidence-based health and wellness information for consumers. All of the content is written for the lay reader in English and Spanish and organized in the way that most consumers seek information – from basic to in-depth to comprehensive. Various medical procedures and surgeries can be viewed through animations and videos. It contains Canadian content and Lexicomp drug information.

<http://tinyurl.com/6e7qap>

Or visit the Health Resources Centre – Services section of the Humber River Regional Hospital website <http://www.hrrh.on.ca./health/> and scroll down.

Recommended by:

*Carmen Alcalde
Health Resource Centre
Humber River Regional Hospital
Toronto, Ontario*

Australia's HealthInsite

This site is a Australian government initiative which brings together content from more than 80 Australian health information providers. It covers a wide range of topics, including conditions and diseases, health and wellbeing, and life stages and events. Some of the documents are related to Australian services specifically but there is enough general information to make this site worth a visit.

<http://www.healthinsite.gov.au>

Toronto Public Library's Consumer Health Information Service (CHIS) 'Wiki'.

Originally developed to support CHIS' popular "Locating Reliable Health Information on the Internet" course, the wiki has expanded to include updated versions of the valuable information that appears in the CHIS section of the TPL website. It includes information about CHIS, links to health sites worldwide, Health Navigators on various health topics, FAQ's, and more.

<http://chis.wikidot.com>

Recommended by:

*Donna McLeod
Consumer Health Information Service
Toronto Reference Library
Toronto, Ontario*

Health Canada Food Guides

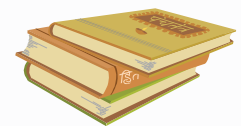
Health Canada has now translated the new Canada Food Guide into 8 different languages. These can be ordered online or printed directly from the site.

<http://tinyurl.com/5d4ho9>

Recommended by:

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

Books



The Opposable Mind: How Successful Leaders Win Through Integrative Thinking by Roger Martin Boston, Harvard Business School Press, 2007

The main theme is described in the following: "The test of a first-rate intelligence is the ability to hold two opposing ideas in mind at the same time and still retain the ability to function. One should be, for example, be able to see that things are hapless yet be determined to make them otherwise". E Scott Fitzgerald

Recommended by:

*Tara Zarrin
Freelance Health Researcher*

CHIPIG MEMBER NEWS!

News from the CHIPIG Executive

Please note CHIPIG website address
at this time is
www.chla-absc.ca/chipig

CHIPIG website

The website has been relocated to the Canadian Health Libraries Association website, as CHIPIG is an affiliate of the CHLA, and their webmaster is willing to host our site without charging monthly hosting fees.

For now the web address is
<http://www.chla-absc.ca/chipig>.

We hope to be able to return to our original web address www.chipig.ca shortly. The listserve will keep you posted.

CHIPIG Listserve

The listserv is in transition. Please add chipig.group@gmail.com to your list of trusted senders, since it is being used temporarily to send e-mail messages on behalf of CHIPIG until the new list server is established.

Membership

In March, a request was sent out asking all those who have an interest in CHIPIG to become voting members and pay a modest annual fee to cover the costs that have been borne by individuals or their supporting organizations. So far ten individual members and 6 institutional members have signed up. Membership fees will be deposited in June when a bank account is opened.

HELLOS

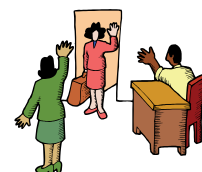
Sian Waterfield,
Consumer Health Librarian,
Julie Piatek, Consumer Health
Library Assistant
Kitchener Public Library,
Kitchener, ON

Beth Morrison,
BC Cancer Agency
Vancouver, BC

Alice Daniels,
Legal Family Law/Mental Health Advocate
Revelstoke, BC

Yvonne Brown,
Stanely Milner Branch,
Edmonton Public Library Edmonton, AB

Please check the CHIPIG website for contact information on these new people.



GOODBYES

Trish Green left her position as Consumer Health Librarian at the Kitchener Public Library in November 2007 to pursue a position with the Learning Resource Centre, Conestoga College.

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