Sixth quarterly report
August 2005 – October 2005
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Linking Native Americans to Health Information:
Phase II

NATIONAL NETWORK OF LIBRARIES OF MEDICINE/
GREATER MIDWEST REGION

Health Information Outreach

SUBCONTRACT

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With no cost extension to December 31, 2005

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I. Introduction

Training sessions occurred throughout the quarter. Due to difficulties in scheduling and the necessity for the PI to remain in our library more than anticipated, a request was made and granted for a three month no-cost extension of the subcontract. This allowed for more flexibility in scheduling and increased the number of trainings completed.

In addition to the training sessions, contacts and some interviews took place with the tribal college librarians, additions were made to the Web site, and the PI presented a poster at the Midwest Chapter Medical Library Association meeting in Fargo, ND in September. Gale Dutcher, National Library of Medicine, and Ruth Holst, Associate Director of the GMR NN/LM, accompanied the PI on a tour to three tribal college libraries and two different Indian reservations following the meeting in Fargo in September.

II. Progress toward major objectives of the project

The major objectives of this project are:

1. Train health care providers.
2. Reinforce, strengthen, and maintain a working relationship with the tribal college librarians.
3. Expand the Linking Native Americans to Health Information web site [http://harley.med.und.nodak.edu/tcl/](http://harley.med.und.nodak.edu/tcl/)

Objective 1. Training of health care providers.

The PI conducted three demonstration training sessions and seven hands-on training sessions. The PI also attended a tribal college library re-dedication and open house where one-on-one hands-on training was offered.

Details:

1. Demonstration sessions were:
   a. Standing Rock Tribal Health and CHR department – August 12, 3 attended.
   b. Standing Rock IHS facility – August 12, 3 attended.
   c. Turtle Mountain Tribal CHR department – October 27, 15 attended.

2. Hands-on training sessions were:
   a. Cankdeska Cikana Community College faculty & staff (including those working with and teaching health programs) - September 22, 2 sessions, 15 attended.
   b. Spirit Lake Tribal Health Department staff – October 19, 5 sessions, 22 attended.

All sessions focused on NLM databases including MedlinePlus, Home Products Database, ToxTown, Genetics Home Reference, and NIH Senior Health. PubMed was included for sessions with physicians and faculty. All sessions included an introduction to the project’s Linking Native Americans to Health Information web site and NLM’s American Indian Health web site. The latter two were well received because of the focus
on American Indians. The addition of the American Indian Health web site does diffuse interest in the local web site which I believe has reduced usage of the site to some extent.

Objective 2. Reinforce, strengthen, and maintain a working relationship with the tribal college librarians.

E-mail and some in-person contact was maintained with all of the librarians. In-person visits were made to all of the tribal college libraries during this quarter. Mark Holman at Sitting Bull was interviewed and visited on August 12 following the training sessions for tribal health and IHS at Standing Rock. In September, he also joined the PI, Ruth Holst (Associate Director GMR), Gale Dutcher (NLM) for lunch and a visit to the UTTC library. Charlene Weis, librarian at UTTC, also met with us and provided the tour at UTTC. On the same trip, the library at Fort Berthold was visited. The librarian was not there, but the library assistant on duty provided a tour. At Fort Berthold we also visited the tribal chambers and the Boys and Girls Club. The trip concluded at Spirit Lake with the day spent at Cankdeska Cikana Community College. We participated in a re-dedication of the tribal college library, toured the facility, and taught two sessions to college staff and faculty.

In October the PI visited Spirit Lake again for training sessions for the tribal health department and interviewed the librarian at Cankdeska Cikana Community College. Also in October the library associate at Turtle Mountain Community College was interviewed while the PI was in Belcourt to do training for the tribal CHR staff. Another visit to Turtle Mountain Community College was made in mid-October for promotion of some commercial products available to their faculty and staff. The library associate was very helpful in making the arrangements and providing support.

Objective 3. Expand the Linking Native Americans to Health Information web site http://harley.med.und.nodak.edu/tcl/

Updates were again made to the Web site this quarter. The PI continues to do most of the updates through the content management system developed by our web master. It remains a useful tool as exhibited through continued usage. In the inaugural year, 2002, usage was 1,079 hits on various pages. In 2003, it was 2,114, in 2004 there were 7,394 hits, and from January through October in 2005 there have been 9,174. Hopefully the steady increase in usage reflects the effect of increased visibility as well as the stability of the site. The statistics for 2004 and 2005 have been adjusted to account for some “bot” hits that we are able to track. The web page is located at: http://harley.med.und.nodak.edu/tcl/

Baseline Data: Due to the limited time available at the training sessions, we revised our plan for collecting baseline data. We administered a simple survey to determine where health information is obtained. Complete analysis of the results will occur when all trainings are completed.

Publicity/Marketing: Most publicity and marketing this quarter was direct contact with the health care providers targeted for training sessions. They were called on
telephone initially, and then often there was e-mail or print mail follow-up. A total of 61 calls were made and 35 e-mails were sent.

Training/Demonstration Sessions: There were a total of 10 training and demonstration sessions held. They are detailed above.

Evaluation Activities: Evaluations were distributed at the training sessions. They will be compiled in the final report. The web site was used 1,610 times during the quarter.

III. Problems encountered and measures taken to resolve them

    The same scheduling problems encountered previously continued. IHS facilities are extremely busy and extremely reluctant to take time for training sessions. Even after scheduling sessions, they were often cancelled or rescheduled. It is also difficult to find the right person to contact. The administrative officer or the medical director is usually the best option, but the demands on them are many. Often they do not return calls or answer e-mail. A total of 61 telephone calls were made and 35 e-mails were sent during the quarter to schedule the 10 training sessions. At the IHS facilities physicians rely on Up-To-Date and MicroMedex supplied by the IHS. They do very little “research,” so PubMed does not have much appeal to them. The only counter is to be persistent and to be flexible. If you are not willing to change at a day’s notice, you will miss opportunities to train. Introductory in-person visits proved helpful in some cases. How to address their extremely hectic schedules is most difficult and nearly impossible.

Tribal health contacts on two reservations resulted in positive experiences this quarter. Their problems are similar to those at IHS facilities. Many employees have minimal computer skills and little access to computers, so supervisors are reluctant to commit blocks of time for training that they feel will have minimal impact on their jobs. It is difficult to convince them of the value of Internet training with those conditions. One must be persistent, flexible, and continually attempt to convince them of the importance of the training.

IV. Suggestions for modifications to the project

    Training expectations remained lowered. IHS staff simply will not take the time for hands-on training. Tribal health workers who do not have experience with computers are also better served by demonstration. Exposure to the databases and demonstration sessions are about the best we will be able to get them to attend.

V. Projected activities for next quarter

    Final training sessions will be scheduled and occur. The Web site will continue to be updated. Interviews with the tribal college librarians will be completed. Support materials will be developed for the tribal college libraries. The librarians all expressed
an interest in updated materials. A final poster will be developed featuring complete results. The poster will be used at upcoming library, state health and campus meetings.

VI. Reporting forms for training sessions

Forms have not been completed yet.

VII. Other accomplishments

The principal investigator presented a poster highlighting the project at the Midwest Chapter meeting in Fargo in September. She also continues to work with Gale Dutcher, Head, Office of Outreach and Special Populations, Division of Specialized Information Services, National Library of Medicine, to organize and coordinate a user group for American Indian Health Web site http://americanindianhealth.nlm.nih.gov. During our trip to the reservations in September, we met with everyone on the user group.