

# CPHSLA

Newsletter of the...  
Central  
Pennsylvania  
Health  
Sciences  
Library  
Association



Volume 23 Number 1

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April 2011

## NEXT CPHSLA MEETING “Cloud Computing”

Presented by Dale Prince    Hosted by Helen Houpt  
Friday, June 3, 2011  
Pinnacle Health System in Harrisburg

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Central Pennsylvania Health Sciences Library Association  
Treasurer's Report  
11/12/10

Checking Account Activity

Previous Checkbook Balance	\$1635.68
Expenditures	
MLA Telecast	\$ 494.00
Deposits	
Membership Dues	\$ 20.00
Current Checkbook Balance	\$1161.68

Certificate of Deposit

Current Value	\$3218.44
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Total Assets

Checking Account	\$1161.68
CD	\$3218.44
Total Assets	\$4380.12

Prepared by: C. Weglarz

**CPHSLA SPRING MEETING**  
**November 12, 2010**  
**Geisinger Health System**  
**Danville, PA**

## MINUTES

**In Attendance:** *Val Lynn (President), Edie Asbury, Nic Cecchino, Marie FitzSimmons, Patrice Hall, Nancy Henry, Michael Heyd, Helen Houpt, Claire Huntington, Tracie Kahler, Kris Kalina, Georgeanna Ledgerwood, Judy McConnell, Deb Miller, Elizabeth Morgan, Susan Robshaw, Patricia Ulmer, Cathy Weglarz.*

**Call to Order:** The meeting was called to order at 1:05 p.m. by President Val Lynn.

**Approval of the Minutes:** Helen moved, and Nancy seconded the motion, to accept the minutes of September 17, 2010 as published in the newsletter. Passed.

**Treasurer's Report:** Cathy reported that the current checkbook balance is \$1,635.68, and the value of the certificate of deposit is \$3,218.44. Total assets are \$4,380.12.

## Standing Committee Reports:

**Program Committee** – Nic reported that he will send out a list of topics for selection again before planning the next meeting. Possible topics are EBSCO evidence-based medicine resources, disaster planning, integration of library electronic resources into electronic health records, and value of libraries.

**Special Projects** – For the digitization of the CPHSLA archives, Nic has the binder and will scan it into PDFs for Patrice to post on the website.

**Exchange List** – No changes; new lists can be posted on the listserv or sent to Edie Asbury at [easbury@hsh.org](mailto:easbury@hsh.org).

**Membership Committee** – Helen and Kathy will consult about who to contact to consider re-joining.

**Member-at-Large** – Members are encouraged to send cards to Laurie Schwing at her work address.

**Nominating** – No new officers are needed for 2011.

**Newsletter** – Members are encouraged to submit items to Marie or Georgeanna.

## Old Business:

**Membership Directory** – Val thanked Patrice for updating the CPHSLA webpage

**MLA Annual Meeting Scholarship** – *Since there are not sufficient funds to continue sponsoring two \$500 scholarships each year, members discussed whether to fund it only when on the East coast, use it for the full group instead by funding a CE class each year, and/or increase the dues to accommodate more educational support to members. Mike moved, and Susan seconded the motion, that the treasury fund one MLA credit educational program per year. Passed.*

**Dues** – *Claire moved, and Mike seconded the motion, that we charge \$10 each year [instead of every other year] to create a financial cushion, beginning July 2011. Passed. Members discussed the value of membership for this relatively low cost: Decline interlibrary loan reciprocal if opt in; can attend meetings at a lower cost, or no charge; a pool of money available to fund CE programs; collegiality; and networking, especially for solo librarians;*

## New Business:

**Tax Status** – *Tracie reported that it was decided years ago that there is no benefit or need to apply for tax exempt status (501c3). Val consulted with an accountant, who advised that without this status, we cannot ask people to donate to a scholarship fund or conduct a fund raiser; our purpose is not to collect a lot of money. Members decided not to publicly state it on the CPHSLA website, but to note it in the treasurer's binder. It is the responsibility of the treasurer to investigate*

periodically whether not having this status is still adequate.

**Location of Spring Meeting –**

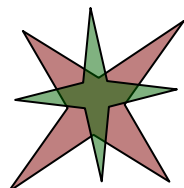
Possible locations volunteered were Geisinger, Chambersburg, Hershey’s community health library, or Lock Haven. Nic will first survey for the topic, then request a location.

**Announcements:**

Susan recommended participation in the Value of Libraries study. Funding is available from the NN/LM MAR for 100 libraries to participate. Participants get champions and sign a memorandum of understanding. Champions can be the chief medical officer, nursing administrator, or a coordinator.

**Adjournment:** Kris moved, and Deb seconded the motion, that we adjourn. Passed. The meeting was adjourned at 1:50 p.m.

Respectfully submitted,  
Edie Asbury  
Secretary



**SAVE THE DATE**

Hello CPHSLA Members,

The next CPHSLA meeting will be held June 3, 2011 at Pinnacle Health System.

The program will be

Registration	10-10:30
Presentation	10:30-12:30
Lunch	12:30-1:30
Business meeting	1:30-2:30

Host: Helen Houpt

Library Services  
Pinnacle Health System  
Community General Hospital  
4300 Londonderry Road  
Harrisburg, PA 17105  
717-657-7247  
717-657-7248 (Fax)  
[hhoupt@pinnaclehealth.org](mailto:hhoupt@pinnaclehealth.org)

Please look for more information in your email closer to the date of the program

**Save more dates:  
CPHSLA future programs**

**Value of the Library to be presented by Nancy Adams at Holy Spirit 19-Aug 2011**

**Integration of Library Resources into the Medical Record to be presented by James Cimino, MD, at Lois High Berstler Community Health Library 28-Oct 2011**

**CPHSLA Elections 2011-2013**

**Results**

**Vice President:**

**Mike Heyd/Susquehanna Health**

**Secretary:**

**Edie Asbury/Holy Spirit Hospital**

**Treasurer:**

**Cathy Gessner/Lock Haven University**



Penguin Plunge Redux

As Captain of the Parrot Heads in Amish Paradise, I had hoped to find a stunt double for this year's Penguin Plunge but, alas, everyone seemed to think it was my duty to carry on the tradition. So once again I put my fanny in the Susquehanny to raise money for the Harrisburg Area Humane Society. This year I was joined by my husband, Dan, and two other club members. Our dog, Tucker, a rescue dog we found through the Humane Society, also plunged. Being part lab, he loved it. Once again we all survived and the Amish Parrotheads raised \$635. I really wish we would come up with a different fundraiser, though.



brrrrrr...

The George T. Harrell Health Sciences Library at Penn State Hershey is sponsoring an **Open Access Symposium**. Join us to learn about .....

- \*\* Why researchers and authors should care about Open Access
- \*\* Different models of disseminating research outcome in an electronic environment
- \*\* How to retain access and use of your intellectual property
- \*\* How to share your work without losing control
- \*\* What you can do with research data storage and retrieval
- \*\* How is Penn State supporting emerging methods of scholarly communication and data curation
- \*\* How other institutions are managing publication processes

Date & Time:  
**Wednesday, April 13 from  
 9 AM - 12 Noon**  
 Location:  
**Junker Auditorium,  
 Hershey Medical Center**

Please feel free to contact me if you have any questions. *Esther Y. Dell, AMLS, AHIP Associate Librarian*  
 (717)531-8633 (voice) [eyd1@psu.edu](mailto:eyd1@psu.edu)

**Published:**  
**Lynn VA, FitzSimmons M, Robinson CK.**  
**Special report: symposium on transformational change in health sciences libraries: space, collections, and roles. J Med Libr Assoc. 2011 Jan;99(1):82-7. PubMed PMID: 21243060; PubMed Central PMCID: PMC3016656**

## Spotlight New Members



### National Library Week

will be observed  
April 10-16, 2011  
with the theme,

"Create your own story @ your  
library®."



The library at Holy Spirit Hospital welcomes **Karen Yeager** to the position of library secretary. She has a bachelor's degree in public health and has worked for the health system for 17 years as a health educator in the community, CPR classes, and childbirth education classes. Her enthusiasm for learning and providing medical information is evident!

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## Cynthia McClellan



I am very pleased to be the new Director at the Health Sciences Library at Lancaster General Health.

Having left my previous position in January of 2009, I've had the opportunity to complete a couple of interesting projects while concurrently focusing on attaining a position that will enable both personal and professional growth. So here I am! And I'm already loving it.

I began my professional career as a law librarian in San Francisco, where I lived for 6 years after completing my MLS at Rutgers. After the birth of my older son (not to mention the Loma Prieta "World Series" Earthquake), I felt the pull of my east coast roots, and returned to South Jersey in 1993. I stayed in law librarianship for another year or so before answering Opportunity's knock... when a grant-funded position as "Outreach Librarian" for Temple University Health Sciences Library came my way, enabling me to make a switch to the health sciences.

As such, I traveled throughout Philadelphia and its suburbs, teaching Medline searching using Grateful Med (I'm sure some of you remember how much *fun* that software was!) to area physicians. When the grant ended, I remained in the biomedical sciences, and am forever appreciative that my path veered in this direction.

I am inspired by the vitality, collegiality, and creativity of my colleagues, and appreciate both the challenges and "psychic rewards" that our field engenders. I have experience serving in institutions including Thomas Jefferson University, the University of Medicine & Dentistry of New Jersey, and the University of the Sciences, where my responsibilities have encompassed reference and research, document delivery/interlibrary loan, public/access services, and online teaching and learning.

I am finishing my term on the MLA-Philadelphia Board as past-Chair, and currently serve as Chair of the Nominating Committee.

I am thrilled to be here, and look forward to meeting and working with all of you at CPHSLA, as well as to learning all about local culture and activities. For now, I am commuting from South Jersey, but look forward to relocating to the area in the near future.

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Hello. My name is **Elizabeth Morgan**. My official title is Librarian and the place where I work is PinnacleHealth System Harrisburg Hospital.

Previously I worked part-time as a Reference Librarian at Central Pennsylvania College's Charles T Jones Library. I have worked part-time as a Reference Librarian at the New Cumberland Public Library too. Where my medical background comes in is I worked very briefly at the Beck Library with the Robert Packer Hospital in Sayre, PA and I have done document management for Regulatory Affairs for a biotech company down outside of DC.

I received my MLS from Clarion University in 2007.

I have been married to my husband Scott for 12 years and we have two little girls, Natalie is 7 and Emma is 4.



We also have a 2-year-old German Shorthaired Pointer named Fletch...and yes, he is named after the Chevy Chase movie.

Outside of work I am very busy taking my girls to piano lessons and softball practices and helping with homework and playing games. I play the piano too when time allows and of course I love to read.

The plaque in my office summarizes how I feel about libraries, "I have always imagined that Paradise will be a kind of library."

Thank you for welcoming me into the group. I look forward to spending time with all of you.

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Name: **Nancy Adams**

Position: Associate Director/Coordinator of Education & Instruction at the Penn State Hershey George T. Harrell Health Sciences Library



I got my MLIS from Wayne State University and my first professional position was as a medical librarian. All of my positions since then have been related to science librarianship and information literacy. I've always considered myself to be an educator, first and foremost, and have several years' experience teaching science at the college and high school levels. Libraries are a second career for me and one that has blended really well with my teaching experience and science background.

Outside of work I like to read (voraciously), mostly nonfiction, especially American religious history. One of my latest kicks is exploring the Biblical allusions in

Martin Luther King Jr's writings and speeches and I have given a couple of presentations on that. I live in Mechanicsburg but like to spend time in midtown Harrisburg and go to libraries, art galleries and museums with my husband and our two boys. I also love learning about new Web 2.0 technology and have lately added Prezi ([www.prezi.com](http://www.prezi.com)) to my personal technology toolkit.

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## Goodbye Sue!!



Good Luck in all your endeavors

Please join me in wishing Sue Hunter, NN/LM MAR Planning and Evaluation Coordinator, every success as she leaves the RML Program for a leadership position at Pace University Library. Sue joined the NN/LM MAR in November 2006 and has been instrumental in the development of the successful MAR Strategic Plan for Member Engagement, building an evaluation infrastructure for all the RML program elements including the Awards program, conducting two Member Needs Assessments (2007 and 2010), building a strong liaison program with our Pennsylvania members, teaching evaluation and consumer health information skills, and completing a contract evaluation for 2006-2011 among other contributions to the Program and its staff. Sue's last day is March 10. I know she has your best wishes as she embarks on the next phase of her successful career in librarianship.

Kate

Kathleen (Kate) Burr Oliver, Associate Director  
National Network of Libraries of Medicine, Middle Atlantic Region

*We will miss you, Sue! Thanks  
for **everything** on behalf of  
CPHSLA ~gl*



## Inaugural Pennsylvania Health Literacy Conference

In November I attended the Inaugural Pennsylvania Health Literacy Conference at the Temple University School of Medicine. The stated aims of the conference were to raise awareness of the impact of low health literacy on patient health outcomes; assist organizations and health professionals in overcoming the challenges of low health literacy and to develop a statewide Leadership Council to catalyze action among state, regional and local organizations. I was already familiar with the importance of health literacy as it impacts libraries and our jobs as librarians. This conference was aimed more at clinicians so it was interesting to hear about this issue from that standpoint.

According to a 2004 AHRQ report, low health literacy leads to a decrease in the use of preventative services and an increase in the use of ER use and hospitalizations. It also results in poorer physical and mental health and an increase in mortality. However, what really struck me was the scope of this problem. Recent estimates are that nearly half of all American adults have trouble understanding basic health information and the annual cost to the healthcare system from low health literacy is estimated in the range of \$106 to \$236 billion annually.

The keynote speaker, Dr. Terry Davis from Louisiana State University Health Services Center, gave an excellent presentation. In her talk she discussed how the root cause of the problem is the combination of the decreasing level of patients' education and language skills and the increasing complexity of the healthcare system. Health literacy means more than the ability to read. Dr. Davis noted that health literacy is the ability of patients to listen, understand and act on the information given to them. The American College of Physicians has a link to a video Dr. Davis and her colleagues made at

<http://www.acpfoundation.org/hl/hlresources.htm>.

The video shows interviews with patients that illustrate their difficulties in dealing with the healthcare system.

In the past, the focus in public health has been on getting information out to people and not on whether they understand or would act upon the information. Dr. Davis discussed some of the health literacy initiatives she and her colleagues have been working on to change this approach. These include efforts to develop better self-management guides for patients with chronic conditions. The concept for these guides is focusing on the key information patients need to know and actions they need to take. The guides are colorful and easy to understand but not "dumbed down." The most important aspect of the guides is the clear, small "actionable" steps patients can follow to manage their condition.

Dr. Davis also spoke about efforts to redesign prescription labels. Medication errors are the most common medical mistake. Studies have estimated that patient errors in taking medication at greater than 500,000 adverse effects at a cost of \$1 billion to the health care system. Dr. Davis' study involved 395 primary care physicians in three states and found that overall 46% of patients did not understand the instructions on medication labels and those patients taking 5 or more medications were three times as likely to misunderstand the instruction. Currently she is involved in a randomized controlled trial using "patient friendly" labels. These labels are standardized with larger font with the instructions for use, dosing and time periods arranged in a table format. The study aims to see if this type of labeling will improve the patient's ability to correctly follow dosing instructions and adherence.

Other presentations included pilot projects being conducted in health care institutions around the country that are aimed at finding practical solutions to deal with low health literacy. All the projects were very interesting, although I have to admit Project RED (Re-engineered Discharge) with its "Embodied Conversational Agents" was a little creepy. Actually, the ECAs are just a small part of the overall project, which included a complete redesign of how patient

education and hospital discharge instructions should be accomplished. However, as a way to cost cut and save time, a digital hospital bedside patient education system was developed that uses “Virtual Discharge Advocate, Louise.” A preliminary study found that 74% of patients preferred receiving their discharge instructions from the “virtual nurse” as opposed to human healthcare providers. If you’d like to see Louise in action, check out the website at <https://www.bu.edu/fammed/projectred/meetlouis.html>.

The final presentations of the day were on health literacy and the community. The presentation by the New York Literacy Assistance Center Health Literacy Initiative discussed the programs they have developed in partnership with various health providers in the New York area. The premise of these programs is that literacy specialists aren’t trained to teach health content, such as recognizing the symptoms of a heart attack. However, they are experts in teaching the skills needed for health-related tasks: calculating time and medication dosages, reading labels and instructions, filling in forms. Also, there is already an overlap in their clients and those most in need of health literacy. These partnerships have provided benefits for the instructors, students and the healthcare professionals. For healthcare providers the main benefit has been raising the awareness of communication and literacy issues that may affect their patients. Often there is a gap between what health care professionals think they have communicated and what patients have understood. Getting clinicians to recognize the difficulties many of their patients face is a first step in alleviating some of the problems caused by low health literacy.

As a member of the Penn State Hershey Community Service Team, I am working with Seamus Carmichael and Catherine Caruso on a health literacy project. Our goal is to present a workshop for healthcare providers in our area that will increase their awareness of the extent of low health literacy and how it affects their patients. As a first step we are developing a questionnaire

to determine the current measures healthcare providers in our area are using when treating patients with limited health literacy and ascertain providers’ interest in learning about ways to help patients who have low health literacy. I will keep the group apprised of our efforts.

*Submitted by Patrice Hall*

