

Influencing Patient-Provider Communication And Promoting Patient Self Advocacy

**Contributed Paper Session – May 6, 2013
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Introduction

Collaborating with an Internal Medicine faculty physician on two projects, a medical librarian attended a university outpatient clinic to assist patients in finding health information and clarifying questions to ask their doctors.

Hypothesis

Patients provided with quality consumer health information directed to their preferred learning style and assisted with preparing questions before their clinic visit will have more productive interactions with their healthcare providers.



Methods

- A librarian attended clinic sessions in the UF&Shands Internal Medicine and Medical Specialties Clinic (IMMS) to provide health information and help patients clarify questions to ask their doctors.
- A computer and printer were set up in the waiting room for the librarian-patient consultations.
- The librarian invited patients to participate while they were waiting for their appointment.
- Based on questions asked a card was created for patient to hand their physicians.

The Project

- Begun as a pilot project
May to June 2012 (4 hrs/ week)
- Continued as a full project
October to February 2013 (8 hrs/ week)

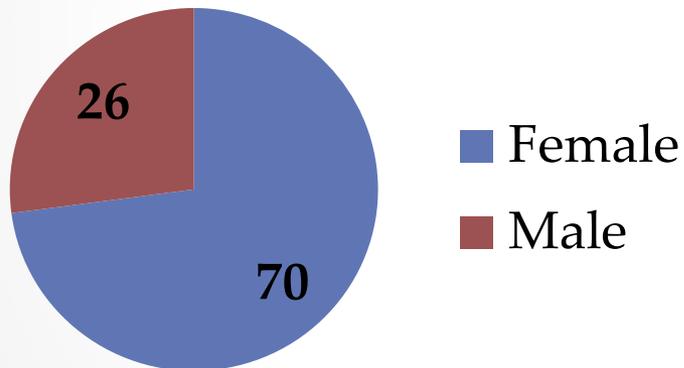
Data from the two studies has been combined for this presentation.



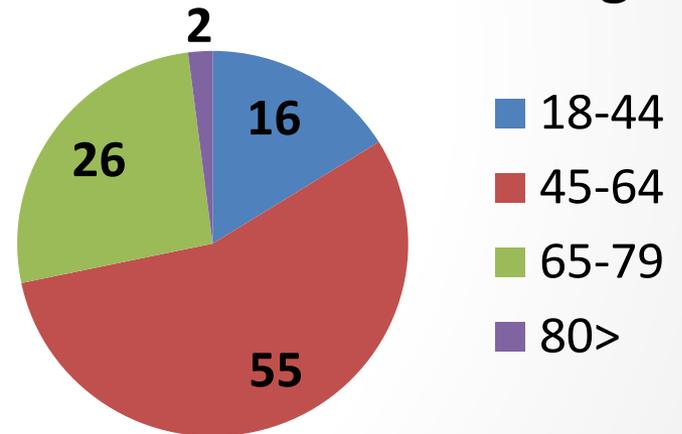
Patient Demographics

Enrolled 99 patients (Pilot 12; Full 87)

Patient Gender



Patient Age



Patients' Access to Technology

Which of the following do you use?

	Number of responses
• Computer	66
• Smartphone	25
• iPad/ tablet/ e-reader	30
• Internet access	48
• I don't use any	24

75 of 99 used computers or mobile devices

48 of 99 have access to the Internet

24 of 99 did not use any computer or mobile device

Patients' Preferred Learning Style

How do you like to receive new information?

	Number of responses
READ text	68
HEAR have someone talk to me, ask questions	51
WATCH videos or see pictures	46
DO SOMETHING – write it down, practice, play game	17

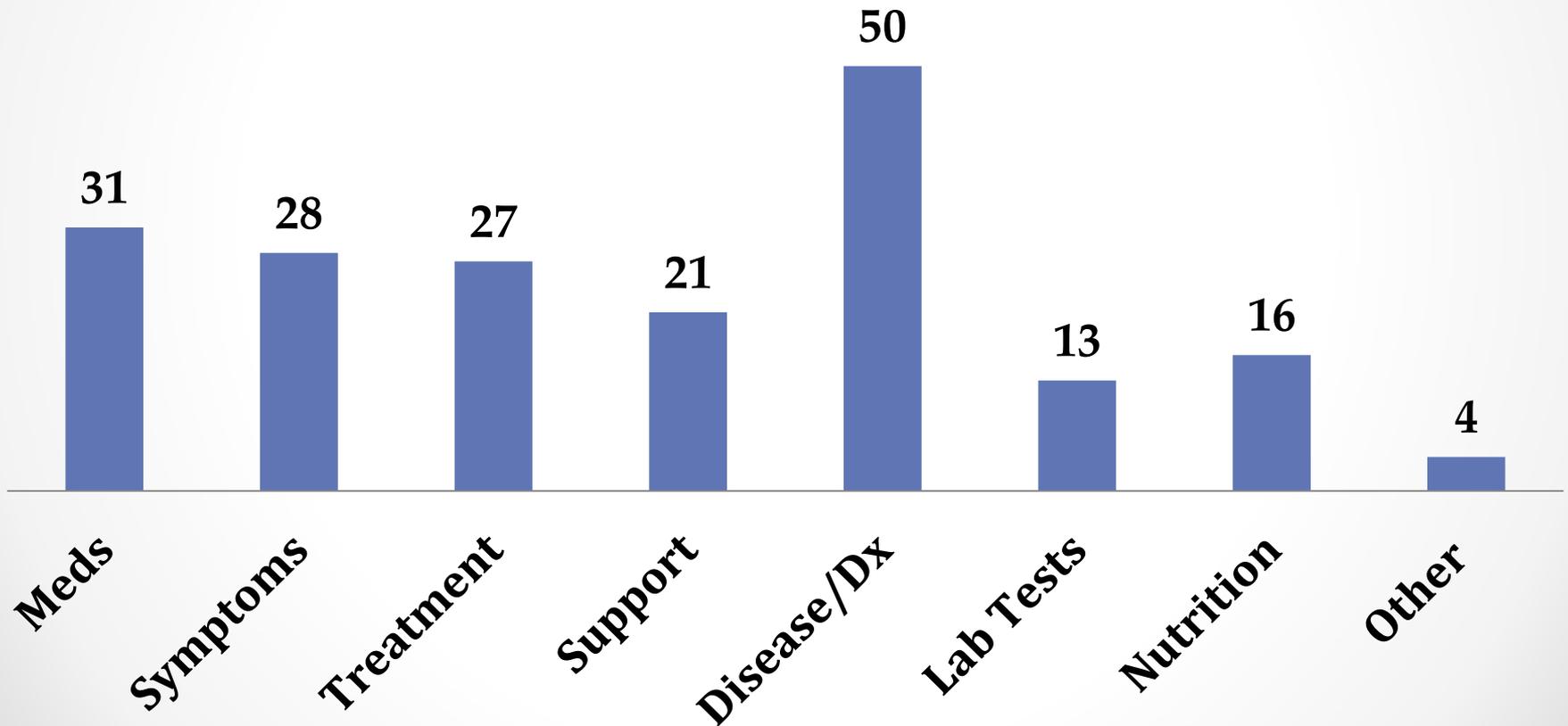
45 patients chose only 1 method

53 patients preferred 2 or more methods

8 patients selected all 4 methods

Patients Asked 143 Questions

Questions by Category



Selected Questions by Category

Medications: I want information on lisinopril and its side effects.

Symptoms: What causes foot swelling?
What can cause upper quadrant abdominal bloating?

Treatment: What is esophageal mucosal resection?

Support: How do I get copies of my medical records?

Disease/Dx: I'd like information on pancreatitis.
How do you manage low blood pressure?

Procedure: What are pulmonary function tests?

Lab tests: What is creatinine and what does it measure?
Do I need to fast for a thyroid test?

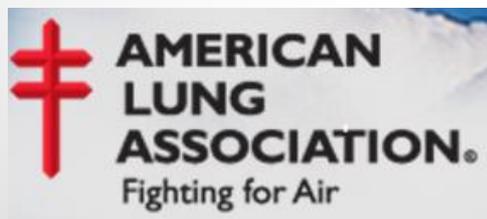
Nutrition: What is a renal diet?
Why is fiber important?

Resources Used to Assist Patients



ClinicalTrials.gov

A service of the U.S. National Institutes of Health



Patient Librarian Consultation

My right foot is swollen and it really hurts. I just want them to cut it off.

Questions identified by the librarian for the patient to ask the healthcare provider:

- What causes my foot to swell?
- What can I do about it?
- If amputation were considered, what would be the next steps?

Information identified:

MedlinePlus: Encyclopedia Foot swelling

When the patient left the clinic, she told the librarian that she had been given appointments to test for diabetes and kidney disease.

Comment Card Responses

Patients were to return the question card to the librarian after their visit and answer the question on the back:

“Did your time with the librarian preparing questions help during your visit with the doctor?”

Responses have been overwhelmingly positive from patients.



Physician Participants

Resident and faculty physicians total = 17

Pilot – 7; Full – 10

- Pre-intervention surveys asked physicians if they felt their patients were knowledgeable about their conditions and asked questions during visits.
- Post-intervention surveys asked physicians if the information provided and the librarian consultation impacted the clinic visits.

Physician Librarian Consultation

Please provide information on diabetes in Arabic. My patient is returning to Saudi Arabia where he needs to educate his family about his condition, its management and the lifestyle changes he needs to make.

Information identified:

- MedlinePlus: Multiple languages
 - 20 bilingual booklets in English and Arabic
- RHIN.org
 - 116 items --audio, video and documents

Physician Response

- Physicians reported use of the comment card and librarian consultations did not increase clinic visit time.
- Physicians have asked for additional information on:
 - + High blood pressure
 - + Diabetes
 - + Weight loss
 - + Medication use
 - + Asthma

Lessons Learned

- Patients respond more to personal invitations to participate than to signs or flyers.
- Health information is needed in multiple formats to meet different learning styles.
- Although patients may use computers, their internet access is more limited.
- In our population, women were more likely to engage and ask questions related to health issues.

Conclusions

Librarians, partnering with healthcare providers and patients in clinical venues, can encourage communication and question-asking while simultaneously improving health education.

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