



camh Centre for Addiction
and Mental Health

OLA Super Conference 2016 Transforming the Patient Library: Collaborating for Success

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+ Project Summary

- Partnership between CAMH Library/CAMH Education and the CAMH Client Library
- Develop consumer health collection to suit the needs of patients who use the library
- Process will be collaborative from start to finish with extensive consultation with and input from
 - Current and former CAMH inpatients and day treatment patients
 - Client library patrons, staff, and volunteers
 - Patient and family advocates
 - Clinicians who recommend the library to patients

CAMH Education



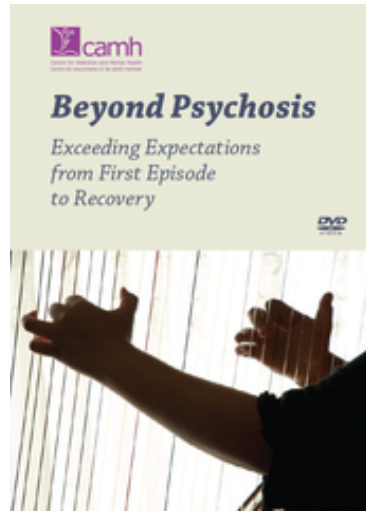
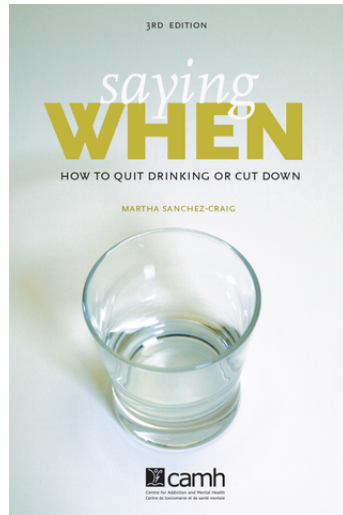
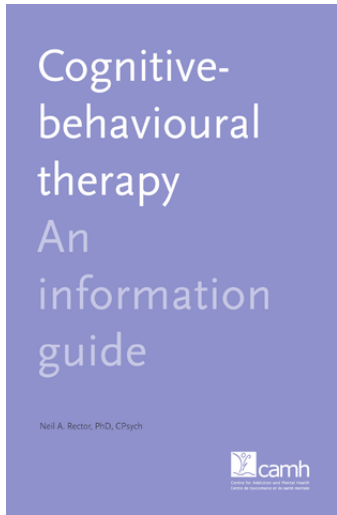
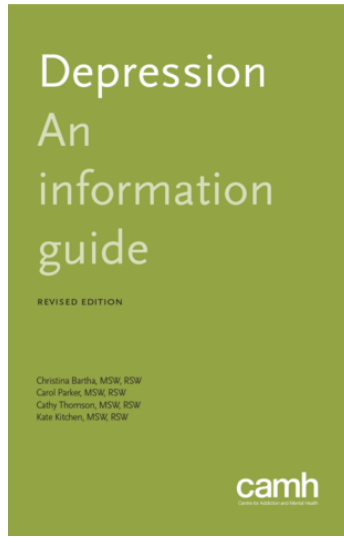
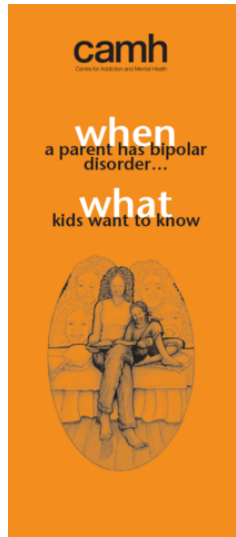
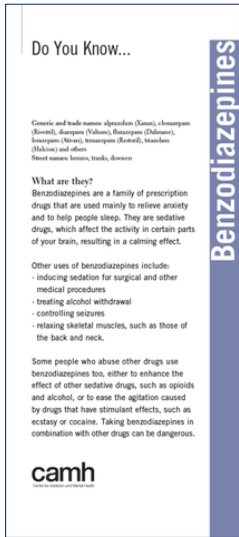
Strategic Direction #4: Enhance Client and Family Education

- Collaborate widely across CAMH, including clients, families, Empowerment Council, Volunteer Services, Peer Support
- Develop health information for client and family education and public use
- + • Increase access to health information
- Build and maintain involvement of clients and families in the creation of information

+ CAMH Publications

The screenshot shows the CAMH Publications website interface. At the top left is the 'camh' logo. On the top right, there is a 'CURRENCY: CAD' dropdown and language buttons for 'English' and 'Français'. A navigation menu includes 'HOME', 'ABOUT US', 'SUBJECT', 'AUDIENCE', 'ALL PRODUCTS', and 'FAQS'. The 'AUDIENCE' menu is expanded, listing categories such as 'ACADEMICS AND PROFESSIONALS', 'CHILDREN AND YOUTH', 'CLIENTS, FAMILIES AND FRIENDS', 'COMMUNITY COALITIONS', 'ETHNO-CULTURAL GROUPS', 'GENERAL PUBLIC', 'PEOPLE WHO WORK WITH CHILDREN AND YOUTH', 'PEOPLE WHO WORK WITH OLDER ADULTS', and 'WOMEN'. Below the navigation is a welcome message: 'Welcome to the CAMH Publications online' followed by a brief description of the site's resources. The main content area features a grid of six publication categories, each with an icon and a title: 'PUBLIC INFORMATION PAMPHLETS' (pink background, info icon), 'MENTAL HEALTH INFORMATION GUIDES' (teal background, open book icon), 'STORYBOOKS FOR CHILDREN' (orange background, open book with stars icon), 'COURSE AND REFERENCE TEXTS' (grey background, stack of books icon), 'CLINICAL TOOLS' (purple background, clipboard icon), and 'PROGRAM MANUALS' (green background, stack of manuals icon).

+ Publications for Patients & Families





CAMH Client Library

- + • Dedicated space for inpatients and outpatients
- Distinct from patient and family resource centres
- Operated through Volunteer Resources/Human Resources
- Collection includes leisure reading, puzzles, games, and DVDs
- Programming includes weekly writing circle, knitting group, and movie nights

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+ How the Project Started

- CAMH Patient and Family education program is leading the development of a Patient and Family Learning Centre that will open in 2020 as part of the hospital's redevelopment.
- A patient-facing consumer health collection will be part of the Patient and Family Learning Centre.
- CAMH Education approached the Client Library about starting the practical/conceptual work of developing a responsive consumer health collection that is built through co-creation vs. expert "curation."

+ Current Scope

Research goal

Build a patient-driven consumer health collection for the CAMH Client Library

Research Questions

1. What are the health information needs for inpatient and outpatient mental health clients?
2. What types of health information resources do mental health clients find most useful?
3. What are the best ways to facilitate the uptake of consumer health information?
4. How can client libraries build and maintain a client-driven consumer health collection?

+ Advisory Committee

- 6-8 members
- Current and former CAMH clients, Client Library volunteers and staff, CAMH Library staff, and Client and Family Education staff
- Will provide oversight for:
 - Reviewing research protocols and instruments
 - Consulting on recruitment strategies
 - Reviewing and providing feedback on preliminary data analyses
 - Developing the consumer health collection
 - Developing complementary health literacy, education, and outreach initiatives for the client library

+ Stages

1. Literature Review

- To better understand evidence-based approaches to developing consumer health collections for mental health and addictions.

2. REB Application

- Develop research protocol, including recruitment strategy and interview questions
- Develop and submit TAHSN Research application to CAMH REB

3. Needs Assessment

- Recruit participants
- Conduct interviews
 - CAMH clients (N=10-15)
 - Client Library volunteers (N=7-10)
 - CAMH clinicians who access the Client Library with their clients (N=7-10)

+ Stages

4. Collection Development

- Use the findings from Steps 1 and 2, compile a full list of consumer health resources
- Develop user friendly and accessible cataloguing, sign out and tracking system
- Develop complementary health literacy and education initiatives to support the uptake of the consumer health resources

5. Share Findings

+ Needs Assessment: Select Questions

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Client Interviews

- What about the Client Library works well?
- What information about your health do you need to support your recovery?
- What types of health information and resources would you like to see in the Client Library?
- In what ways would you like to access this health information (e.g. printed brochures, electronic webinars, face-to-face, guided internet access)?
- What may make it difficult to access and use health information?

+ Needs Assessment: Select Questions

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Volunteer/Clinician interviews

- As a volunteer at the Client Library, can you describe the ways you typically interact with clients?
- What types of health information and resources are most commonly requested by clients?
 - Probe: What are the most common topics of health information requested?
- How might we promote health information and resources in the Client Library?
- What supports do Client Library staff and volunteers need to help facilitate access to health information for clients?

+ Interim Deliverables

- Signage (genres, categories, directional, calendar of events)
- Pilot collection
- Volunteer introduction and orientation to the collection to help patients find information
- Simple, low-barrier cataloguing/circulation system
- Computer workstations to facilitate access to online health information

+ Pilot Collection

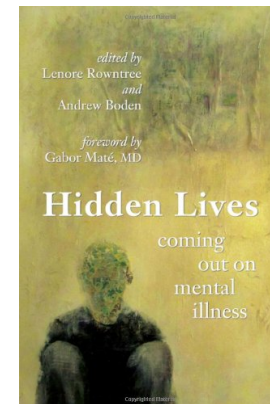
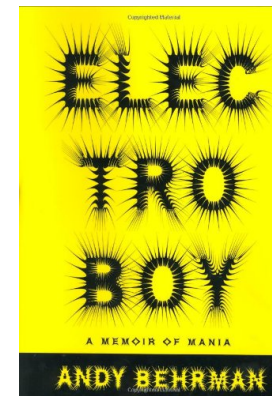
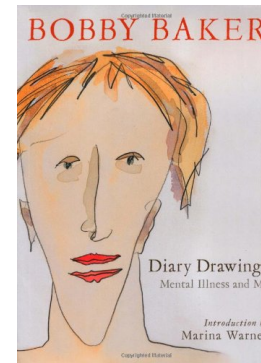
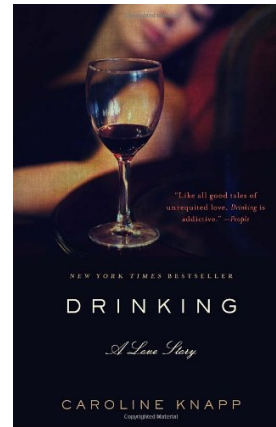
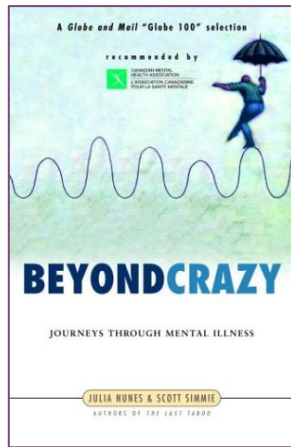
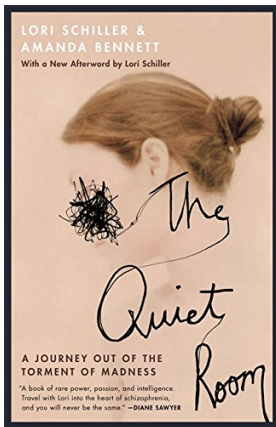
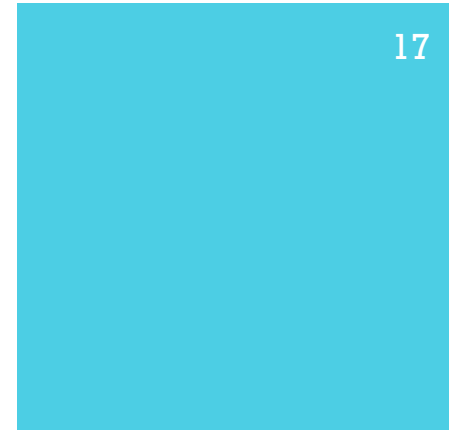
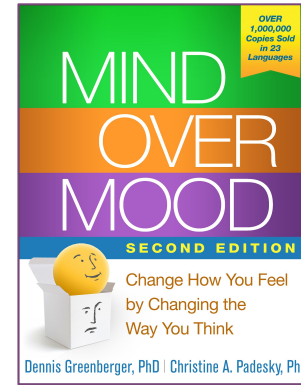
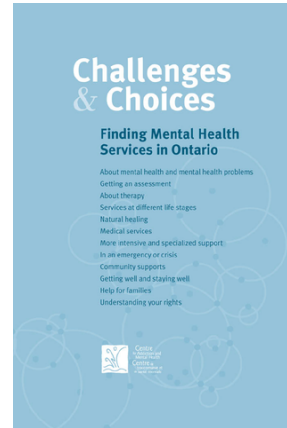
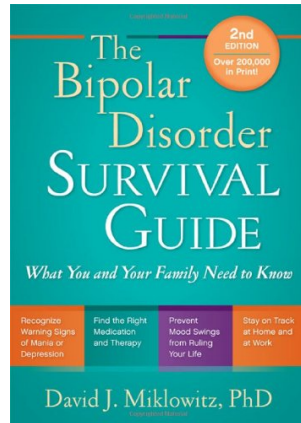
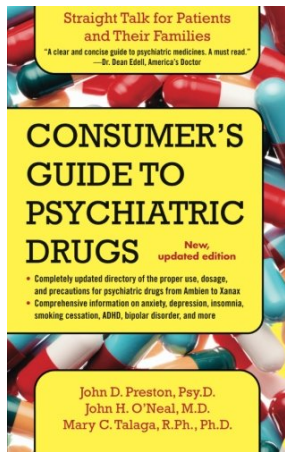
Advantages:

1. Provides more immediate deliverable for collection; fills the Consumer Health Information gap
2. Useful for Needs Assessment interviews to gauge interest and solicit feedback

Pilot Collection Categories:

- Reference/Informational
- Personal stories
- Poetry
- Graphic/Comic
- Workbooks
- Magazines/Newsletters

Pilot Collection: Examples



+ Challenges

- Unique population: space, resources, and services are for the use of CAMH inpatients, outpatients, and those in day treatment programs
- Diversity of collection: materials on and from marginalized communities, varying degrees of reading comprehension ability, potentially 'controversial' books
- Limited funding for non-CAMH resources
- 'Scope creep' amid excitement about future possibilities
- REB approval process

+ Opportunities

- Initiative and goals in line with CAMH Education's Strategic Direction: Enhance Client and Family Education
 - Collaborate widely across CAMH, including clients, families, Empowerment Council, Volunteer Services, Peer Support
 - Increase access to health information
 - Build and maintain baseline involvement of clients and families in the creation of information
- Learn more about consumer health information resources available beyond CAMH
- Head-start on CAMH Education/CAMH Library move to Queen Street in 2020
- Contribute to health sciences and library literature with what we think is a unique approach to collection development
- Support patient recovery



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