

Consumer and Patient Health Information Section
MLA ANNUAL REPORT 2001/02

Strategic Goal: Information Technology

CAPHIS had an active Website Committee that continued to work diligently on the redesigned CAPHIS Website <http://caphis.mlanet.org/> that was launched May 1, 2001. Some new features included: a fresh look and new logo; graphic navigation bars on tops and sides with text navigation at the bottom; enhanced information about CAPHIS; and more information about managing a CHI service. Consumer Connection the CAPHIS Newsletter moved to an electronic format with April-June 2001 issue 17(1) and is available on the CAPHIS Website.

Future directions for the CAPHIS site include: establishing guidelines for the Website Committee and Editor; developing quality assurance procedures for posting material on the CAPHIS site; and further enriching the content on the CAPHIS site. The CAPHIS Website continues to be monitored and updated by the Webmaster. The Website served up an average of 18,270 pages a month from May 1 to November 1 to an average of 5,550 unique individuals. The site statistics can be found at:

http://mlanet.org/tech_is/stat/caphis/

Prof. Feili Tu, an instructor of the Medical Libraries and Reference Class at San Jose State University Graduate School of Library and Information Science, worked with the Website Committee on a Usability Study of the CAPHIS Website. The class submitted a written report of their findings to CAPHIS in January 2002. Future plans for the website will be decided after results of the usability study are reviewed.

CAPHIS Website Committee Task Force Members: Rosalind Dudden, Sharon Gilbert, Dolores Judkins, Andrea Kenyon, Heidi Sandstrom, Michele Spatz (Chair).

To accomplish a critical review of the CAPHIS Top 100 Health Websites, "Websites You Can Trust," a CAPHIS Website Top 100 Subcommittee was formed and met at MLA in Orlando in 2001. In January, they began a review of the program. The CAPHIS Directory is also being looked at and will be revised. CAPHIS Top 100 Health Subcommittee Members: two year terms - Jennifer Friedman, Karen Keller, Kelly Near, Tanya Smith; three year terms: Tracy Bearden, Susan Blaskevica, Amy Frey, Naomi Miller; ex-officio: Rosalind Dudden (CAPHIS webmaster), Michele Spatz (CAPHIS Website Committee Chair).

Due to the proactive efforts of Andrea Kenyon, the CAPHIS Chair wrote to the American Accreditation Healthcare Commission regarding CAPHIS's concern that medical librarians were not involved with the URAC accreditation process for health web sites.

At the February MLA Board Meeting, the Board voted to nominate an MLA member to serve on URAC's Health Web Site Accreditation Committee and Michele Spatz has agreed to put her name forth. For information about URAC (utilization review accreditation commission) and the Advisory Committee, see: <http://webapps.urac.org/websiteaccreditation/portal/Business/Standards.asp>

Strategic Goal: Advocacy

The redesign of the CAPHIS brochure began last year following the approval of the new CAPHIS logo. A draft was presented at the CAPHIS Business Meeting at MLA 2001, and it was agreed that some more fine-tuning was necessary. The brochure was successfully completed and sent to NLM Representatives in February. The brochure will be distributed at the MLA 2002 Meeting in Dallas. The brochure will also be available on the CAPHIS website <http://caphis.mlanet.org/> later this year.

Strategic Goal: Professional Development

CAPHIS established a Mentoring Task Force. To first determine if the level of interest among CAPHIS members was sufficient to establish a section-sponsored Mentoring Service unique to consumer health specialists, the Task Force created a needs assessment survey in August, 2001 to determine the membership's response to a Mentoring Service. The CAPHIS Mentoring Service survey was posted to the CAPHIS discussion list in January 2002 and yielded a total of 36 responses out of a possible 200 after two invitations to participate. The sample has been loaded into a statistical package and Marge Kars, Bronson Health Sciences Library, Bronson Methodist Hospital, will be meeting with the manager of clinical and community research to tabulate the results. The survey results and report will be available in May, 2002. The Committee will be prepared to report on the results at Medical Library Association Meeting in Dallas. Should the survey's results show a high level of interest and a corresponding level of commitment, the Task Force will recommend to the Executive Board that a Mentoring Service be established for CAPHIS. Task Force Members: Jo-Ann Babish, Erica Burnham, Marge Kars, Janet Schneider, Gail Hendler (Chair).

Michele Spatz is CAPHIS's representative on the MLA Consumer Health Continuing Education Credential Task Force. This program has been in a preliminary stage since January 2001. The Task Force is developing policies and

procedures for the MLA Consumer Health CE Credential and has worked through the thorny details regarding the Consumer Health Credentialing program. Kathleen Gaydos Combs and Debra Duffenbach are drafting the final program document that will be shared with the Task Force for review before it is posted on MLANET and new brochures are printed. In early 2002, the Committee 1) discussed the policies and procedures governing the credential program; and 2) reviewed the CAPHIS CE courses and determined which courses met the guidelines to qualify for the Consumer Health Credential. MLA will be revamping the brochure and begin a marketing campaign sometime in 2002. After it is launched as an official program, two members of the CE committee and the CAPHIS liaison will remain as advisors for marketing activities with members, helping assess applications, researching and organizing courses/instructors, etc. Task Force Members: Mary Van Antwerp, Katy Nesbitt , Mary Fran Prottsman, Susan Speer , Kay Wellik; Credentialing Committee Liaison: Becky Lyon - NLM Liaison, Michele Spatz - CAPHIS Liaison, Priscilla Stephenson (Chair).

Interest in initiating a CAPHIS grant or scholarship did not result in any action this year and will be discussed as a 2002-2003 initiative at the 2002 Executive Meeting.

Strategic Goal: Organization

The CAPHIS Treasurer has prepared an Executive Manual that will be reviewed at the 2002 Executive Meeting. CAPHIS appointed a Task Force to write the Section's history, but this work has been deferred until 2002-2003. Task Force Members: Andrea Kenyon, Kathy Moeller, Michele Spatz (Chair).

Respectfully Submitted,

Susan Murray
CAPHIS Chair, 2001-2002