

The Community Health Library

*by Jeannette Hudson
Umass Memorial Health Care
Worcester MA*



What could be more individual than one's health? Since 1993, the Community

Health Library at University of Massachusetts Memorial Health Care in Worcester has responded to the individual health concerns of its patrons. Although we get about 150 reference queries each month from patients, staff and those not affiliated with the hospital, seldom are the requests for the brief overviews, fact sheets and brochures typical of patient education materials.

Circulation Practices or Rules and How to Bend Them

Patrons who wish to borrow books, audio or video tapes are asked to fill out a brief registration form with contact information. This record is kept in the library and no library cards are issued. Normally, items circulate for three weeks, but at the patron's request, we will extend the loan period. Patrons with overdue items are

contacted every two weeks and extensions can be made at this time as well. After five contacts with no response from the patron, the overdue items are recorded on their registration and borrowing privileges are suspended until the items are returned. Fines have never been imposed. We have found that very few of our patrons abuse their borrowing privileges.

The Library Collection

Currently at over 1500 books, 200 videos and 100 audio tapes, selections are made in direct response to needs expressed by patrons. This is done by recording the subject of each reference query and asking patrons to specify their interests and concerns on their registration forms. The results are collated, checked against the library holdings and purchases are made for areas not addressed by the current collection.

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Consumer Connections

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NLM News

NLM Grants

NLM's Information Access and Information Systems Grants have been expanded to support consumer health information projects. These grants are available to public and private non-profit institutions/organizations and may be submitted by single and multiple institutions.

www.nlm.nih.gov/pubs/factsheets/resource_grants.html

The fact sheet on the Information Access and Information Systems Grants may be found on NLM's web site and from:

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NLM

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MEDLINEplus

On October 22, 1998, a pilot project to improve consumer access to health information through public libraries was launched by the NLM in conjunction with the National Network of Libraries of Medicine, MLA, American Library Association's Public Library Association, the Friends of the NLM and the W.K. Kellogg Foundation. Thirty-nine public library organizations in nine states and the District of Columbia are participating in the pilot. Each public library has been linked to a supporting NN/LM library. To assist consumers in locating appropriate, authoritative health information sources, NLM also launched a new website called MEDLINEplus:

www.index.nlm.nih.gov/index/medindex.html

Becky Lyon
National Network Office
National Library of Medicine

Friends. . .

Friends of the NLM 4th Annual Conference

HII99 - Improving Health in a Digital World

April 26-28, 1999

Renaissance Hotel,
Washington, DC

Friends of the NLM will be holding its Fourth Annual Conference HII99 which examines policy issues relating to the emerging Health Information Infrastructure, April 26-28, 1999.

The theme of the HII99 is Improving Health in a Digital World. The conference foci will be:

- Telehealth/Telemedicine
- Privacy and Portability
- Consumer Health Information
- Equity and Access

Welcome to the Winter issue of **Consumer Connections**. Your comments are welcome.

Consumer Connections is published three (3) times a year in the Spring, Summer and Winter, and is the official publication of the **Consumer and Patient Health Information Section (CAPHIS)** of the Medical Library Association.

Deadlines for submitting articles:

Spring issue Feb 15, 1999
Summer issue Jul 15, 1999
Winter issue Nov 1, 1999

How to submit articles to the Newsletter:

Send your articles about patient and consumer health programs and successes, interesting experiences, news items, book reviews, exciting tidbits of information, etc., to me.

I prefer receiving materials emailed to me as attachments or text or sent on IBM compatible floppy diskettes. With floppies—ASCII, WordPerfect and Word for Windows formats are acceptable. Otherwise, please contact me.

Help make this an interesting, relevant and useful newsletter! Participate!

Kay Deeney
Editor

See page 2 for address details.

The National Consumer Health Library Directory is at:
<http://www.njc.org/CAPHIS/Directory/>



Community Health Library. . .

(Continued from page 1)

The dynamic nature of health information requires that materials are frequently evaluated for currency. Generally, each item older than three years is targeted for weeding, but new research may change medical practices more frequently. Staff regularly consult medical news to ensure that the collection reflects current practices.

Reference Services

Roughly half of reference requests are made by telephone and information is mailed to the patron. In addition to our print reference collection our resources include OVID databases with 45 titles in full text, OCLC FirstSearch, IAC Health Reference Center provided courtesy of the Massachusetts Library and Information Network, a file of about 200 reliable health information web sites, and a subscription to the NORD (National Organization for Rare Disorders) databases. NORD serves as the primary non-governmental clearinghouse for information on 5000 rare disorders. More common disorders such as Alzheimer's and diabetes are also included. Our subscription allows us to access comprehensive disease reports, usually 5-9 pages long, written in lay language. In addition, there are links to government agencies and not-for-profit organizations where further information is available.

Our collection of health newsletters, journals and magazines supports the IAC Health Reference Center (HRC) index. In general, we subscribe to

publications which are indexed on HRC but not available in full text.

Patron Privacy and the Need for Easy Access

Not everyone feels comfortable discussing their bowels with a stranger. In order to make materials accessible to the independent researcher, the library collection has just been converted from an in-house



classification system to LC. We take liberties with our subject headings and add headings which match terms used by our patrons. Besides facilitating patron independence, this will position our library for networking opportunities with other libraries.

Most of our Internet-able patrons report frustration in trying to locate full text information such as an article or document on web sites.

Since it isn't clear where on the site this full text information can be found, they are often faced with following links from a home page and never accessing the information they need. In response, we have designed an in-house home page for the Community Health Library which features links to full text documents and articles on diseases and conditions.

Future of Community Health Information

As health care consumers we are increasingly called upon to make decisions about treatment options. We are also concerned with self-care and remaining healthy throughout our lives. The media presents medical research as showing cause and effect. The power of reliable health information is the best possible resource available to us. The Community Health Library strives to provide health information which addresses the unique concerns of individuals.





Entitlement: Consumer Health Resource Centers Come into Their Own

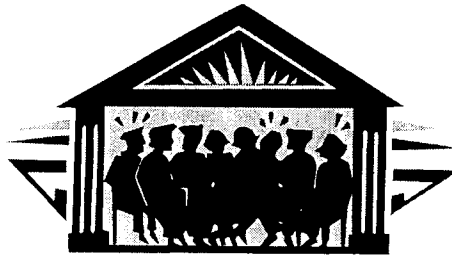
by Mary E. Longe

Longe Life Libraries, Wheeling IL

People passionate about the power of good information are striving to deliver health information to consumers. Consumer health resource centers (HRCs) in health care settings are not new. Twenty years ago there were collections of lay-oriented materials in some medical libraries, some innovative partnerships between public and hospital libraries in Texas and Southern California, and mobile libraries. Today, the number and scope of resource centers have dramatically increased. The potential for innovation in services, content, operations, and facilities is nearly limitless. These include multi-site, virtual, edutainment and interactive resource centers. Talking broccoli (and a broad range of creative learning tools), kiosks, interactive exercise monitors, on-line full text subscriptions, and web site catalogs provide the public with information to suit most

any learning need. Fun is no longer an incongruous word when serving up information.

Many of the barriers to developing resource centers have fallen to the sidelines as the JCAHO has encouraged their growth and health care executives and marketing staff have identified a rare strategy that can assist in achieving a number of organizational goals (if planned strategically).



The more resources, personnel, time and money put into a health resource center, will result in higher utilization. . .

At Longe Life Libraries, we have been involved in the development of senior and wellness resource centers located in malls, and cancer resource centers in storefronts.

Often, clinical services are not offered at these sites, but health information becomes a marketing commodity to attract and retain markets. An information product and service must be as carefully developed and tested as any McDonalds or Proctor & Gamble product, and delivered with the customer service caliber of Nordstrom or Neiman Marcus. Cancer resource centers, though ostensibly planned for the expansion of patient education, are also designed to help patients stay in the hospital network. In some situations we view the health resource center as a site for an educational case manager, proactively monitoring educational interventions along the patient care path. Information becomes a means to achieving the organization's goals and the desired patient outcomes.

HRCs are initiated by a diverse range of professionals throughout the healthcare industry. Librarians no longer have to champion the cause alone. Patient educators, departmental nurses, fund raisers, health promotion staff and administrators light and carry the torch for the development of HRCs from early brainstorming through opening day and into day-to-day maintenance. Instead of the lack of knowledge and apathy that once greeted the idea of a consumer resource center, turf issues have arisen.

(Continued on page 6)



Entitlement. . .

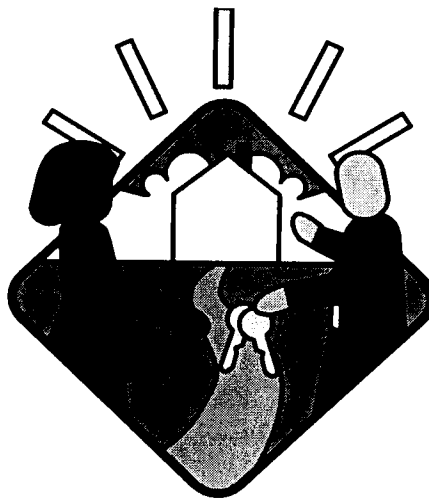
(Continued from page 5)

Accounts vary from our clients, but a commonly heard issue was that physicians did not want someone else giving their patients information. Then, the Internet was born and the story changed drastically. A few visionary physicians have even initiated resource centers. In one case, the physician was simply a believer in the educated consumer. In another case, the doctor received a bequest from a patient to establish a resource center in his practice. Still another physician received a gift to establish a collection in a hospitality house. Consistently over the last eighteen months, focus groups of doctors have told us that they would much rather have their patients getting reliable information from the healthcare organization's prospective resource center than from their own Web research. Today, some resistance remains, but more physicians are recognizing the benefits HRCs offer their patients and their practices, and support of HRCs is building.

A strategic, organization-oriented plan is one of the ways to guarantee success. Many barriers have fallen but have been replaced by internal turf issues. Turf issues can be viewed as opportunities to build bridges, share different perspectives and skills and take the energy of disparate factions and create synergy. Staying open to collaborative efforts and new visions will provide sound information, accessible to everyone.

Potential utilization is difficult to predict without standard situations and

available studies. Anecdotal information is still the most useful. Observing the experiences of our clients over the last twelve years indicates what seems simply physics driven — that energy begets energy. The more resources, personnel, time and money put into a health resource center will result in higher utilization. It's also our experience that obtaining the money for a resource center is less of a problem than obtaining space.



The services and content offered by health resource centers have grown immensely over the years. Print gave way to video and audio tapes, microfiche made way for computers. The challenge, of course, is in keeping the high-touch, or soft touch perspective or one-on-one feel of our traditional information delivery methods. This is such an exciting time to be improving on delivering information to our community. There is great hope for the outcomes of a developing resource center.

Participants can access health information via the Internet, view videotapes, and hear audiotapes. There is so much information available and so many ways to get it that it seems almost staggering. These challenges are growth opportunities that can succeed with nurturing and commitment by all involved.

*Ed Note: Mary E. Longe is president and founder of Longe Life Libraries. Ms. Longe has spent nine years at the AHA and has authored five books and numerous articles on the management of health industry-based health promotion services. Her latest title, **Consumer Health Resource Centers** was published in 1998 by American Hospital Publishing, Inc. (See review in this issue.) She has guided or assisted in the development of more than 200 consumer health resource centers in the US and Canada.*



First Conference on Family Resource Centers

The First Conference on Family Resource Centers in Pediatric Health Care Settings will be held at Loews Vanderbilt Plaza Hotel, Nashville, Tennessee from Friday morning, March 12 until Sunday noon, March 14, 1999.

See

<http://www.mc.vanderbilt.edu/frc/welcome.htm>

for more information



1999 CAPHIS Program Plans

CAPHIS, along with the Hospital Librarians Section and the Cancer Librarians Section is sponsoring the invited speaker, Belleruth Naparstek at the 1999 Annual MLA Meeting in Chicago. Ms. Naparstek, AM, LISW, BCD, is a clinical social worker and psychotherapist, who has been a practicing clinician for 33 years. She is the author of *Staying Well with Guided Imagery and Your Sixth Sense: Unlocking the Power of Your Intuition*. A nationally recognized pioneer in the field of guided imagery and intuition, she is also the creator of the popular Time Warner *Health Journeys*, a 20-title guided imagery audiocassette series. A warm, dynamic and compelling speaker, Ms. Belleruth has trained thousands of health professionals, counselors and consumers to use her groundbreaking, powerful imagery techniques to access their own levels of healing, relaxation, creativity and intuition. Ms. Naparstek will share her insights and discoveries on the use of guided imagery for healing and wellness in both the traditional and nontraditional health setting.

Trained at the University of Chicago, her career has spanned the public and private sector. She has taught psychiatry residents at Cambridge Hospital, Harvard Medical School and graduate students at Case Western Reserve University. Early in her private practice, she realized the potential of images on the senses and the body's ability to react to positive imagery. She

began to develop imagery and visualization exercises and techniques to help her patients. From preparing individualized tapes for clients, she went on to produce some 20 plus titles in her audiotape series called *Health Journeys*. Now a well known speaker on visualization and guided imagery, Naparstek is praised for her ability to synthesize and apply ideas from the humanities, psychology and biophysiology in order to present complex material in a



simple, direct, user-friendly way, clarifying how the imagination activates healing, perception and intuition. Dedicated to mind-body techniques, Naparstek supports and participates in research in this area. Her belief in the ability of the human mind to activate healing and to promote growth and lifestyle change has led to her numerous writings and workshops to develop personal perception and to empower the individual.

Belleruth Naparstek has an email newsletter and a web site located at

<http://www.healthjourneys.com>

The web site includes a very good section called New Research which provides a list of annotated journal citations on current, relevant research or studies being conducted in mind-body therapies. The web site also offers for purchase the *Oncology AudioKit* which includes audiotapes on chemotherapy, surgery, depression, stress, grief and general wellness. We believe that Belleruth Naparstek will offer an insightful and lively presentation that librarians will find useful personally and professionally.

*Submitted by Cheryl Warren
ValleyCare Health System
Pleasanton CA*



Late Breaking News from MLA Books Panel

MLA Books Panel is expanding its scope to include books for the consumer dealing with the location and evaluation of health information (print and electronic). If you are interested in submitting a book proposal in this area, contact **Mary Fran Prottzman**, Consumer Health Information Coordinator, MLA Books Panel 334-255-7350, 334-255-7714(fax) prottts@entercomp.com for additional information.

Thanks.

Submitted by Mary Fran Prottzman





Candidates Needed!

It is once again time to think about electing new officers for CAPHIS. If you would like to serve the section as an officer, please let me know. Serving as a CAPHIS officer does not require a huge time commitment nor extensive travel, and it is a pleasure to work with colleagues from around the country and to get to know them better. If you are interested, please contact me either by email at lawrencv@ohsu.edu or by phone at (503)251-5756.

Valerie Lawrence,
<lawrencv@ohsu.edu>

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MLA Directory Information

Published annually by the Medical Library Association (MLA), the **Directory** provides quick and easy access to expert health sciences librarians in the health information profession, covering topics such as consumer health and patient information, medical informatics, and cancer research. On page S2 of the 1998/99 **Directory** the CAPHIS Section members are listed. Although limited by being a snapshot in time, the list of CAPHIS members is useful for checking to see if some of your colleagues are members of our Section.

by Kay Deeney



Articles from the Literature

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9. Lindberg DAB, Humphreys BL. Medicine and health on the Internet: The good, the bad, and the ugly. *JAMA* 1998;280:1303-1304.
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14. Spielberg AR. On call and online: sociohistorical, legal, and ethical implications of e-mail for the patient-physician relationship. *JAMA* 1998; 280:1353.
15. Stephenson J. Patient pretenders weave tangled "Web" of deceit. *JAMA* 1998; 280:1297.

**Congrats,
Joanne!!!**

Joanne G. Marshall,
our current Chair, has
been appointed Dean of the
School of Information and
Library Science at the
University of North
Carolina-Chapel Hill
effective January 1st,
1999.

Congratulations!!



BOOK REVIEWS

How to Find the Best

Doctors: New York Metro Area. 3rd ed., revised. New York, NY: Castle Connolly Medical Limited, 1998. 1375 p. ISBN 1883769078 \$19.95

Since 1994, the Castle Connolly guide has been a popular choice for New Yorkers seeking advice about physician selection. More than a list of "best doctors", the guide aims to educate the reader about the basic criteria to follow when researching their health care. Currently limited to information specific to the New York metropolitan area (New York City and select counties in New York state, New Jersey, and Connecticut) the guide will be published in 1999 with separate editions for South Florida and metropolitan Chicago.

Divided into four sections, the first part presents essential background information in "What Makes a Doctor Best". Each section begins with "Quick Tips" and "Key Terms" that efficiently communicate important concepts. Definitions and explanations for board eligibility, board certification, subject specialties, referral services, primary care physicians, the nature of the patient/physician team, strengthening the team, changing a doctor, and choosing a doctor in an HMO are covered.

The "Physician Listings" comprises the bulk of the second section. The 6,000 names are arranged alphabetically by state, county,

specialty, and then physician name. Each entry lists physician name, specialty, subspecialty (if applicable), primary care status, primary admitting hospital, board certification and dates, medical school and year of graduation, residencies and locations, fellowships and program location, special practice interests, office location and telephone number, network



affiliations, insurance plans and charge cards accepted, languages spoken, and length of waiting time for appointments. The listings are a result of an extensive survey submitted to over 30,000 doctors, nurses and administrators. Also included in this section is information on regional medical centers and community hospitals, which provides basic contact information along with admission requirements, outpatient treatment programs, and specialty programs.

Section three is a new addition to the guide. "Centers of Excellence" highlights select special hospital programs with profiles of the fourteen hospitals' distinctive services, as presented by the hospitals. Various appendices constitute the final section of the book. Listings of state agencies, managed care organizations, osteopathic boards, American Board of Medical Specialists, state and county medical societies, hospital listings by county, medical schools, Medicare and Medicaid state agencies, and state agencies are provided. Additionally, information on how to file a complaint, patient rights and the Hippocratic Oath are included. The guide has a subject and an alphabetical doctor index. An exceptional and outstanding feature of this book is its "Special Practice Interest Index" which allows the user to quickly locate a doctor for a specific condition or specialty.

This extremely useful and user-friendly text provides a wealth of information at a bargain price. While much of the information provided could be found in other sources, it is so nice to have it at one's fingertips. This is an essential purchase for New York metropolitan area consumer health collections.

*Review by Gail Hendler
New York Academy of Medicine*



Consumer Health Resource Centers: A Guide to Successful Planning and Implemen-

tation. Longe, Mary E. and Karen Thomas. Chicago: AHA Press, 1998. 180 p. ISBN: 1556482310 \$25.00.

There were a flurry of comments on MEDLIB-L and CAPHIS listservs in November 1998 about the new AHA monograph, *Consumer Health Resource Centers* by Mary Longe and Karen Thomas. There were concerns that the book sent a message to hospital administrators that professional librarians were not needed to mount consumer health information (CHI) services and resource centers.

Longe and Thomas are the current President and former Vice President of collection development at Longe Life Libraries, a company that designs, installs, and maintains fully functioning health resource centers (HRCs) for businesses and health care organizations. Longe is also a health educator who created the community health and women's health section at the AHA. Thomas is a senior analyst in the AHA's health technology assessment division and senior editor of the *Hospital Technology* series.

The authors do not specify the intended audience, but this book is not intended for a professional librarian. It is written for various other professionals (nurse educator, health promotion and patient education staff) who will be overseeing the CHI center in a health care organization. The purpose of the book "is to provide the information needed to design,

manage, and maintain HRCs." The information and recommendations, drawn from Longe Life Libraries' experience in developing hundreds of CHI centers in the U.S. and Canada since 1986, are focused on the design and maintenance of an American health care organization's consumer health resource center. The HRC is viewed as an integral part of an organization's health information distribution strategy.



The book is divided into six chapters: an overview of HRCs, strategic planning and marketing, facilities and design, media collections development, operating the HRC, and staffing and budgeting. Brief appendices (pages 155-171) include examples of public relations materials (announcement letters, news releases), criteria for donated items, clip art, media evaluation form, and how to do a community health assessment.

There are useful marketing ideas that anyone developing or maintaining a CHI could benefit from, although I question how many of them — producing a video, starting a book club — could be accomplished with one

paid staff amid many competing demands. A handy checklist of minimal space and equipment specifications is provided, including a quick-and-dirty guide to estimating the shelving space needed.

The chapter on media collections briefly reviews the variety of print and electronic CHI resources with several examples of each category. A serious omission is the neglect to cite Alan Rees' 1998 *Consumer Health Information Source Book*¹, now in its fifth edition, a key source that evaluates and recommends an extensive range of current print and electronic CHI resources. Also missing is mention of the CAPHIS Web site and listserv.

The chapter on operating the resource center includes background on practical organizational issues, such as library supplies, lending procedures, and cataloging, bar coding, and security systems. Unless the HRC is connected with a library that uses a traditional cataloging system, such as LC or Dewey, the authors recommend the Longe Life consumer-friendly classification system. For ultimate convenience, CHI centers can contract with Longe Life Libraries to receive pre-cataloged and pre-processed material. The system is based on three-letter "intuitive" categories, e.g. CAN = Cancer, PRS = Prostate Health, AER = Aerobic Exercise. The underlying assumption is that volunteers and users can easily navigate this system without professional assistance. A serious omission is the neglect to mention the Planetree Classification System, a user-friendly scheme designed specifically for a consumer health collection² that has been very successfully used

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(Continued from page 10)

in CHI centers since 1981. The Planetree Classification system was discussed this year on both MEDLIB and CAPHIS listservs, including information on ordering.³

Staffing recommendations are the most controversial aspect of the book. Staff roles are separated into three broad categories of leadership, management, and day-to-day operations. In the authors' opinions, leadership can at least initially come from a clinical unit, marketing, or medical services — someone who can shepherd the HRC concept through organizational channels. According to the authors, the manager should be a part or full-time paid employee with "excellent organizational skills, expertise in supervision, marketing, and content areas of the HRC." The job description provided looks very much like the duties of a librarian in charge of a CHI center although librarians are not mentioned.

Then, moving to the day-to-day operations, the authors breezily proclaim "the good news is that day-to-day operations in consumer HRCs *usually* need not be performed by a professional librarian." Do the authors mean that the repetitive day-to-day tasks need not be done by a librarian? Since librarians are not mentioned in the context of the leadership or management roles, it is unclear where the authors think librarians fit into the picture. The only examples where they feel professional librarians are necessary are in technical capacities, such as when an HRC is part of an interlibrary loan system, uses LC or NLM cataloging, or uses an automated library management system with MARC records. Indeed, the authors seem to feel that it would be rare to find a

professional librarian who understands the role of the HRC within the organizational structure.

I think the authors wildly overestimate the difficulty of operating an HRC with volunteers. "Recruiting volunteer staff members is relatively easy...the ideal volunteer is articulate, empathetic, discreet, conscientious, and detail oriented." Suggestions to ensure the success of a voluntary staff in running an HRC include: "choose a user-friendly cataloging system such as the one designed by Longe Life Libraries, outsource part or all of the processing of HRC materials. Many of Longe Life Libraries clients chose to have all media delivered pre-processed..." Since most hospital-based CHI centers will largely be staffed by volunteers, I find the authors' suggestions extremely self-serving.

Although this is meant as a practical guide and not a research tome, I expected a few helpful resources for further information. Of the slim bibliography of fourteen items, two are from newspapers, four are from the *American Medical News*, three are from AHA publications, and there are two library-type items — a 1987 book on bookselling and a 1992 book on the organization and operation of small libraries. Not exactly a cornucopia . . .

Mary Longe sent a long reply message to CAPHIS on 11/19/98 that provided background on Longe Life Libraries and gave her side of the staffing issue. Longe maintains that she tells clients to involve librarians from the beginning, and has used librarians in the development of the resource centers she has set up. The problem, she insists is that "the department people in health care

organizations are looking for a service to be installed and not to get stepped in the bureaucracy. They want it fast, simple to use and in place by opening day — sometimes only days away — we call them emergency libraries." She states that "medical librarians in most cases were and are involved in the process but many times their areas have been downsized to minimal hours and they want to outsource the development of a new service."

In my experience with Canadian CHI centers, I have found quite the opposite—medical librarians are often the catalysts for a CHI center in their organization and involved in its development and operation. While I recommend ongoing involvement of professional librarians to ensure the most effective operation of a CHI center, the reality is that this is not the case in some organizations.

There are few practical guides on CHI centers and those that exist are no longer available for purchase. Some recent guides include 1) the 1991 AHA publication, *Consumer Health Information: Managing Hospital-Based Centers*⁴ by Salvinija Kernaghan and Barbara Giloth, regrettably out-of-print and in my opinion, a far more useful book on the topic; 2) declaring my own marginal conflict of interest — my 1995 publication *Developing a Consumer Health Information Service: A Practical Guide*⁵, just now going out-of-print with a possible new edition in the next 1-2 years; and 3) *Managing Consumer Health Information Services*⁶, a 1991 out-of-print publication edited by Alan Rees that provides practical guidance with respect to the

(Continued on page 12)



(Continued from page 11)

development and operation of CHI services.

Would I suggest this book for purchase? Despite my critical comments about **Consumer Health Resource Centers**, I think that this book has some useful suggestions for marketing, collection development and handy tips on a variety of topics. Given the unavailability of other guides on the topic, I would give this modestly-priced volume a cautious and marginal "thumbs up." However, use it as supplementary reading material, keeping the book's limitations in mind. In my opinion, the most useful strategy for anyone setting up a CHI center is to consult with others who have developed CHI services, join CAPHIS and use the listserv, and read extensively and broadly in the area of consumer health information.

*Review by Susan Murray
Toronto Reference Library*

*Susan Murray is the Manager of the Consumer Health Information Service at the Toronto Reference Library. She has written on a range of consumer health topics, including a CHI column in **Bibliotheca Medica Canadiana**, the journal of the Canadian Health Libraries Association.*

References:

1. **Consumer Health Information Source Book**. Rees, A.M. ed. 5th ed. Phoenix: Oryx Press, 1998.
2. Cosgrove, T.L. Planetree health information services: public access to the health information people want. **Bull Med Lib Assoc** 1994;82(1):57-63.
3. Spatz, M. CAPHIS listserv, 8/7/98. 1991 edition available from Mary Ellen DeRosa, Planetree National, mederosa@planetree.org
4. **Consumer Health Information: Managing Hospital-Based Centers**. Kernaghan, S.G. and B.E. Giloth. Chicago: AHA, 1991.
5. **Developing a Consumer Health Information Service: A Practical Guide**. Murray, S. Toronto: Metropolitan Toronto Reference Library, Consumer Health Information Service, 1995.
6. **Managing Consumer Health Information Services**. Rees, A.M., ed. Phoenix: Oryx Press, 1991.

Wray, Betty B., MD. **Taking charge of asthma: a lifetime strategy**. New York : John Wiley & Sons, 1998. viii, 231 p. ISBN 0471247049, \$14.95 pbk.

Former president of the American College of Allergy, Asthma, and Immunology, Vice-Chair of the Department of Pediatrics at the Medical College of Georgia, and editorial board member for two respected asthma journals, author Betty Wray knows whereof she speaks. And she "speaks" quite well. **Taking Charge of Asthma**, described as presenting "a comprehensive, holistic approach," is crisply written, and chockfull of valuable information for adult readers coping with asthma, whether their own or their child's. We are introduced to four sample asthma patients: Lydia, Paul, Angela, and Malcolm, each of whom represents varying asthma types. Each of the thirteen chapters leads off with one or more of them facing a particular situation which is further developed and explained in the chapter. The plain language descriptions of the complex physiology of asth-

ma are superb, and there is much excellent advice on actions "you" can take (much of the book is addressed directly to the reader), including many rather creative low-tech tips such as putting your child's stuffed animals in the freezer overnight to kill dust mites. Careful attention is paid to lifestyle management — diet, exercise, breathing exercises, relaxation, journal-writing, etc. There is a sensible chapter devoted to alternative therapies, with brief descriptions of their intent and mechanisms, how well studied they have been, what pitfalls to be aware of and what questions to ask the practitioners. Supporting bibliographic references (and they are judicious and current) are written smoothly into the text. Though the citations are not always complete, sufficient information is given that a librarian could verify the reference fairly easily. The appendices include a glossary, and a nice table of food groups to help someone who is sensitive to one sort of food discover what similar foods might also cause a reaction. The list of resource organizations includes the usual suspects, with contact information; unfortunately, several of the web site URLs have either changed or have disappeared altogether (and people wonder why I'm reluctant to buy print directories to the Internet!). With this minor dissatisfaction, **Taking Charge of Asthma** is overall a readable, informative book that is highly recommended for consumer health and/or public library collections.

*Review by Julie Stielstra
West Suburban Hosp Med Ctr
Oak Park IL*



BOOK REVIEWS

Coping with Breast Cancer. Robert H. Phillips and Paula Goldstein. Garden City, NY: Avery Publishing Group, 1998. 324 p. \$13.95 ISBN: 0-89529-858-9.

Authored by a practicing psychologist and a practicing social worker, ***Coping with Breast Cancer***, combines basic self-help strategies with common sense advice for those grappling with the personal and social aspects of the disease. This easy-to-read and chatty guide aims to facilitate positive decision-making from diagnosis through recovery for both patient and caregiver.

Divided into five parts, the first two sections comprise a medical overview of breast cancer. The brief discussions cover breast anatomy, disease diagnosis, and standard and alternative treatment options. However, with so many comprehensive, well-written books currently available on this topic, notably, Dr. ***Susan Love's Breast Book, Breast Cancer: The Complete Guide***, or ***Everyone's Guide to Cancer Therapy***, the authors could easily have omitted these two sections. Here, no new information is dispensed, and straightforward questions to ask the doctor are not prescribed. Moreover, the authors strongly encourage careful research of non-traditional treatments, but fail to caution the reader about the lack of published, scientific evidence currently available in the literature.

The remaining three sections of the book concentrate on the emotional and social issues faced by those with breast cancer. Part III, "Your Emotions", examines strategies for dealing with the negative feelings stemming from a cancer diagnosis. Responses such as fears and anxieties, anger, guilt, depression, grief, and others are explored with the emphasis on cause and remedy. While most of the advice here is quite practical, one wonders about how its tone

the bottom-line message are. Although these words may be quite effective in a group or an individual counseling session, to the vulnerable reader they may sound harsh and condemning on the printed page.

The final two sections cover "Changes in General Lifestyle" and "Interacting With Other People." Solid and sensible advice on how to tell one's parents about diagnosis; whether, how much, and how to tell an employer; interacting with friends and physicians; financial information; and advice for loved ones and caregivers are covered. The text culminates with a limited list of Support Resources and a select bibliography that needs to be updated for currency and scope. Not recommended for consumer health collections.

*Review by Gail Hendler
New York Academy of Medicine*



may actually impact the reader. For example, this excerpt from the section on "Anger" is representative of the section's phrasing and tenor: "It is your thinking — your interpretation of these events — that leads to anger. And since it is your thinking that makes you angry, you are responsible for feeling this way." (page 145) While validity of this statement is not in question, the phrasing and



Book Reviews. . .

Stop Walking on Eggshells: Taking Back Your Life When Someone You Care About has Borderline Personality Disorder. by Paul T. Mason and Randi Kreger. Oakland, CA: New Harbinger Publications, 1998. 258p. ISBN:1-57224-108-X. \$13.95 paper

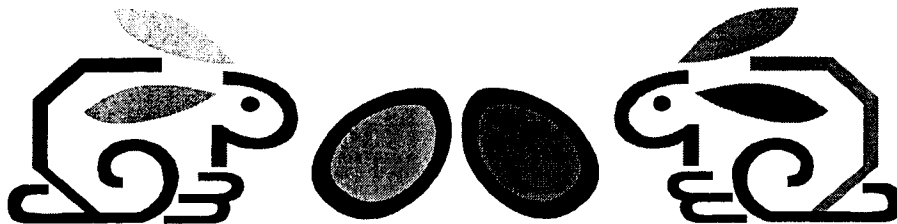
Borderline Personality Disorder is a difficult psychological disorder both to live with and to treat. Diagnostic features include fear of abandonment, unstable moods, disruptive personal relationships, and self-mutilation.

Behavior," "Taking Back Control of Your Life," "Resolving Special Issues," and the appendices. "Understanding BPD Behavior" provides information on diagnosis, understanding BPD behavior, and how this behavior can affect family members. "Taking Back Control of Your Life" describes how the "non-BPD" can make personal changes and set boundaries that will make living with a BPD less frustrating. "Resolving Special Issues" discusses how to manage the BPD child and making decisions about staying in a relationship with a BPD. The appendices include current treatment options, tips for living with a BPD, and advice for clinicians on how to manage their BPD patients. Each section is interspersed with entries

Coping with Lymphedema By Joan Swirsky, RN, and Diane Sackett Nannery. Garden City Park, NY: Avery Publishing Group, 1998. xiv, 286 p. ISBN:0-89529-856-2(pbk.). \$13.95.

Joan Swirsky, a registered nurse and women's health writer, collaborated with health activist and lymphedema sufferer Diane Nannery to produce this feisty and informative book. A more complete review of lymphedema for the consumer would be hard to imagine. The excellent overview includes a detailed explanation of the disease, including who is at risk and what can be done to minimize the risk. The treatment section covers both conventional and alternative therapies as well as a thorough discussion of "who will treat your lymphedema?" and how to find a lymphedema center. Lifestyle

(Continued on page 15)



Stop Walking on Eggshells is aimed at the family member or friend attempting to maintain a quality relationship with someone diagnosed with Borderline Personality Disorder (or BPD). The authors, Paul Mason (a psychotherapist) and Randi Kreger (a writer and marketing executive), use their diverse professional backgrounds to create a book that is supportive and useful. Compiling information from interviews with dozens of clinical personnel, as well as from postings to Internet mailing lists and support groups, the authors have developed a detailed survival plan for family members of BPD's.

The text is organized into four parts: "Understanding BPD

from the BPD listserv, offering personal stories of triumph and frustration which family members and BPD's alike should find comforting.

Stop Walking on Eggshells makes a good addition to other books available on the subject including: ***Eclipses*** by Melissa Ford Thornton (1998); ***The Angry Heart*** by Joseph Santoro (1997); ***Lost in the Mirror*** by Richard Moskovitz (1996); and ***I Hate You, Don't Leave Me*** by Jerold Kreisman (1991). Recommended for general CHI collections and those with a psychiatric or mental health emphasis.

Review by Emily Saderholm
Health Dimensions
Lexington KY

CHI Directory Information

Please remember to fill in the **National Consumer Health Library Directory** on the Web! Go to <http://www.njc.org/caphis/> for more information.





(Continued from page 14)

issues including activities of daily living to dealing with family friends and coworkers to insurance issues, comprise the last two sections of the book.

The list of references is decent although certainly not exhaustive. The Glossary and Recommended Readings are both useful additions to the body of material presented. However, the general Resources section alone is worth the \$13.95 purchase price of this book. The listing includes relevant organizations and practitioners as well as a variety of services that offer "support, encouragement, and other types of assistance beneficial to people with lymphedema." E-mail addresses and URLs are included where appropriate along with addresses, phone and fax numbers. If I were afflicted with lymphedema, this is the book I would want by my side!

*Review by Nancy Calabretta
Cooper Health System
Camden NJ*

Current Book Reviews

Names of reviewers are given in parentheses.

Cassel, G.H., et al. *The Eye Book: A Complete Guide to Eye Disorders and Health.* **LJ**, 1998, 123(12):122. (P.C. Sieving)

Colbin, A. *Food and Our Bones: The Natural Way to Prevent Osteoporosis.* **LJ**, 1998, 123(12):122. (C.Weaver)

Columbia University Health Service. *The Go Ask Alice Book of Answers: A Guide to Good Physical, Sexual, and Emotional Health.* **LJ**, 1998, 123(12):122,124. (B.Bibel)

Carmen, R., ed. *The Consumer Handbook on Hearing Loss and Hearing Aids: A Bridge to Healing.* **LJ**, 1998, 123(12):124. (J.Coggan)

Fromer, M.J. *Healthy Living with Diabetes.* **LJ**, 1998, 123(12):124. (J.M.Schneider)

Poole, C., with D.Guerry. *Melanoma: Prevention, Detection, and Treatment.* **LJ**, 1998, 123(12):124,127. (G.Hendler)

Rahn, D. & J. Evans. *Lyme Disease.* **LJ**, 1998, 123(12):127. (S.Hathaway-Bell)

Simon, J.W. & J.H. Calhoun. *A Child's Eyes: A Guide to Pediatric Primary Care.* **LJ**, 1998, 123(12):127. (P.C. Sieving)

Swirsky, J. & D.S. Nannery. *Coping with Lymphedema.* **LJ**, 1998, 123(12):127-128. (L.McCormick)

Trickey, R. *Women, Hormones and the Menstrual Cycle: Herbal and Medical Solutions from Adolescence to Menopause.* **LJ**, 1998, 123(12):128. (E.A.Williams)

Zuckweiler, B. *Living in the Post-mastectomy Body: Learning to Live in and Love Your Body Again.* **LJ**, 1998, 123(12). (B.Fox)

Gould, K.L. *Heal Your Heart: How You can Prevent or Reverse Heart Disease.* **LJ**, 1998, 123(13):121-122. (G.Hendler)

Wayne, H.H. *Living Longer with Heart Disease: The Noninvasive*

Approach That Will Save Your Life. **LJ**, 1998, 123(13):121-122. (G.Hendler)

Landro, L. *Survivor: Taking Control of Your Fight Against Cancer.* **LJ**, 1998, 123(13):122. (B.Fox)

Siegel, M. & G. Williams. *Living with Shingles: New Hopes for an Old Disease.* **LJ**, 1998, 123(13):122. (L.McCormick)

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Smallwood, C., ed. *Free or Low Cost Health Information: Sources for Printed Materials on 512 Topics.* **LJ**, 1998, 123(14):170,172. (M.Rosenthal)

Berryman, J., et al. *Older Mothers: Conception, Pregnancy and Birth after 35.* **LJ**, 1998, 123(14):206. (L.M.G. Katz)

Diller, L.H. *Running on Ritalin: A Physician Reflects on Children, Society, and Performance in a Pill.* **LJ**, 1998, 123(14):206-207. (A.C. Tomlin)

Carsons, S., & E.K. Harris, eds. *The New Sjogren's Syndrome Handbook.* **LJ**, 1998, 123(14):207-208. (E.A. Williams)

Wooddell, M.J. & D.J. Hess. *Women Confront Cancer: Making Medical History by Choosing Alternative and Complementary Therapies.* **LJ**, 1998, 123(14):208. (V.Lingle)

Keane, M. & D. Chace. *What to Eat if You Have Heart Disease: Nutritional Therapy for the Prevention and Treatment of Cardiovascular Diseases.* **LJ**, 1998, 123(15):102. (J.M.Schneider)

McCrum, R. *My Year Off: Recovering Life After a Stroke.* **LJ**,

(Continued on page 16)



Book Reviews. . .

Berg, Frances M. ***Afraid to Eat. Children and Teens in Weight Crisis.*** Hettinger, ND: Health Weight Publishing Network, 1997. 2nd ed. 314p. References. indexes. Illustrated. ISBN-0-918532-52-3 softcover, \$17.95. ISBN-0-918532-53-1 hardcover, \$24.95.

Berg identifies four weight and eating problems that are very prevalent among adolescents and younger children. They are:

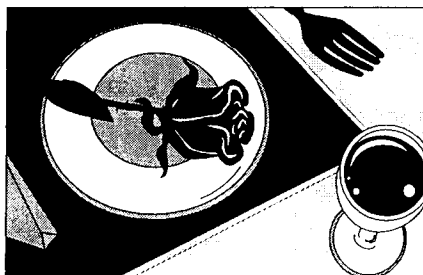
- a. dysfunctional eating which includes various "kinds of inappropriate, abnormal, or disordered eating behaviors which disrupt normal life, but not to the level of clinical eating disorders" (p. 51);
- b. eating disorders which include anorexia or bulimia nervosa, unspecified eating disorders, and bingeing/purging;
- c. overweight which is defined as any recognized degree of excess weight or body fat;
- d. size prejudice against "obese youngsters regardless of age, sex, race, and socioeconomic status" (p. 104).

In the first part of the book, Berg devotes a chapter to each of these problems. She provides information on prevalence, possible causes, and where relevant, research studies that address each one. Berg blames these problems that occur in both males and females on family, health care professionals, the U.S. government, teachers, radical animal rights groups, and the media. Each of these entities, in its own way, reinforces the message that thin is in and fat is out. This message is creating unhealthy

adolescents and younger children who do not eat healthy diets and who, therefore, cannot perform well in school or take part in sports or other physical activity.

The last few chapters are geared toward prevention of these problems. Berg states that a new paradigm is needed. First, the four problems should be considered as interrelated issues, that are "all influenced by our unnatural obsession with thinness" (p. 179). Then, all children should "receive consistent messages which encourage normal eating, active living, self respect, and an appreciation of size diversity." (p. 181) Berg provides some guidance/suggestions for parents, schools, and the government which, she feels, can be instrumental in changing children's and society's views about unhealthy food habits, thinness, obesity, and size prejudice. This informative book is essential reading for anyone interested in the plight of today's teenagers. A list of child-centered resources is provided for readers who want more specific help or information.

*Review by Lynda M. Baker
Library & Information Science
Wayne State University
Detroit MI*



Current . . .

(Continued from page 15)
1998,123(15):102-104.(W. Williams)

Mandell, J. What to Expect in Your Fifties: A Woman's Guide to Health, Vitality and Longevity. **LJ**, 1998, 123(15):104. (S.B. Hagloch)

Motz, J. Hands of Life: An Energy Healer Reveals the Secrets of Using Your Body's Own Energy Medicine for Healing, Recovery, and Transformation. **LJ**, 1998, 123(15):104. (C.A.Smith)

Stare, F. & E. Whelan. Fad-Free Nutrition. **LJ**, 1998, 123(15):104. (L.F. Sweetland)

Williamason, M.E. The Fibromyalgia Relief Book: 213 Ideas for Improving Your Quality of Life. **LJ**, 1998, 123(15):104, 106. (J.Coggan)

The Herbal Pharmacy. (CD-ROM with hyperlinks and Internet updates) **LJ**, 1998, 123(15):122-123. (C. LaGuardia & E. Tallent)

Klaus, M.H. & P.H. Klaus. Your Amazing Newborn. **LJ**, 1998, 123(16):126. (A. Wickens)

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Halstead, L.S. & N. Naierman, eds. Managing Post-Polio: A Guide to Living Well with Post-Polio Syndrome. **LJ**, 1998, 123(16):126. (X. Chrisagis)

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Phillips, R.H. & P. Goldstein. Coping With Breast Cancer: A Practical Guide to Understanding, Treating and Living with Breast Cancer. **LJ**, 1998, 123(16):126. (B.Fox)

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BOOK REVIEWS

Keon, J. The Truth About Breast Cancer: A 7-Step Prevention Plan. **LJ**, 1998, 123(17):89-90. (V.Lingle)

Bognar, D. Cancer: Increasing Your Odds for Survival: A Resource Guide for Integrating Mainstream, Alternative, and Complementary Therapies. **LJ**, 1998, 123(17):90. [L.Liu]

Grady-Fitchett, J. Flying Lesson: On the Wings of Parkinson's Disease. **LJ**, 1998, 123(17):90. (S. Feintuch)

Hopkin, K. Understanding Cystic Fibrosis: A Useful Guide for Families and Patients. **LJ**, 1998, 123(17):90. (A.C.Tomlin)

Ojeda, L. Her Healthy Heart: A Woman's Guide to Preventing and Reversing Heart Disease Naturally. **LJ**, 1998, 123(17):91. (J.M. Schneider)

Martin, P. The Healing Mind: Vital Links Between Brain and Behavior, Immunity and Disease. **LJ**, 1998, 123(17):90. (R. Cress-Ingebo)

Burkman, K. The Stroke Recovery Book: A Guide for Patients and Families. **LJ**, 1998, 123(18):119. (X. Chrisagis)

Goldberg, K. When the Man You Love Won't Take Care of His Health. **LJ**, 1998, 123(18):119. (J.Swanton)

Making Wise Medical Decisions: How to Get the Information You Need. **LJ**, 1998, 123(18):119. (M.Paquette-Murphy)

Adams, F.V. The Breathing Disorders Sourcebook. **LJ**, 1998, 123(19):84. (S.Feintuch)

Cherniske, S. Caffeine Blues: Wake Up to the Hidden Dangers of America's #1 Drug. **LJ**, 1998, 123(19):84. (J.M. Schneider)

Coleman C.N. Understanding Cancer: A Patient's Guide to Diagnosis, Prognosis, and Treatment. **LJ**, 1998, 123(19):86. (L.Liu)

Wallace, D.J. & J.Wallace. Making Sense of Fibromyalgia. **LJ**, 1998, 123(19):86. (L.McCormick)

The Anxiety Cure: An Eight-Step Program for Getting Well. By Robert L. DuPont, MD, et al. New York: Wiley, 1998. 244 p. \$14.95 ISBN: 0-471-24701-4.

Anxiety disorders cause suffering by making people unable to carry out their normal activities. They affect one out of four people, and have a physical cause. Dysfunctioning neuro-



transmitters produce symptoms resulting in types of disorders including agoraphobia/panic disorder, specific phobias, social phobia, general anxiety disorder, obsessive-compulsive disorder, and post-traumatic stress disorder. This book, written by two psychiatrists and a clinical social worker specializing in treating individuals with these conditions, offers a practical approach to living with anxiety. Despite the title, the authors state that there is no cure. They teach patients to accept and control their fear and

anxiety through the use of therapy and medications, if these are useful, and through the use of desensitization, relaxation techniques, and support people. Case histories illustrate the techniques and offer ways to reduce stress at home, at work, and at school. A glossary, bibliography, and resource list provide further information.

The positive, empowering, non-judgmental approach and the practical orientation of this book make it a very useful source. It is an excellent addition to consumer health collections. Patients interested in using the techniques described will want to buy a personal copy.

*Review by Barbara M. Bibel
Oakland Public Library
Oakland CA*



BOOK REVIEWS

Your Guide to Complementary Medicine. Larry P. Credit, Sharon G. Hartunian, Margaret J. Nowak. Garden City, NY: Avery Publishing Group, 1998. 200 p. \$10.95 soft-cover. 0-89529-831-7

Here is a book for all skeptics who grit their teeth and bite their tongues as they point readers toward the Alternative Medicine section. The authors firmly believe in the value of complementary approaches, but the text never preaches.

Thirty-seven holistic therapies are organized in an easy-to-use format. A short discussion and history of each is followed by a list titled, "Conditions that respond best." The section "How does it work?" explains how therapy proponents believe it acts on the body. Standard stuff so far, but well-written: even I almost understand what Ayurveda is now!

But the remaining sections are those that make "Your Guide" especially useful. Included in descriptions of what to expect during therapy are the details of each treatment, what to wear, materials or equipment used, and the length and estimated cost of a session. Training of practitioners is honestly described and can vary from formal certification programs to informal training under other "masters." Regardless, one or more professional organizations are listed under each alternative, plus a book or two recommended for those who want more information. These organizations and refer-

ences are also consolidated as appendices.

The holistic approaches chosen by the authors result in quite a smorgasbord of therapies. Craniosacral therapy, polarity therapy, and flower essences are somewhat unusual, but are followed by the more familiar acupuncture, aromatherapy, biofeedback, Reiki, shiatsu, and tai chi.



Other hands-on techniques include the Feldenkrais method, qigong, rolfing, Swedish massage, and trigger point therapy. More traditional fields are represented by nutritional counseling, psychotherapy, and holistic dentistry.

The variety of topics, easy-to-read descriptions, and useful sections on evaluating practitioners and their proposed treatments will make this book very valuable to readers wanting more than touchy-feely testimonials. My main reservation is with the lists of conditions supposedly benefited by particular modalities. After reading of

craniosacral manipulation for deafness, polarity therapy for psoriasis, and aromatherapy for hemorrhoids, one wants to check what might be under "S" for snake-oil.

This is minor, however. Readers will appreciate the overall approach, and at \$10.95, ***Your Guide to Complementary Medicine*** is a bargain. Recommended for purchase.

*Review by Nancy Crossfield
St Agnes Medical Center*

Subscriptions

Subscriptions to ***Consumer Connections*** are available to non-MLA members for \$10.00 for three issues per year. For US orders, please send a check or money order made out to **CAPHIS** to the newsletter editor. For international orders, please contact the editor.

Back issues are available. Please contact the editor. See page 2 for address or email information.





Library Journal Reference

99

by Nancy Crossfield,
CAPHIS Book Review Editor

For those of us willing (or struggling!) to integrate print, CD-ROM, and online information sources, the cover of the "Reference 99" issue of *Library Journal* (Nov. 15, 1998; v. 123(19)) proclaims "Your Search is Over." This is the third annual Reference Announcement issue, and over 80 pages are packed with listings and advertisements. While not dedicated to health titles, this issue is itself a reference tool worth keeping. A lead article by Ken Kister traces the evolution of encyclopedias from print to CD to online, with a comparison of six online titles. Bottom line: CD's are on their way out, and Internet versions are definitely "in." The bulk of this special issue is the "Company Listings," with over 800 new and future titles arranged alphabetically by publishing companies.

Addresses, phone and FAX numbers, e-mail addresses, and URLs make this a handy tool. Individual titles are coded by format (print, CD-ROM, online) and by suggested audience. A subject index includes 55 health-related titles, though only three are on CD-ROM and none are online. Broaden your horizons by checking out "Reference 99," but don't throw out those publishers' catalogs yet!

Book Reviewers Needed

Nancy Crossfield is the book review editor for *Consumer Connections*. Nancy Crossfield is currently looking for book reviewers to help review books obtained or sent to us. Please contact Nancy if you are interested in taking on this role. Nancy is also looking for materials to review from publishers, or for suggestions from members. Please contact her. Email and phone number information is located on page 2 of this newsletter.

Other opportunities are available to anyone who is interested in doing consumer health/patient education related book reviews. Contact **Janet Coggan**, book review editor for the *MLA Bulletin* or Kellie Kaneshiro at *Medical Reference Services Quarterly*, 317-274-1612, phone or 317-274-4056, fax.





Consumer Connections

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The MLA Web site: <http://www.mlanet.org/>

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