Telemedicine Pilot Project in AZ Public Libraries

Malavika Muralidharan BS MLS
Arizona State Library, Archives & Public Records
malalazlibrary.gov

Janet Major, BS
Arizona Telemedicine Program
Southwest Telehealth Resource Center
(Based at the University of Arizona, College of Medicine)
JMajor@telemedicine.arizona.edu

Dr. Kim Shea, Ph, RN CHPN
Associate Director of Telenursing for the Arizona Telemedicine Program
Assistant Prof. College of University of Arizona, College of Nursing
kshea@arizona.edu
Arizona State Library – Telemedicine Program

- A Division of the Secretary of State – Arizona
- State Library Branches take care of
  - Archives and Public Records
  - Arizona Talking Book Library
  - E-rate – reimbursements for internet and internal connections
  - Broadband related projects
- Library Development including
  - Digital Inclusion, Online Resources, Tribal Libraries
- Law and Research
Southwest Telehealth Resource Center – AZ Telemedicine Program

- Based at the Univ. Of AZ, College of Medicine
- On-Line Library
- Factsheets
- Tools & Templates
- Guidelines
- Funding Opportunities
- Billing Guides
- Technical Assistance
The Rural Telehealth Certificate Program (RTCP) provides an opportunity for graduate nursing students (DNP and PHD) as well as other professions to obtain in-depth education and experience best practices for using telehealth technology.

MISSION

• We innovate nursing and interdisciplinary education, practice, research, and service to develop leaders, address healthcare challenges, and promote health, equity and inclusiveness.

VISION

• To lead the advancement of nursing for transforming healthcare in our community, the State of Arizona, and the world.

• Using telehealth in a patient’s place of origin, improves access to healthcare. The College of Nursing provides general education to all students about telehealth.
Challenges to health care

Distances - Redlake Chapter to Tuba City Regional Healthcare Walk in Clinic = 24 miles

Broadband — Availability and affordability

Childcare - when caregivers themselves needs health-care

22 officially recognized Tribes in AZ – mostly rural.

Taking time-off from work - it sometimes takes half/full day to take a family member to and from their healthcare appointment.

Putting Tele into Telehealth

- ATP established in 1996 and SWTRC in 2009
- First Diabetes Nutrition Teleconsultation via single POTS (phone line) in 2000
- Blessingway Redlake Chapter 2001

With the kits a patient can connect via internet through their library/clinic/home and connect with a specialist anywhere in the world, taking their vitals and sending them online.
Why Libraries? : Private Conversations in Public Places

Libraries have internet access, are trusted place, are in every community, have the equipment needed – computers with camera, scanner, many can provide the space and tech help needed, customer care, and some have private rooms/ kiosks and more.

Librarians are caring, customer friendly and tech savvy.
Arizona Libraries – a vision for TeleHealth

- **Providing Connectivity:**
  - Libraries have connectivity through E-rate funding and Navigators funded through an LSTA-IMLS project that have been assisting patrons for the past year.
  - For those with small spaces in the library a privacy tent to be put up in the parking lot with WiFi availability.
  - Mobile Broadband: Where possible, Mobile Vans equipped with WiFi Antennae to go out into the community with the Health kits and Nurses and provide the telehealth service.

- **Providing Equipment:** Provide Libraries with Health Kits Digital scale; blood pressure cuff; no touch thermometer); EKO stethoscope software and license; Glucometer; pulse-oximeter; weigh scale; Laptops.

- **Encouraging Partnerships:** The State Library is partnering with SWTRC and U of A Telehealth team and with County Health Dept. and U of A Nursing School of Nursing to get an RN and student nurses visit the libraries.

- **Provide Training:** Train Health Navigators, and Community Health Workers.

- **Serving the unserved or underserved:** especially those who do not have broadband access at home and connecting patients with Health Care providers several hundred miles away.

*To pilot a program that is replicable and sustainable throughout Arizona Libraries.*
Arizona Libraries and Health Services

Pima County Public Library one of the 1st in the country with a Registered Nurse visiting the Library 4 days a week and helping the homeless since 2012

Many libraries loan Hot Spots and I-pads to patrons to use at home.

Many libraries provide Health related information

Now 430,000 households in AZ are signed up for ACP Arizona Schools and Libraries applied for $200 M for Hot Spots and devices

Many libraries provide Nutrition, Wellness, Fitness, Yoga Programs for adults and children

And now... will provide meeting rooms and health kits for making their telehealth meetings with their Health Service Provider
These nurses help library patrons with hygiene, behavioral issues, immunizations, and substance abuse issues. They also direct people to the appropriate channels to help with healthcare, transportation, getting valid ID, or setting up appointments, as many of these individuals do not have access to a phone. They are advocates for health care and caregiver for those needing assistance.
Arizona: what have we done so far?
Provide Access to Health Information

**Healthcare.gov**
Information about the Health Insurance Marketplace health plans for individuals and businesses as available through the Affordable Care Act.

**MedlinePlus Health Information**
Current, reliable, easy-to-understand information about health issues, medications, and treatments in over 40 languages.

**MyHealthfinder**
Resources on a wide range of health topics selected to bring you the best, most reliable health information on the Internet.

**COVID-19 Research Database from ProQuest**
Stay up to date with the current research coming from open-access and other resources about Coronavirus and the pandemic.
Partnerships and Collaborations

- A partnership with U of A Health Sciences provides student nurses to assist patrons if needed.
- A partnership with the County Health Services provides Nurses to visit the library and assist patrons and mentor the accompanying student nurses.
- Arizona Telemedicine program through the SWTRC provides resources and support and expertise.
- State Library through IMLS-LSTA grants making available medical portable kits.
- State Library also helps Libraries obtain broadband funding through E-rate.
- AZBSN and ADIN provide partnerships with organizations that are interested in assisting with telehealth.
- Connect Arizona an initiative of the State Library has Digital Navigators that assist with Technology and getting internet at home through the ACP.
Extending TeleHealth Services through Libraries: Pima County was selected as they had prior experience.
In Pima County the Ajo and Arivaca Libraries were chosen as they were rural, remote south of the check-point, where getting to health care was a challenge.
This project was supported with LSTA funds in partnership with the Southwest Telehealth Resource Center of U of A and expert consultation from NAU.
Initiated by Mala, with Michelle Simon and Ken Zambo, later taken over by Karyn Pretchel-Altman in Pima County and Erin Lorandos from the State Library with continued support from Janet Major and Dr. Kim Shea.
Pilot was inaugurated at the Arivaca Health Fair

- 120 Visitors (out of population of 629- 2020 census)
- 36 Covid Vaccines
- 26 Pima County One Stop Visits
- 22 Arizona Talking Book Visits
- 23 Book Mobile Visits
- Several Live Health Screenings Demos
- 472 Community Resource Table Visits
- 15 plus partners participated
- Partnerships and Collaborations established
- Awareness of Library services and resources
- Lions free Reading glasses supply to library
AJO Health Fair Jan 2023

• 236 Visitors of a population of 3600
• 21 Eye Test done by Lions
• Approx. 25 Arizona Talking book Visits
• 14 Mammogram Visits
• 30-40 ACP information flyers taken
• 25 plus partners participated

• Partnerships and Collaborations established
• Awareness of Library services and resources
• Lions free Reading glasses supply to library
• Bingo card – visitors had to visit and collect information and get their card stamped from all display tables to enter a raffle.
The folks who stopped by and took time to learn about the Health Connect Equipment were very excited about the option of visiting with their physicians in faraway places for check ins. The drive time saving seemed to get their attention a lot.” – Daniela, Librarian, Ajo Library.
Tuba City Health Fair Sept. 2023

• Over 150 visitors at the Tribal Library!
• 5 Families signed up for ACP through Coconino County Health & Human Services
• Arizona Talking book participation
• Organized demos with the U.of A School of Nursing
• Increased awareness of Library resources
• Distributed Library book bags with hygiene kits

“I had to take a whole day off to take my elderly father to his doctor appointment in Flagstaff and find care for my young children. The library is 5 mins drive from my home and I can take my father and kids there and pick them up when he is done – I don’t lose my day’s pay or pay for day care.”

HealthConnect Telehealth in Libraries Package • laptop with ZOOM, HD camera, echo cancellation, microphone • digital stethoscope • digital scale • blood pressure cuff • pulse oximeter • anti-microbial tents to provide space for training and screening • tables & chairs.

Dr. Kim Shea, Janet Major, Erin Lorandos, Pearl Goldtooth, Lauren Clementino and Linda Tillson, Coconino County Librarians
The Future is here: Kiosks and Privacy Rooms

Self Help Health Kiosks, breast feeding rooms at airports, different models of privacy multi-purpose rooms in public places like the libraries – all with Broadband access
Tribal and Minorities Health Care

Tribal Area Health Education Center Will Address Tribal Health Care Needs, Train Workforce

The Arizona Area Health Education Center Program is partnering with the Arizona Advisory Council on Indian Health Care to develop the new center.

August 11, 2022

Promotoras: Spanish speaking Community Health workers supported by CDC and several health partners

www.cdc.gov/minorityhealth/promotores/index.html

Arizona Community Health Workers Association (azchow.org)

Tribal AHEC Press Release

https://healthsciences.arizona.edu/newsroom/news-releases/0822/tribal-area-health-education-center-will-address-tribal-health-care

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Health and nutrition education
Health screening
After-care and follow-up visits
Care planning
Referral visits
Direct observation of medical treatment
The Future is here: Resources and Lessons Learned

- **Partnerships and Collaborations**: are essential
  - Lions Club – eye screening, dental check-up, mammo-screening, vitals check-up, yoga, nutrition, local health services, local fire-station and more ...

- **Raising awareness**: of existing programs and services like The Talking Book Library, ACP, Free Digital Resources, Nutrition/Wellness programs for patrons via video conferencing in the library or in the parking lot or safely around the mobile van with fold-out tables and laptops.


- **Resource Centers**: Existence of the National Consortium of Telehealth Resource Centers – unparalleled resources to help navigators across the country. [https://telehealthresourcecenters.org](https://telehealthresourcecenters.org)
  - [https://telehealthresourcecenter.org/resources/toolkits/digital-health-navigation-toolkit/](https://telehealthresourcecenter.org/resources/toolkits/digital-health-navigation-toolkit/)
  - [findtelehealth@nrtrc.org](mailto:findtelehealth@nrtrc.org) for telehealth appointments in several states

- **Training**: “Navigating the Telehealth Neighborhood: A Guide to Telehealth Access

- **Reimbursements**: AHCCCS Reimbursable Service Codes for certified CHW/CHR’s which includes education and training provided for an individual patient in 30-minute increment.

- **Healthier community**: Patients will more likely honor their appointments, if they don’t have to go too far. Ensuring preventive and timely care, frequent monitoring, keeping them out of the hospitals.
What next? - 1

Sustainability

- Continue working with Libraries and replicate it in other libraries around the State
- Continue to
  - promote the availability of the Telehealth Equipment and broadband to connect to Health Care from the library,
  - continue to build partnerships with local and regional Health-Care
  - conduct regular health-related programming for the community at the library
- Loan equipment:
  - In collaboration with the American Heart Association, Pima County Public Library is now making available blood pressure kits for check out at all branches.

Karyn Prechtel-Altman, Deputy Director of Community Engagement, says, “Pima County Public Library is delighted to provide another opportunity for our community to access health information and vital resources. We’re grateful to the American Heart Association and its generous donors to the Libraries With Heart initiative for making this collaboration possible.”

Kaley Kantor, MPH, Region Sr. Community Impact Consultant with the American Heart Association, says, "We are thrilled to work with Pima County Public Library to expand health care access to those who need it most. We are happy to stand with the Library to promote the Association's mission of being a relentless force for a world of longer, healthier lives."

https://www.library.pima.gov/?p=9533504
What next? - 2  
Training Health Navigators for the future

- First Digital Navigators = CHR’s/AZCHW’s/Promotoras Digital Health Navigators
- Planning multiple levels of certificate training
- Creating a community of trusted navigators
- Teaching friends, neighbors and family how to use technology for health monitoring and access.
- Helping provide support for all things that increase and improve access to healthcare from transportation to babysitting.
- Preparing for what comes next – eg currently training to help communities re: their insurance and the end of the Public Health Emergency

Dr. Kimberley Shea, PhD. RN., training Nursing Students to help the community
Goal:
• Creating an awareness of preventive care
• Excellent way to improve health through access to technology
• Foster digital equity while improving the health of the community

Problems being addressed:
• Distance from Health Care
• Lack of awareness
• Lack of childcare/transportation/time
• Lack of connectivity at home - Bring fiber and broadband to the Chapter Houses of the Navajo Nation -through E-rate funding. Promote ACP.

The Preventive Care/Study
• Partnerships – NAU, UA, SWTRC, AZ State Library, County and local library, Local Community
• Funding NIH grant, LSTA grant from IMLS, E-rate
• Roles
• Planning
Thank you

Malavika Muralidharan
E-Rate Administrator for Public Libraries
Arizona State Library, Archives & Public Records
mala@azlibrary.gov

Erin Lorandos
Digital Inclusion Librarian
Arizona State Library, Archives & Public Records
elorandos@azlibrary.gov
web: https://azlibrary.gov/

Janet Major
Associate Director for Innovation & Digital Health
Arizona Telemedicine Program
Southwest Telehealth Resource Center (Based at the Univ. Of Arizona, College of Medicine)
• JMajor@telemedicine.arizona.edu

Dr. Kim Shea
Associate Director of Telenursing for the Arizona Telemedicine Program
Asst. Prof. College of University of Arizona, College of Nursing
kshea@arizona.edu