

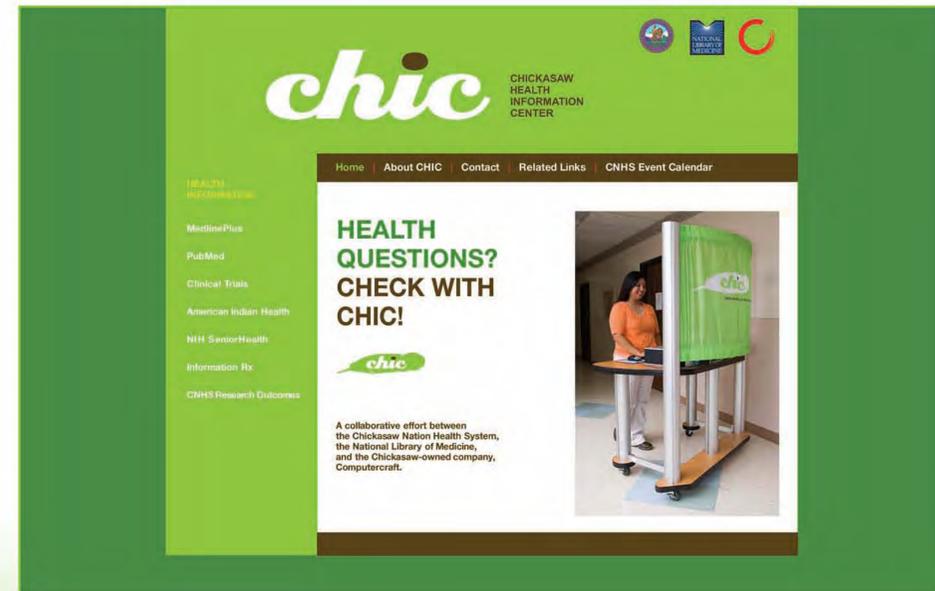
Developing a Tribal Consumer Health Information Center



CHICKASAW HEALTH INFORMATION CENTER

OBJECTIVE

The objective of this project was to implement a consumer health information center at a tribal healthcare facility where no medical library or consumer health information service existed. Although the public library promoted MedlinePlus and patient education materials were provided through a commercial service, neither patients nor the public had convenient access to these. Awareness of Internet-based resources was low.



METHODS

Partnerships among:

- **The Chickasaw Nation** – Provides space within their healthcare facility
- **Computercraft** – A Chickasaw Nation technology company that develops and hosts the Web site and provides project management
- **National Library of Medicine** – Provides information expertise, training, and financial support

RESULTS

The CHIC:

- Adds an important component to the Chickasaw Nation's healthcare environment
- Provides a safe environment to empower the Chickasaw Nation to become health advocates for themselves and their families
- Located in the Nation's current health facility and will receive more visibility in the main gallery space of the new health facility
- Will be located in main gallery space in new the health facility

The full-time CHIC customer service representative:

- Manages the CHIC office and maintains the hardware, software, and supplies
- Provides onsite assistance to users unfamiliar with searching for health information
- Increases community awareness about the CHIC and provides one-to-one guidance

CONCLUSIONS

At this point, there is a clear need to assess various aspects of the CHIC including the response of health facility patients to it. The CHIC will have a more visible location in a public gallery area of the new health facility. The results of increased visibility as well as less privacy will be monitored.



Topics Researched on the Mobile Kiosk from March 2009 – June 2009
 *No information available prior to activation of SiteKiosk software logging in March 2009.

Acne Tutorial	I H S Customer Service
AH Cancer	I H S Photo Gallery
Antidepressant	Insect Bites and Stings
Bipolar Disorder	Irritable Bowel Syndrome
Blood Circulation	Kids Health Microscopic
Chickasaw Nation Pharmacy	Knee Injuries
Children's Eye Problems	Macular Degeneration
Codeine	Methocarbamol
Colonic Polyps	NIHS Kids Games
Colonoscopy	NA Cardiovascular Diseases
Constipation	NA Death Stats
Diabetes	Osteoporosis
Disoid Lupus	Pandemic Flu
Digestive System	Prozac
Diverticulitis	PubMed Motivational Interviewing
Drug Info	Rectal Bleeding
Endoscopy	Rectocele
Eye & Vision	Rheumatoid Arthritis
FDA News	Science Computing Training
Female Reproductive	Senior Health
Fibromyalgia	Sinus Infection
Flax Seed	Speak Up
Garlic	Spotlight Dine College
Grant Search	Surgery Videos
Head Lice	Tests
Heartburn	Thyroid Diseases
Heart Disease	Traditional healing
Herbal Supplements	Traumatic Brain Injury
High Blood Pressure	Uterine Fibroids
	Valerian
	Wisdom Teeth
	Women's Clinical Trials

E-Prescription Pages

	2008						2009						Page Totals	Avg			
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May			June		
Rx Audiology	129	73	9	88	8		38							95	345	29	
Rx Diabetes Clinic																95	8
Rx Family Practice	331	224	23	107	56	49	50	265	43	123	6	5	106		1,388	116	
RX Information	1,737	1,256	467	564	185	279	239	480	229	216	221	198	256		6,327	527	
Rx Internal Med	269	107	64	112	23		45	214	46	66		12	78		1,036	86	
Rx Optometry	307	46	8	56	18			55	55	69		49	42		705	59	
Rx Pediatrics	167	33		56						134	64	102			556	46	
Rx Senior Health	154	124	19	155	22	9	62	65	66	9	56	44			847	71	
Rx Surgery	261	22	89	57		5	9	43	49				25		560	47	
Rx Women's Clinic	369	126	9	48	45		48	43			3	48	55		794	66	

Behavioral Health Clinic links not yet finalized.

Site Traffic
 www.chicresources.net

	2008						2009						Page Totals	Avg	
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May			June
About	475	356	71	184	114	120	153	273	144	197	111	169	121	2,488	207
American Indian Health	594	196	165	295	91	79	149	83	148	141	143	39	120	2,243	187
Clinical Trials	278	206	84	134	105	18	74	131	39	143	58		53	1,323	110
Complaint Issue Resolution	127	29	57		30	29	15	60						387	32
Contact	313	180	143	162	81	36	58	104	71	78	80	32	109	1,447	121
Event	353	80	148	114	43	7	91	108	164	160	46	47	67	1,428	119
Index (Home)	24,193	22,537	17,561	11,863	9,246	16,407	10,651	18,019	11,391	12,519	10,590	13,598	12,600	191,175	15,931
MedlinePlus	779	694	307	422	219	359	392	289	264	529	251	160	162	4,827	402
National Patient Safety														0	0
Patient Bill of Rights	261	58	113	57	141		87		120		58	29	59	983	82
PubMed	219	143	84	194	63	108	127	152	23	148	79	62	51	1,453	121
Relate	561	251	119	198	216	106	47	241	151	209	54	123	114	2,390	199
Research	208	97	123	72	29	69	80	201	33	73	118	119	78	1,300	108

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