Telehealth in Libraries:
The Future of Healthcare

December 8, 2021 - 12pm PT

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Objectives

1. Identify the need for telehealth in their own library population utilizing over a dozen key metrics to prove the need.

2. Apply five lessons learned from this session to their own libraries and potential telehealth opportunities.

3. Understand how to design a pilot program (1-3 libraries) similar to the Delaware model, including funding needs, creating partnerships, and establishing a sustainable model for 5+ years into the future.

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Summary

1. Motivation for telehealth in public libraries

2. Understanding telehealth

3. Building a support team and applying for grants

4. Implementation of pilot

5. Analyzing pilot results and plans moving forward

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About Me - the "Accidental Librarian"

- Background in chemical engineering
- Research in renewable energy technology
- K-12 STEM nonprofit
- Solar energy startup - work in Africa
- AmeriCorps VISTA
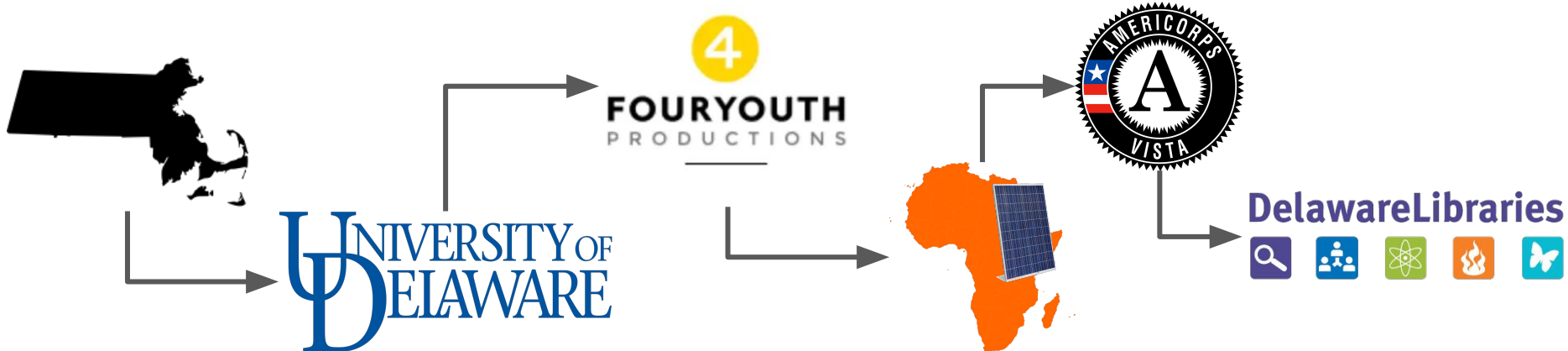
Survey #1

1.Motivation for telehealth in public libraries

Motivation

1. Public libraries are a common space for the most underserved in the community

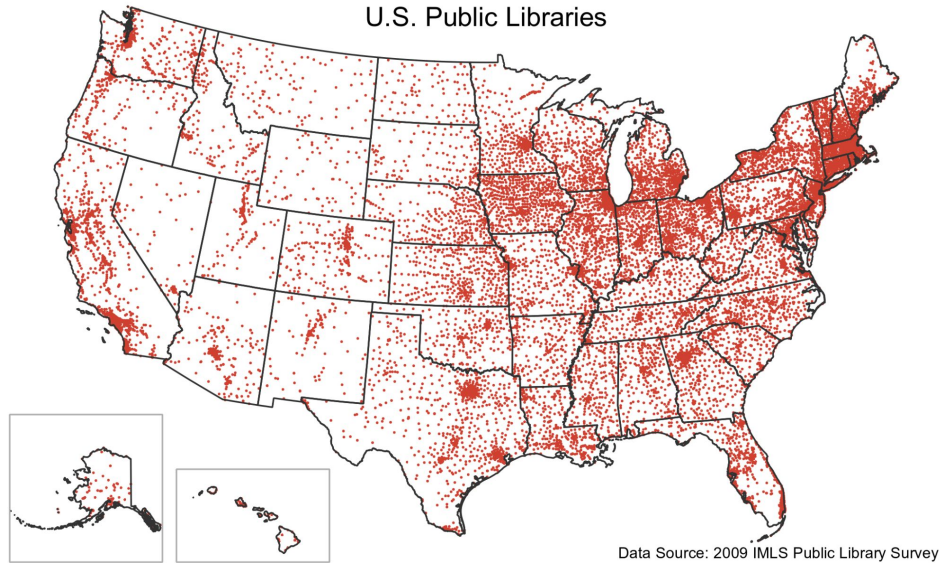 - Patrons experiencing homelessness, patrons with mental illness, veterans, immigrants, the elderly

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Rt. 9 Library & Innovation Center

Motivation

2. Proximity of libraries to the community

U.S. Public Libraries
Data Source: 2009 IMLS Public Library Survey

"Close to 100% of the U.S. population lives within 5 miles of at least 1 of almost 17,000 library branches located nationwide, and 73% of the population lives within 1 mile."
~Center for Urban Research at CUNY
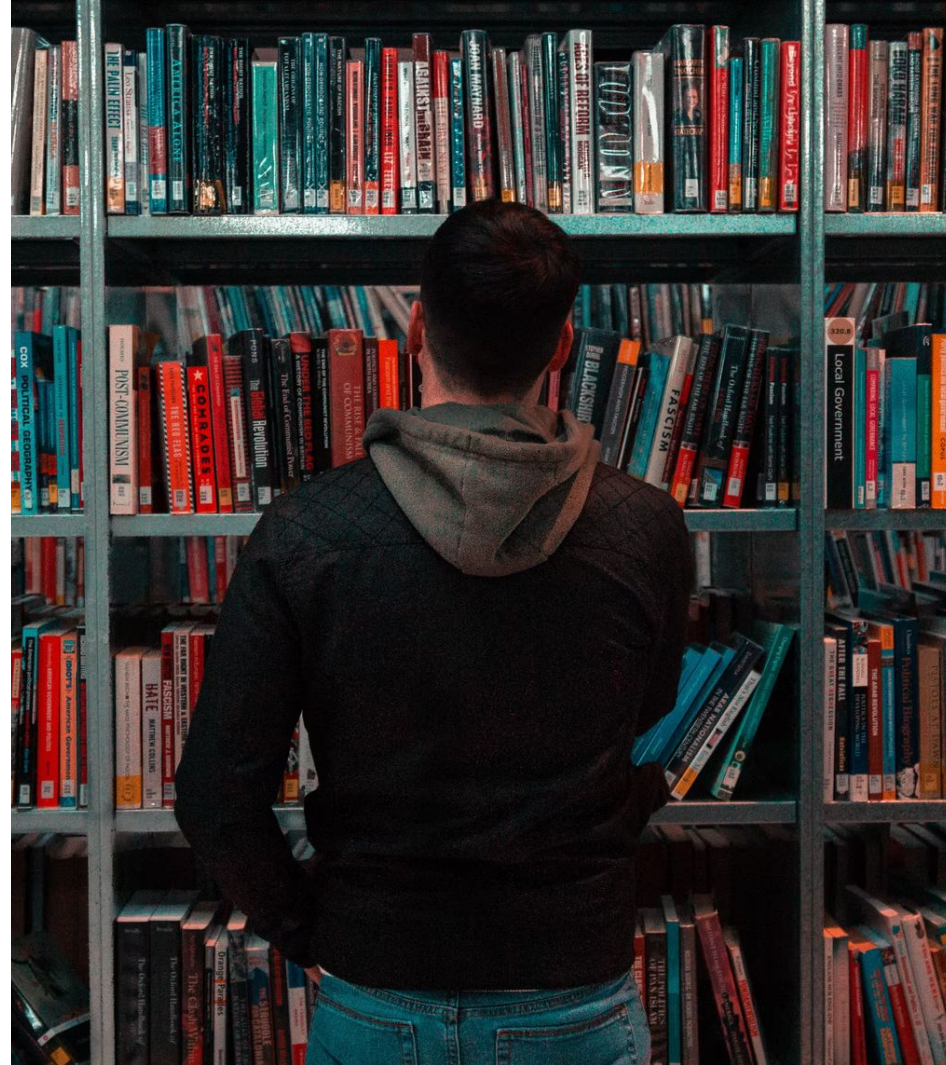
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Motivation

3. Libraries are universally valued for accessing health information

○ 87% of respondents[*] affirmed that libraries are at least somewhat useful in "seeking health information"

*https://www.pewresearch.org/internet/2015/09/15/who-uses-libraries-and-what-they-do-at-their-libraries/

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Motivation

4. Health literacy disparities

- "The degree to which individuals have the ability to **find**, **understand**, and **use** information and services to **inform health-related decisions and actions** for themselves and others." ~CDC

- "Nearly **36 percent** of adults in the U.S. have low health literacy, with disproportionate rates found among **lower-income Americans eligible for Medicaid**." ~Center for Healthcare Strategies
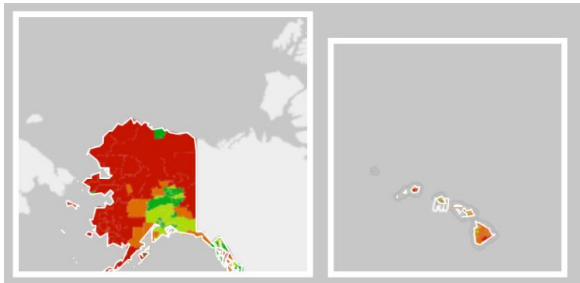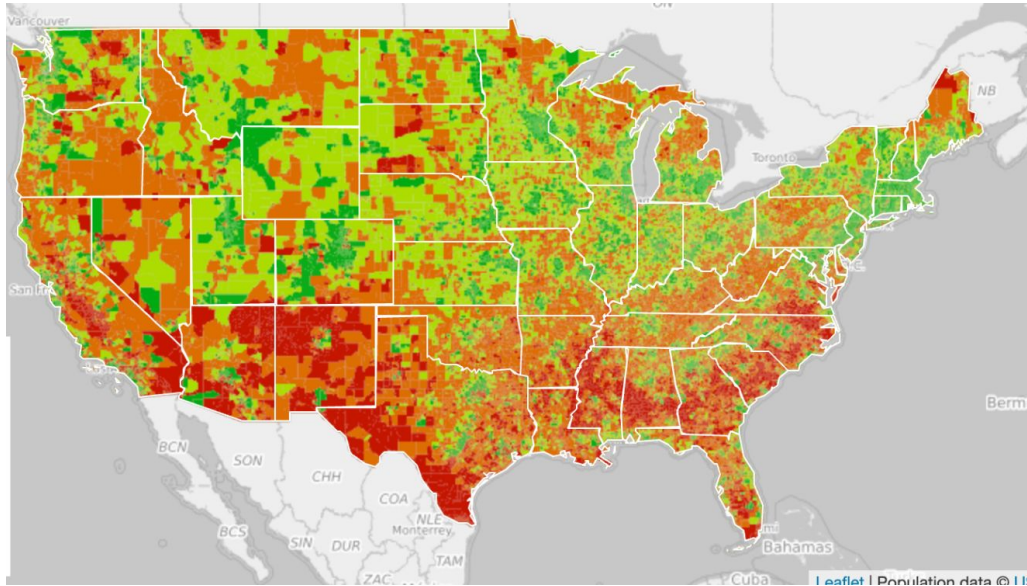
Map source:
UNC Chapel Hill

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Motivation

5. Libraries are a valuable asset to the community and need to stay open

- ○ "78% of Hispanics say closing the library would have a major impact on their community."*
- ○ "72% of women say this…"*
- ○ "70% of those ages 50 and older say closing the library would have a major impact."*

*https://www.pewresearch.org/internet/2015/09/15/who-uses-libraries-and-what-they-do-at-their-libraries/

Dover Public Library

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Motivation

6. Delaware libraries have a history of programming/partnerships for patron basic needs

- Social workers in libraries, computer classes, in-person resume/job prep

Lewes Public Library

Motivation

7. Between 2012-2017 in DE…

   ○ Depression rates **increased 33%***

   ○ Drug overdose deaths **increased 109%***

*Data from
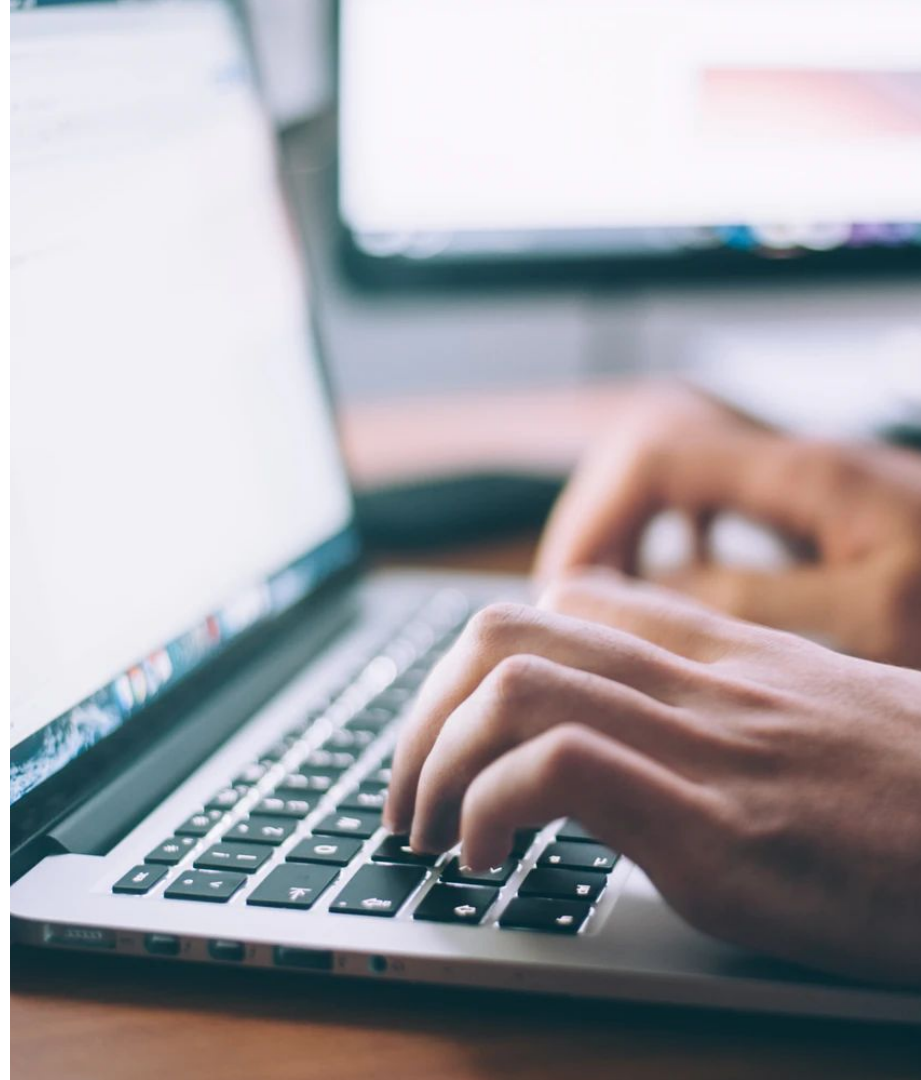https://myhealthycommunity.dhss.delaware.gov

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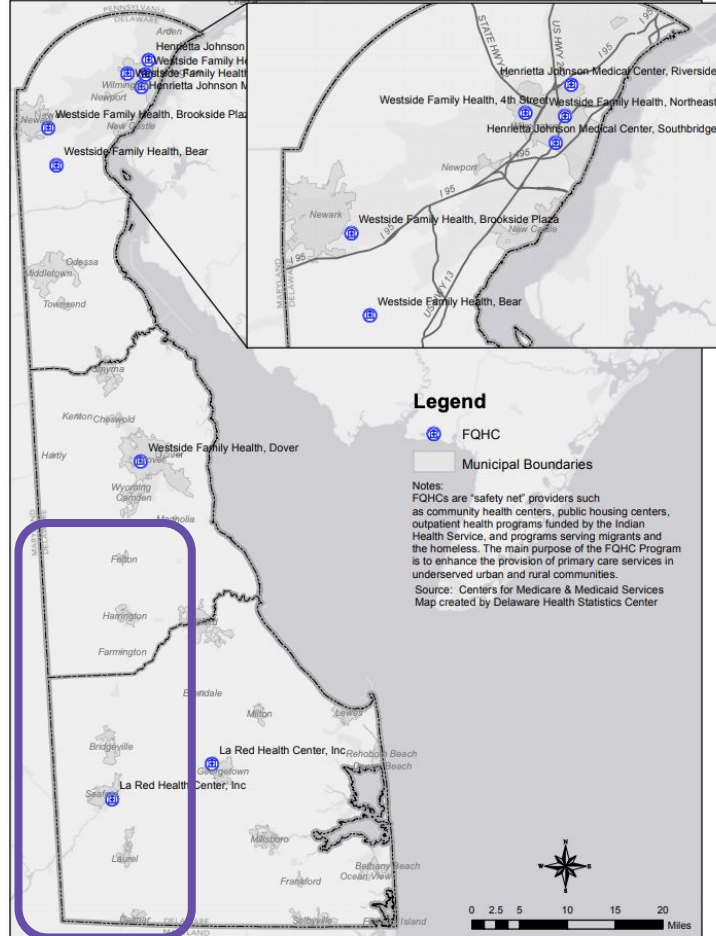
Motivation

8. Access to Internet and technology

- ○ Delaware libraries have high speed Internet, while
  - i. 10% of Delaware residents do not own a computing device*
  - ii. 16% of Delaware households do not have broadband Internet*

*www.census.gov

Delaware Federally Qualified Health Centers

Motivation

9. Lack of access due to geography and limited provider bandwidth

In 2018 "there were 815 individual primary care physicians practicing in Delaware, **down 5.4%** since 2013." ~University of Delaware

19.1% of the mental health needs are met in Delaware, **8% lower** than the national average" ~Kaiser Family Foundation
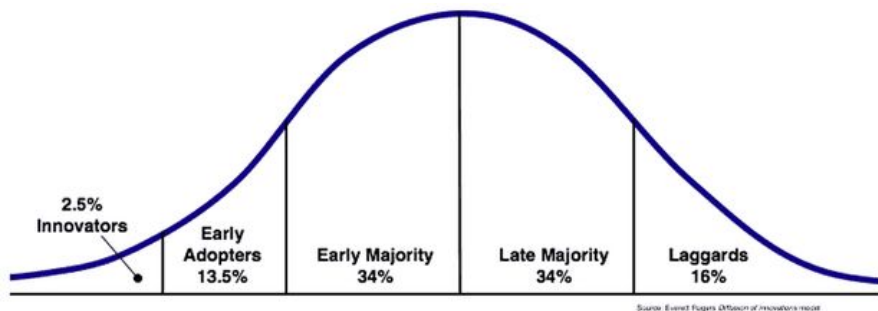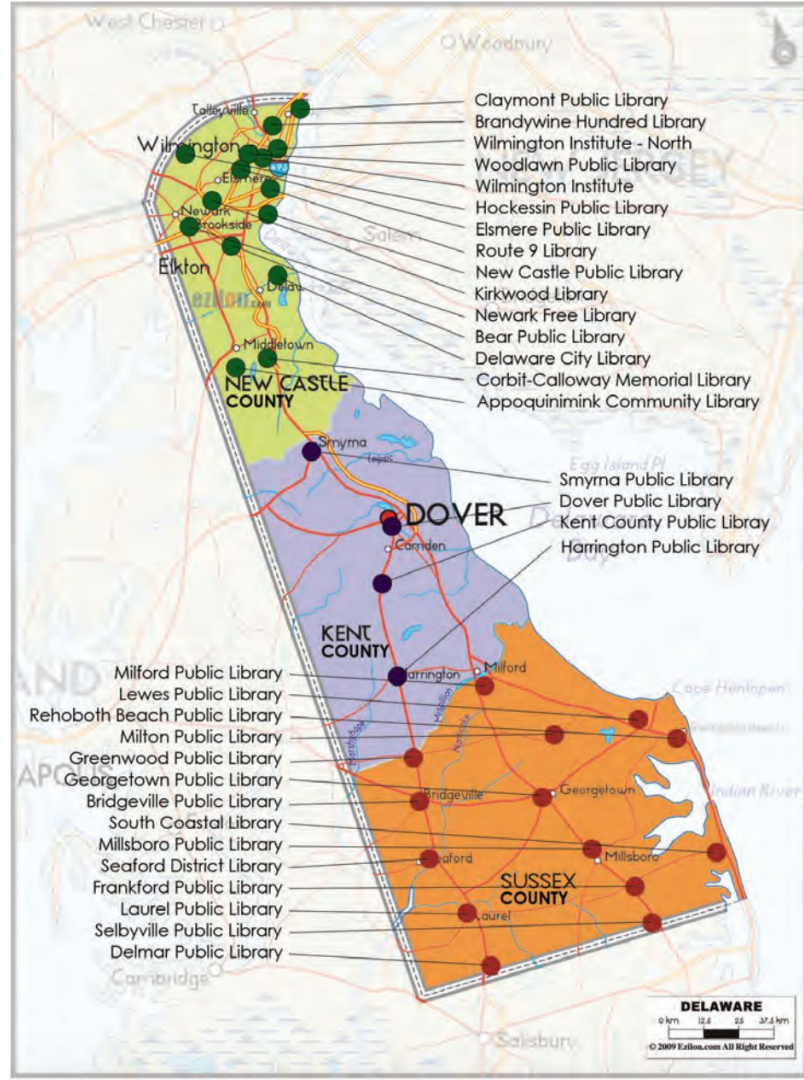
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2. Understanding Telehealth

Getting "Buy in"

- Road show to all public libraries in Delaware
- 12% immediately interested, but still concerns

Becoming an coordinator

- Certified Advanced Telehealth Coordinator (CATC) Certificate - course through University of Delaware (15 weeks)
- Other options
  - Thomas Jefferson University (5 weeks)
  - National School of Applied Telehealth (1-5 hours)

"This certificate program provides the **foundations of telehealth** for participants interested in utilizing telehealth for the **delivery of healthcare**

- including technology evaluation
- business and operational considerations
- regulations
- ethics
- privacy and more"

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Diving into policy and logistics

- Reimbursement (particularly Medicaid/Medicare)
  - [Cityblock](#) - CT, NY, MA, DC, NC
  - [Teladoc](#) - check with your state
- Sliding scale/freemium models of care
  - ChristianaCare Center for Virtual Health (or other healthcare systems)
  - Giving Health (GA)
- Logistics of a visit
- Psychology Interjurisdictional Compact (PSYPACT)

Conclusion: Leave this part to the experts
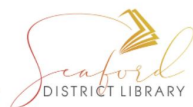
Networking with the industry

Local

Regional

National

3. Building a support team & applying for grants

Collaborative Partners

Kiosk participating Public libraries

Laurel Public Library
Connect·Create·Inspire

Milford PUBLIC LIBRARY

Seaford DISTRICT LIBRARY

Healthcare systems

ChristianaCare™

NEMOURS CHILDREN'S HEALTH

Beebe Healthcare

Behavioral Health Orgs

SUN Behavioral

JFS DELAWARE
Family Services For All

DELAWARE GUIDANCE SERVICES

Dover Behavioral HEALTH SYSTEM

Tech Org

NERDiT NOW

FQHC

La Red

Insurance Providers

HIGHMARK DELAWARE

AmeriHealth Caritas Delaware

Cultural Institutions

La Esperanza

State Government

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

Academia

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CELEBRATING 120 DELAWARE LIBRARIES

Grants and Funding Opportunities

What worked for me: (1) keeping it local and (2) leveraging COVID-funding

Other opportunities to explore:

1. Robert Wood Johnson Pioneering Ideas

2. National Institute of Health (NIH) / Network of the National Library of Medicine (NNLM)

3. United States Department of Agriculture (USDA) Distance Learning & Telemedicine

4. Rural Health Information Hub

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4. Implementation of pilot

- **Booths for Telehealth & Social Service**
  - Telehealth, legal, employment, etc.
  - Soundproof, 2-3 person capacity, connected to high-speed Internet
  - Staffed by Navigators
  - Currently available at three rural libraries
  - Surveys (in handouts attached)
  - Collaboration with healthcare systems

White Noise Machine for Added Privacy

UV Sanitation

Hand Sanitizing Station

iPad Loaded with Social Service apps

- **Device Loaning**
  - Chromebooks, WiFi hotspots
  - Loaned out for 1-week at a time (up to one month total assuming no wait list)
  - No late fees, but replacement cost enforced for lost/stolen items
  - Comes with case and necessary charging cables
  - Information on access to telehealth and social service resources
  - Surveys (in handouts attached)

Intended Audience

- "Uninsured and underinsured"
  - Patrons experiencing homelessness
  - Patrons experiencing behavioral health issues
  - Domestic violence victims
  - Immigrants (Hispanic, Latino, Haitian Creole)
  - Veterans
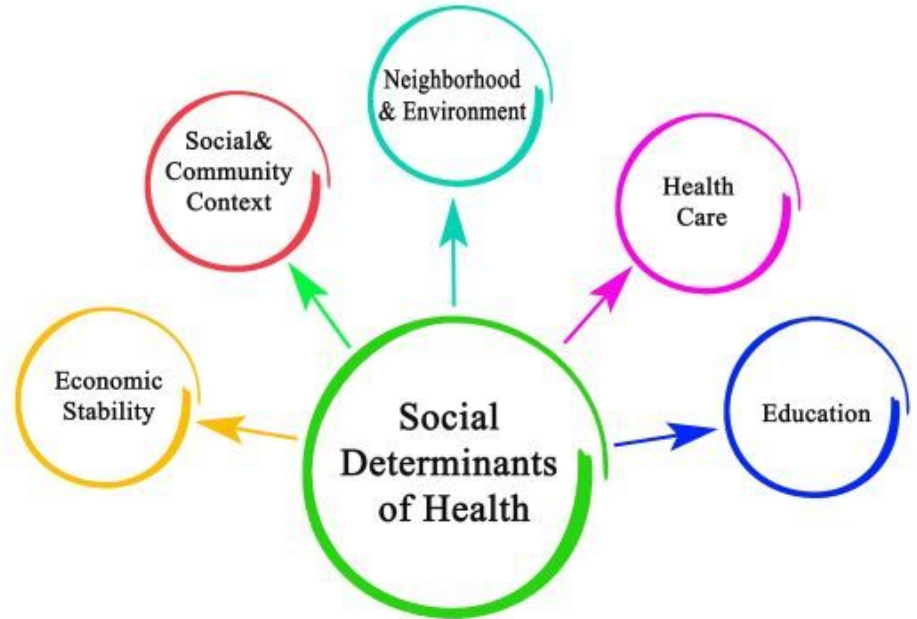 - Patrons with physical handicaps

New Castle Public Library

"The Secret Sauce"

- **Navigators**
  - Social work/case management background
  - Partnership with DHSS and Delaware Technical Community College
  - Handling non-kiosk matters too

Getting access to telehealth

1. Visit your local library and talk to the kiosk navigator (*Kiosks currently piloted at three rural library sites*)

2. Call your local kiosk navigator

3. Visit www.getconnected.delawarelibraries.org

Note: A Delaware library card is required for all services

getconnected.delawarelibraries.org

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LANGUAGES ▾

GET LIBRARY CARD

How may we help you #GetConnectedDE?

Chromebook and WiFi Hotspots

Telehealth and Teleservices

Other Resources

Schedule Appointments With:

Social Workers

Employment Specialists

Teleservice Kiosk

About Delaware Libraries

At Delaware Libraries, we connect you with the technology or social service resources you need. We offer loanable devices, technology assistance, and kiosks that provide privacy to take job interviews or talk to health professionals. You can also access useful information regarding behavioral health and substance abuse, veteran affairs, employment, education, family courts, immigration, and food assistance. For more information about each of our services, continue browsing our website.

5. Analyzing pilot results and plans moving forward

Expected Outcomes of Program

1. Increase access to remote health and human services
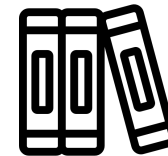
2. Access to tech devices and WiFi

3. Decreased lead time to see a healthcare provider

4. Increase in technology knowledge and education

5. Increase in impact of library to community during COVID-19

Key Findings & Plans Moving Forward

❖ Library foot traffic has slowed in general

➢ Experiment with new marketing tactics

❖ Most people are hearing about the devices and kiosk **at the library**

➢ Continue equipping staff to explain services, attract more people to come into the library

❖ Digital literacy is low

➢ Northstar Digital Literacy deployment

➢ Education on emerging technology platforms (mHealth, contactless payment, Zoom, InstaCart, etc.)

Key Findings & Plans Moving Forward

❖ Uneven distribution of demographics using services

➢ Grassroots marketing (places of worship, community leaders, community events)

❖ Wide variety of kiosk uses

➢ Focus on partnerships to provide wrap-around support (SDOH)

➢ Embed learning and services into entertainment

❖ More community interest in devices than kiosks

➢ Services at home (i.e. TytoCare, Circle HealthPod) with libraries as information hubs, healthcare system partnerships

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Final Thoughts

1. Breaking the mental health stigma is difficult, even for public libraries

2. Changing the public's perception about libraries and library services takes time

3. Accessing health and social services are moving to the home

4. Partnerships are key for a successful community-based telehealth program

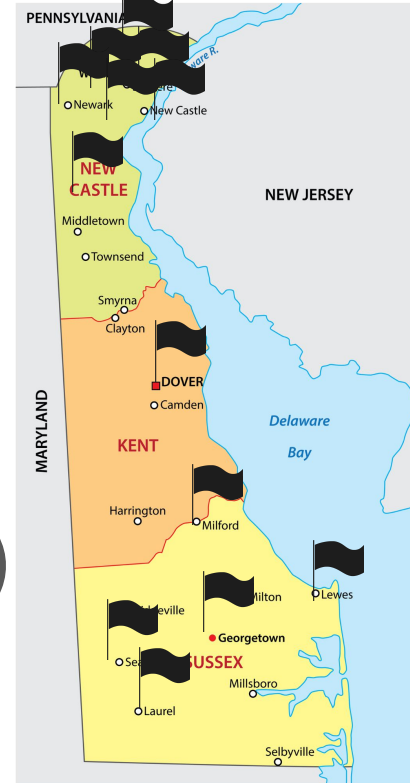5. Adaptability, empathy, and creativity are the key to this team's success

**Pilot
(Jan-Dec 2021)**

**Scale-up
(Jan-Dec 2022)**

House Appropriations

- 3 libraries
- 2 Navigators
- 300 Chromebook
- 300 WiFi hotspots
- $750k budget
- Patron capacity: 34,000

- 13 libraries
- 7 Navigators
- 300 Chromebooks
- 500 WiFi hotspots
- $1.5M budget
- Patron capacity: 55,000

Grants from strategic partners and foundations

Who else is doing telehealth?

1. Pottsboro, TX with University of North Texas Health Science Center

2. East Brunswick, NJ - "Just For The Health Of It!" initiative

3. Western New York Library Resources Council

4. Hawaiʻi State Public Library System with the Hawaiʻi State Department of Health

Survey #2

Thank you to our funders!

Attachments

1. Pre-/Post-Survey for telehealth kiosk

2. Survey for device loaning

3. Telehealth acknowledgement

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Infopeople

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