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.
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
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
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
Motivation

2. Proximity of libraries to the community

“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
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”

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
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.”*

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
Motivation

7. Between 2012-2017 in DE…
   ○ Depression rates increased 33%*
   ○ Drug overdose deaths increased 109%*

*Data from https://myhealthycommunity.dhss.delaware.gov
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
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
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”
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
- Milford Public Library
- Seaford District Library

Behavioral Health Orgs

- SUN Behavioral
- JFS DELAWARE
  Family Services For All
- Dover Behavioral
  HEALTH SYSTEM

Cultural Institutions

- La Esperanza

State Government

- Delaware Health and Social Services
  Division of Public Health

Tech Org

- NERDIT NOW

Healthcare systems

- ChristianaCare
- NEMOURS CHILDREN’S HEALTH
- Beebe Healthcare

FQHC

- La Red

Insurance Providers

- HIGHMARK DELAWARE
- AmeriHealth Caritas Delaware

Academia

- University of Delaware
- University of Virginia
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
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

Hand Sanitizing Station

UV Sanitation

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
“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](http://www.getconnected.delawarelibraries.org)

Note: A Delaware library card is required for all services
How may we help you #GetConnectedDE?

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
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)

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

Scale-up
(Jan-Dec 2022)

- 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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