



Telehealth in Libraries: Pre-Implementation Workbook



The purpose of the Telemedicine in Libraries (TIL): Pre-Implementation Workbook is to:

- 1.) Aid libraries in connecting with their communities
- 2.) Determine the needs of a TIL program in their community
- 3.) Establish partnerships to aid in implementation

Librarians and community partners are guided through a series of activities and data collection to better understand the unmet healthcare needs in the community, establish necessary partnerships, and provide resources to successfully implement a program.

This workbook is a product of a collaborative partnership between individuals representing the Indiana Rural Health Association (Kasia Hamann, MPH), University of Virginia Health (Pamela B. DeGuzman, PhD, RN, CNL), and the University of Southern Indiana (Zachary Ward, Ed.D.).

For questions or comments regarding this workbook, please send a LinkedIn message to the [National Working Group for Telemedicine in Libraries](#).

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CONTENTS

Introduction

How to use this workbook

Section 1

Partnerships

Section 2

Overview of the Assessment Tools

Section 3

Data Collection & Assessment
Tools: Library, Community,
Healthcare Provider

Section 4

Reflect and Connect

Section 5

Resources

Appendix

Activities

INTRODUCTION

How to use this workbook

Congratulations! Whether you are a public librarian, community agency, or healthcare provider, you are taking an important step toward ensuring your community members have the opportunity to utilize telemedicine.

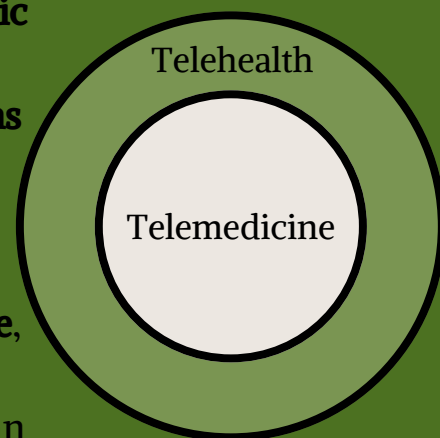
For Librarians: This workbook is designed for public librarians to use to develop a Telemedicine in Library (TIL) program that successfully connects community members with their healthcare providers over a telemedicine connection. Using the tools contained in this workbook, you can walk through the elements of a TIL program to consider before launching and implementing your program. You can use some or all of the tools contained herein – not every tool will be appropriate for every case. Feel free to use what is applicable to your situation and/or goals.

For community agencies, healthcare providers, and others: To use this workbook, we recommend first connecting with your public librarian and walking through the tools in the workbook in collaboration with them and other community partners.

What is Telemedicine?

Telemedicine is a subset of telehealth that involves the **delivery of direct, real-time patient care delivered virtually**, such as a video visit with a provider.

Telehealth refers to any use of **electronic information and telecommunications technologies to support and promote long-distance health care**, such as emailing a provider or using an electronic health record.



SECTION 1

Partnerships

Partnerships are the key to a successful telemedicine program. Many libraries could make their facilities available to the community for telehealth visits. However, research suggests that the most successful programs are those in which libraries establish partnerships with healthcare providers and community health agencies prior to implementation.

Who are the potential partners in your area? As a public librarian, you may not have a collective list of all the potential partners in your community. If there is a list of community partnerships, then use that list to develop a network to start designing a TIL program. If there is not a list and potential partners need to be identified, a Community Mapping activity is included in the Appendix on page 23. The mapping activity will ask you to identify agencies that already work closely with you, so that you can use existing networks to maximize your reach. After identification of community agencies, talk with those agencies to identify others that can collaborate on a TIL program.



SECTION 2

Overview of Assessment Tools

After community partnerships have been identified, it's time to plan the dissemination of the needs assessments, data collection efforts, and data analysis. A brief overview of the assessment tools and the recommended process is below.

The process starts with a Library Assessment. This assessment allows the librarian to determine their own knowledge of existing community needs and resources, as well as what resources or information may be needed at the library prior to launching a program.

To answer questions about current community needs and resources and available healthcare providers, additional assessments will need to be conducted: **a Healthcare Provider Needs Assessment and a Community Needs Assessment.**

The following page includes a diagram to determine when/if each assessment should be completed.

More information about how to complete each assessment is in Section 3.



SECTION 2

Assessment Diagram



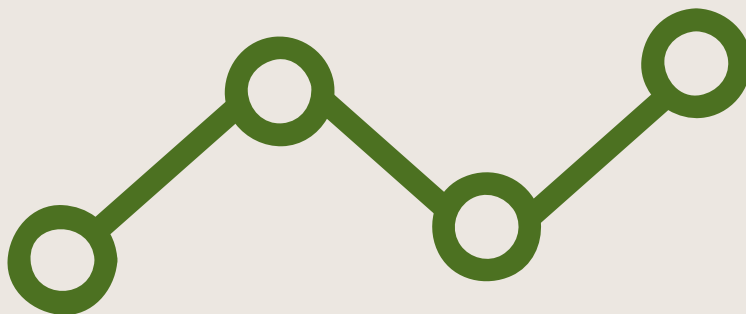
SECTION 3

Data Collection & Assessment Tools: Library, Community, Healthcare Provider

To begin the process of the TIL implementation, use the Community Mapping activity to identify who will help with survey distribution, data collection/storage, data analysis, planning, and program implementation. In the appendix is a short Timeline activity where you can identify which partner is helping with a task, indicate the timeline, and list your TIL network's contact information.

To start the process of evaluating your library's readiness, start with the Library Needs Assessment (page 9). The library system can answer one survey, or each of the local library branches in the library system can answer surveys separately from the entire library system. This depends on how your library system operates and how you would like to design your TIL program. The goal is to collect enough information to understand if the library currently has the resources needed to implement a TIL program.

The remaining two assessments include the Community Needs and Healthcare Provider Needs. Before distributing the surveys, discuss with your network an expected number of completed assessments. This will help inform your network of the amount of time and availability from your partners you need to reach your goal.



SECTION 3

Data Collection & Assessment Tools: Library, Community, Healthcare Provider

When completing the Community Needs Assessment, you can either partner with a community organization, such as a local health department or rural health agency, or simply ask patrons in your library to complete it. You will want to have as many completed surveys as possible and have a demographic that is representative of your community as a whole.

The Healthcare Provider Needs Assessment is to be completed by local physicians, nurse practitioners, office managers, behavioral/mental health providers, and other healthcare providers (HCPs) in your community or that provide services to your community. When completing the Healthcare Provider Needs Assessment, you may find it difficult to gather information directly from healthcare providers. In this case, you can use the internet or other local resources to identify healthcare providers in your area. It is recommended to contact HCPs in your community/surrounding area because you will need to have buy-in and engagement from an HCP to provide TIL services.



LIBRARY NEEDS ASSESSMENT

Part 1: Community Readiness Assessment

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
People in my community have difficulty accessing healthcare (e.g., lack of transportation, too few community providers, or inability to connect to telemedicine).					
People in my community would use telemedicine if they had a place to do it and someone to show them how.					
I am aware of healthcare providers serving the community who support patients using telemedicine in the library.	Yes		No		

Note: If you selected “Don’t Know” to #1 or 2, complete the Community Needs Assessment on page 10. If you selected “Don’t Know” to #3, complete the Healthcare Provider Needs Assessment on page 12.

LIBRARY NEEDS ASSESSMENT

Part 2: Library Readiness Assessment

Are you completing this form on behalf of your -

Library System or Library Branch Only? (Circle one)

Library System Name: _____

Library Branch Name: _____

Equipment	
How many computers in your library are available to the public?	
Of those computers, how many are located in (or could be moved to) a private space?	
How many of those computers have a built-in camera?	
Number of headsets	
Number of external web cameras	
Internet Speed	
What is the typical Wi-Fi speed at the library? Use Speed Test to estimate speed.	
Is internet speed sufficient for patrons to stream videos at the library without interruption?	Yes No
Are wired connections (to support stream videos) available for patrons?	Yes No

LIBRARY NEEDS ASSESSMENT

Part 2: Library Readiness Assessment

Human Resource		
Are staff able to assist patrons with connecting to internet resources (such as telemedicine visit)?	Yes	No
Do staff assist with scheduling private spaces?	Yes	No
Are staff members trained in HIPAA, Consumer Health Information (CHI), and/or Protected Health Information (PHI)?	Yes	No
Please list staff concerns in relation to HIPAA, CHI, PHI:		
Library Board		
Is the board supportive of the library offering telemedicine visits?	Yes	No
If not, are there informational needs that would help develop their support?	Yes	No
Please list the informational needs:		

LIBRARY NEEDS ASSESSMENT

Part 2: Library Readiness Assessment

Financial	
What additional resources (equipment, staff, space) are needed to support telemedicine in the library?	
To your knowledge, what grants or funding opportunities can support additional needs/resources?	
Partnerships	
Do you have local/regional/statewide partnerships with healthcare entities? If yes, please list those on the Community Mapping activity page.	Yes No

COMMUNITY NEEDS ASSESSMENT

***Librarians:** This short survey can help you identify specific populations in your community that may benefit from a Telehealth in Libraries program. Consider placing this survey in the library or partnering with a community health agency to collect information about the needs in your community.*

1. What is the zip code where you live? _____

2. Sex

- a. Female
- b. Male
- c. Non-Binary
- D. Other _____
- E. Declined to Answer

3. Race

- a. American Indian or Alaska Native
- b. Asian
- c. Black or African American
- d. Native Hawaiian or Other Pacific Islander
- e. White
- f. Two or more races (circle identified races)
- g. A race not listed here
- h. Uncertain/Not Sure
- i. Declined to Answer

4. Ethnicity

- a. Hispanic
- b. Not Hispanic
- c. Uncertain/Not Sure
- d. Declined to Answer

5. Age

- a. 10-14 years
- b. 15-19 years
- c. 20-24 years
- d. 25-34 years
- e. 35-44 years
- f. 45-54 years
- g. 55-64 years
- h. 65+ years
- i. Declined to Answer

6. Education

- a. 8th grade or less
- b. Some High School (Grades 9-12)
- c. High School Diploma (Completed 12th grade)
- d. G.E.D.
- e. Some College
- f. 2-year degree/Technical/Trade
- g. Bachelor's Degree
- h. Graduate or Professional School
- i. Declined to Answer

COMMUNITY NEEDS ASSESSMENT

Please indicate to which degree the below services are available to people who live in your community.

Issue	Don't Know	Very Available	Some Are Available	Not Available
Mental Health Care Providers				
Primary Care Providers (General/Regular doctor or Nurse Practitioner)				
Reproductive Healthcare Services (Care for pregnancy)				
Specialty Care Providers (Care for special health care issues, cancer, diabetes, HIV, etc.)				
Transportation to medical visits				
Treatment for Substance Use (such as Alcoholism or drug use)				
<p>What services do you need that are not available?</p>				

COMMUNITY NEEDS ASSESSMENT

Please indicate how far you (or someone in your community) has to drive to access these healthcare providers. It does not have to be exact.

Provider	<u>Miles</u> it takes to drive there	<u>Minutes</u> it takes to drive there	Don't Know
Primary Care Providers (General/Regular Doctor or Nurse Practitioner)			
Mental Healthcare Provider			
Specialty Care Providers (Doctor or Nurse Practitioner who provides care for special health care issue such as, cancer, diabetes, HIV, etc.)			
Reproductive Healthcare Providers (Doctor who sees people who are pregnant or trying to have a baby)			
Other (Indicate which services):			

COMMUNITY NEEDS ASSESSMENT

Please indicate your answer to the below questions about telemedicine. Telemedicine is a visit with your healthcare provider that is done over video, similar to Face Time, Zoom, or Skype.

	Yes	No	Not Sure
1. Have you ever had a telemedicine visit with a provider? (If no, skip to question #3)			
2. Were you able to do the telemedicine visit from your home?			
3. Do people in your community have internet access that is fast enough to watch a movie or other video?			
4. If you could have a telemedicine visit from a private location in your public library, would you do it?			

Please write any thoughts and/or questions you have about telemedicine in a public library.

HEALTHCARE PROVIDER NEEDS ASSESSMENT

This survey can help identify available healthcare providers that may be interested in a telemedicine in libraries program.

Facility Name: _____

List the counties served by your practice: _____

Circle facility type

- Clinic
- Hospital
- Imaging Center
- Mental Health
- Addictions Treatment
- Urgent Care
- Other: _____

Provider Types in your Facility

Provider	Number in facility	List Specialty Area(s)
Nurse Practitioner		
Medical Doctor		
Physician's Assistant		
EMT		
Physical Therapist		
Other - Please list		

HEALTHCARE PROVIDER NEEDS ASSESSMENT

Telemedicine Services

Do providers in your facility offer telemedicine healthcare services?						Yes No Don't Know
If no, are they interested in providing telemedicine healthcare services?						Yes No Don't Know
Are providers interested in expanding access to patients by offering telemedicine in their local public library?						Yes No Don't Know
If yes, please indicate below what equipment, information, and/or training you would need access to before offering telemedicine in a public library.						
Equipment			Information		Training	
Computer			Privacy in Library		HIPAA Compliance	
Video Camera			Scheduling Visits		How to do telemedicine	
Other			Liability		Billing telemedicine	

Please list any other Comments/Concerns/Questions below.

Please return this survey to:

SECTION 4

Reflect and Connect

Once you have completed data collection, conduct these steps to determine next how to use your results.

Library Needs Assessment, Part 1 Look back at those in which you responded “don’t know” on any of the community-focused questions and complete the Community Needs Assessment and the Provider Needs Assessment as indicated. Use the Mapping Exercise in the Appendix to identify partners that can help you supplement your knowledge in any areas.

Library Needs Assessment, Part 2 Any “no” answers in part 2 indicates areas where you may need to obtain resources. List those resources below under “Next Steps”. See Section 5 to find additional information about suppliers and funding.

Community Needs Assessment The demographic information reveals insights into unmet health access needs of vulnerable populations within the community and may indicate the need for a library-based telemedicine program with specific populations. Use this information to guide your selection and engagement of partners.

Provider Needs Assessment This assessment will help you understand which services are currently being offered locally and which services a community member must travel to receive, as well as the telemedicine capabilities of each. Compare the results of the community health survey (unmet community needs) with the provider survey (services offered) to gauge which services might have the highest demand for telemedicine in your library.

SECTION 4

Reflect and Connect

Next Steps Below is a checklist to use for the next steps. Feel free to add your own next steps and necessary tasks to reach the implementation stage.

Next Steps – List others as needed

- Prioritize tasks
- Highlight and address areas of concern
- Review necessary resources
- Identify available funding streams
- Creation of implementation plan
- Make list of equipment, resources, and items needed

- _____
- _____
- _____
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- _____
- _____
- _____



SECTION 5

Resources

[**Bridging the Digital Divide: Telehealth and Libraries Webinar Series**](#) – Learn how libraries of all kinds can provide access to telehealth resources in their communities. This series of webinars from the Network of the National Library of Medicine is designed for stakeholders, including workers at health science and public libraries, health professionals and the public at large. Each session will feature a different guest speaker.

[**Medicare Telehealth Trends Dashboard**](#) – Interactive data dashboard with aggregated 2019–2021 Medicare FFS claims, includes state profiles on telehealth use.

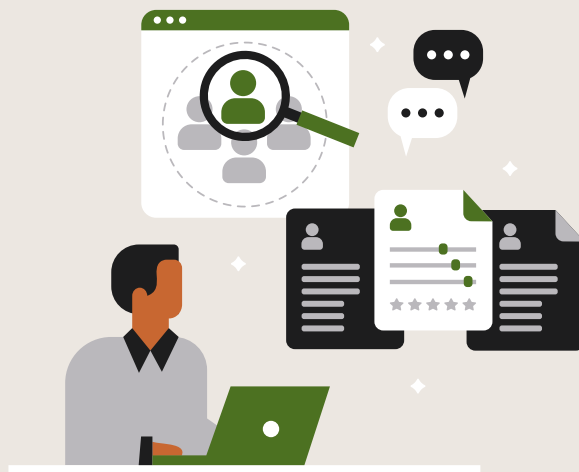
[**National Consortium of Telehealth Resource Centers**](#) – Technical assistance for telehealth education and implementation in rural and underserved communities.

[**Telehealth 101: What Libraries Need to Know**](#) – This free, online course from the Network of the National Library of Medicine introduces telehealth in libraries, examines a few trailblazing programs around the country and covers issues that libraries need to consider in deciding whether telehealth is a good fit for them. The course requires three hours over three weeks and carries continuing education credit from the Medical Library Association.

[**Telehealth.HHS.gov**](#) – A hub to increase understanding of telehealth. This website includes information and resources for patients and providers.

Telehealth in Library Examples –

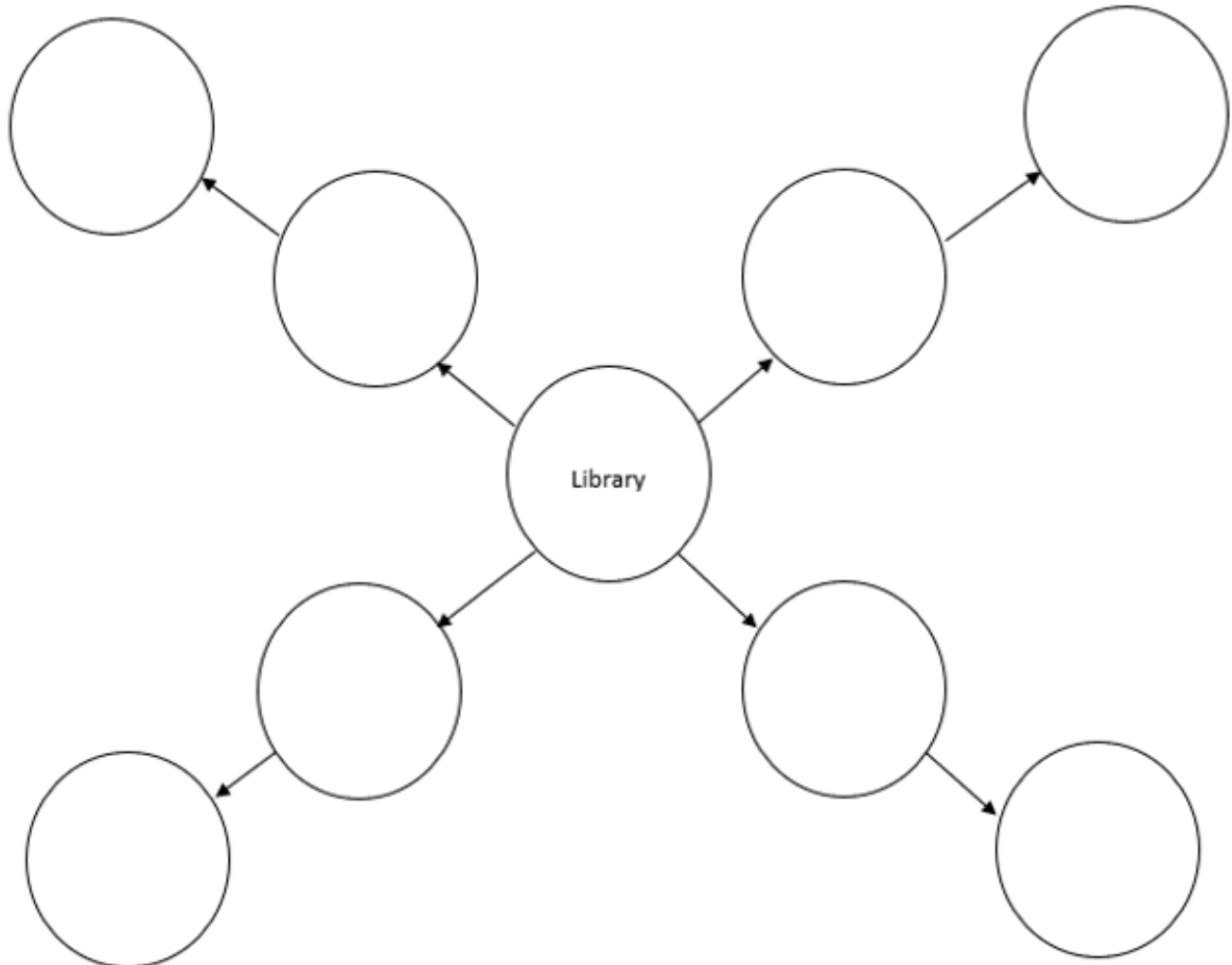
- [**The Pottsville Area Library**](#)
- [**#GetConnectedDE**](#)
- [**NJHealthConnect @ Your Library**](#)



APPENDIX

Community Mapping

Directions: Complete the below chart by filling in your agency in the center circle. Then fill in each outside circle with agencies/community partners that you work closely with, and you would classify as part of your inner network. For 2nd degree agencies, discuss with your 1st degree community partners and ask them to indicate agencies and community partners that they work closely with and would be potentially beneficial partners to a telehealth in libraries project. This will allow you to establish a larger, connected network to assist with implementing a TIL program. In addition, this activity will be used in Section 4 to add tasks for each agency. Add as many degrees as needed.



Timeline

Directions: Identify tasks, timeframes, and responsible parties in the charts below.
Add as many charts as necessary.

Objective: Distribute Assessments (Library, Community, Healthcare Provider)			
Task	Timeline	Responsible Party	Contact Information

Objective: Data Collection			
Task	Timeline	Responsible Party	Contact Information

Timeline

Objective: Data Analysis			
Task	Timeline	Responsible Party	Contact Information

Objective:			
Task	Timeline	Responsible Party	Contact Information

Timeline

Objective:			
Task	Timeline	Responsible Party	Contact Information

Objective:			
Task	Timeline	Responsible Party	Contact Information

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