Instructor
Jeff Huber
Professor
323 Little Library Building
jeffrey.huber@uky.edu
(859) 257-2334

Office Hours
• By Appointment

Class Information
• Online

COURSE INFORMATION

Course Description
History and development of consumer health information resources; role of professional and governmental agencies in provision of consumer health information; policy issues related to provision of consumer health information. Consumer health professional literature, user information needs, user resources, and information services. Identification, selection, utilization, and evaluation of consumer health information for special populations within specialized educational and healthcare settings. Trends and issues in consumer health informatics.

Course Objectives
This course is designed to provide an overview of consumer health information resources for use in public, educational, and healthcare settings.

Upon successful completion of this course, the student will:

1) Understand the historical origins of consumerism and the use of consumer health information including implications of consumerism within the managed care environment as well as digital environments (Assignment #1);
2) Understand the differences in responsibilities between consumer health librarians and other librarians as well as current trends and issues in consumer health librarianship (Assignment #3, #6, #7);
3) Recognize the role of regional, national, and international agencies in the provision of consumer health information. Includes professional and government
organizations, policy-making bodies, and cooperative efforts for consumer education and health promotion and research (Virtual Guests’ Discussion Boards, Assignment #6, #7);
4) Identify, select, use, and evaluate print, multimedia, and electronic resources for consumer health information (Assignment #2, #4, #5);
5) Identify, select, use, and evaluate health information resources for special populations and environments including; alternative and complementary therapies, resources for chronic disease, gender and age-related tools, resources for caregivers, and health information for minority and ethnic groups (Assignment #2, #4, #5), and;
6) Explore trends in consumer health informatics related to user education, knowledge management, and research and development (Assignment #2, #6, #7).

Course Overview

This course is taught in distance education format. The majority of the course is conducted via Blackboard. It is expected that students will devote a considerable amount of time outside the formal class to study materials covered as well as become acquainted with the literature and reference tools.

There will be a series of assignments distributed throughout the course of the semester. These assignments are based on information and resources covered in the class and readings. These assignments comprise the majority of the student’s grade. Completed assignments are expected to be returned to the instructor prior to or on the date noted on the assignment. Late assignments will only be accepted with prior permission from the instructor.

Late Assignments:

Assignments should be turned in on or before the day specified. For each week an assignment is late, 10% of the grade will be subtracted. Late assignments will only be accepted with prior permission from the instructor.

Incompletes:

A grade of Incomplete due to illness or other emergencies may be arranged. A request for an Incomplete due to illness must be accompanied by a letter from your doctor, the Student Health Service, or a hospital. Lack of time to complete assigned work, or other reasons not related to unavoidable excused reasons, will not be accepted.

Academic Integrity:

All papers and assignments must represent the student’s original work. When using material from other sources, proper citations must be given. Papers or assignments prepared for other classes cannot be used to fulfill the requirements of this class. See the UK Code of Student Conduct for more on academic integrity.
Required Reading

Required Text:


Supplemental Materials:

Handouts will be distributed throughout the course of the semester.

See also selected journal articles and web sites as indicated in the Course Calendar.

Consumer Health: An Online Manual. (South Central Region, National Network of Libraries of Medicine, National Library of Medicine)
Available at:
http://nnlm.gov/outreach/consumer/

See also suggested readings in attached bibliography.
STUDENT EVALUATION

Grading Parameters
There will be a series of 7 assignments for the course (including a term paper and a summary reflection paper):

Assignment 1 – Historical Paper
Assignment 2 – Consumer Health Educational Opportunity
Assignment 3 – Interview
Assignment 4 – Consumer Evaluation Guide
Assignment 5 – Annotated Bibliography
Assignment 6 – Term Paper
Assignment 7 – Reflection Paper

Student Evaluation:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class participation</td>
<td>5</td>
</tr>
<tr>
<td>Assignment #1 – Historical Paper</td>
<td>10</td>
</tr>
<tr>
<td>Assignment #2 – Consumer Health Educational Opportunity</td>
<td>20</td>
</tr>
<tr>
<td>Assignment #3 – Interview</td>
<td>15</td>
</tr>
<tr>
<td>Assignment #4 – Consumer Evaluation Guide</td>
<td>10</td>
</tr>
<tr>
<td>Assignment #5 – Annotated Bibliography</td>
<td>15</td>
</tr>
<tr>
<td>Assignment #6 - Term paper</td>
<td>20</td>
</tr>
<tr>
<td>Assignment #7 – Reflection paper</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Grading Policy:

Class assignments are due on or by the due date noted on the individual assignments. The majority of the student’s grade is based on the cumulative total received on individual assignments. Late assignments will only be accepted with prior approval from the instructor.

Grading Scale

- 90% – 100% = A (Exceptional Achievement)
- 80% – 89% = B (High Achievement)
- 70% – 79% = C (Average Achievement)
- 0% – 69% = E (Failing)

Participation

Students are expected to participate in class discussion via the Discussion Boards.

There will be a series of guest experts during the course of the semester. Each will post an introduction that includes information about their current position or work.
environment. Students are expected to be prepared to pose questions to our guest experts and generate discussion.

**Submission of Course Assignments**

Assignment should be submitted via e-mail as Word attachments.

Class assignments are due on or by the due date noted on the individual assignments. The majority of the student’s grade is based on the cumulative total received on individual assignments. Late assignments will only be accepted with prior approval from the instructor.
TECHNOLOGY INFORMATION & RESOURCES

Distance Learning Students are expected to have a minimum level of technological acumen and the availability of technological resources. Students must have regular access a computer with a reliable Internet connection and audio capabilities. Internet Explorer 7 (IE) or Firefox 2.x are the recommended browsers for those using a Windows-based PC. Those using Firefox 3.x may encounter problems with assignment uploads. Those using an Apple computer with MAC OS X (10.5.x) may use Firefox 3.x or Safari 3.x.

Please be certain that your computer and/or browser allow you to view Adobe Reader documents (.pdf). Microsoft Office and other software products are free for students: https://iweb.uky.edu/MSDownload/.

As your instructor, I am your first go-to person for technology problems. If you need more immediate assistance, please contact TASC or UKIT.

Teaching and Learning Services Center (TASC)  
http://www.uky.edu/TASC/; 859–257–8272

Information Technology Customer Service Center (UKIT)  
http://www.uky.edu/UKIT/; 859–257-1300

Library Services  
Distance Learning Services  
http://www.uky.edu/Libraries/DLLS  
• Carla Cantagallo, DL Librarian  
• Local phone number: 859 257–0500, ext. 2171; long-distance phone number: (800) 828–0439 (option #6)  
• Email: dllservice@email.uky.edu  
• DL Interlibrary Loan Service:  

Course Reserves  

GENERAL COURSE POLICIES

Policies concerning academic integrity, excused absences and academic accommodations due to disability are available online at:  
http://www.uky.edu/CIS/SLIS/academics/policies.pdf
COURSE CALENDAR

Course Calendar:

January 13
Introduction.
Overview of the course.
   Course outline, assignments, exercises, and expectations.
   Text and supplemental materials.
Consumerism and the health care environment: historical overview and current trends and issues.
Consumer health information (CHI) overview.

READING:  Consumer Health Information Source Book:
           Preface and Chapter 1

Bess D. Consumer Health Education. Proceedings of the Academy of
Political Science. 32(3), Health Services: The Local Perspective (1977),
182-192.
Available via JSTOR database.

Duval MK, Den Boer J. Consumer Health Education. Proceedings of the
Academy of Political Science. 33(4), Regulating Health Care: The
Available via JSTOR database.

ASSIGNMENT #1 DISTRIBUTED, DUE JANUARY 27.

January 20
Collection development
General health books, clearinghouses, and resources

READING:  Consumer Health Information Source Book:
           Review Chapters 2, 3, and 4

ASSIGNMENT #2 DISTRIBUTED, DUE MARCH 3.

January 27
Assignment #1 due.
Electronic CHI resources

GUEST EXPERT:  Mary L. Gillaspy, Manager, Health Learning Centers at Northwestern
Memorial Hospital, Chicago, IL
READING: Consumer Health Information Source Book:  
Review Chapters 5 and 6

Kovacs DK. Why Develop Web-Based Health Information Workshops  
for Consumers? Library Trends. 53(2), (Fall 2004), 348-359.  
Available via Academic Search Premier database.

Crespo J. Training the Health Information Seeker: Quality Issues in  
Health Information Web Sites. Library Trends. 53(2), (Fall 2004), 360-374.  
Available via Academic Search Premier database.

Miller N, Tyler RJ, Backus JEB. MedlinePlus: The National Library of  
Medicine Brings Quality Information to Health Consumers. Library  
Trends. 53(2), (Fall 2004), 375-388.  
Available via Academic Search Premier database.

Marill J, Miller N, Kitendau P. The MedlinePlus Public User Interface:  
Studies of Design Challenged and Opportunities. Journal of the Medical  
Available via Academic Search Premier database.

ASSIGNMENT #6 TERM PAPER ASSIGNMENT DISTRIBUTED, DUE APRIL 21.

ASSIGNMENT #3 DISTRIBUTED, DUE FEBRUARY 24.

February 3  
Book reviews

GUEST EXPERT: Carol Ann Attwood, Medical Librarian, Patient Health and Education  
Library, Mayo Clinic Arizona

READING: Consumer Health Information Source Book:  
Review Chapter 8.

February 10  
Pamphlets

READING: Consumer Health Information Source Book:  
Review Chapter 9 and 10.

February 17  
Provision of CHI resources and services.  
Professional organizations  
Government agencies/entities
GUEST EXPERT: Samantha Hewakapuge, Consumer Health Coordinator, Greater Midwest Region, National Networks of Libraries of Medicine, National Library of Medicine, Chicago, IL.

Review relevant web sites:
National Library of Medicine

National Network of Libraries of Medicine, National Library of Medicine
http://nnlm.gov/

National Health Information Center
http://www.health.gov/nhic/

Medical Library Association
http://www.mlanet.org

Medical Library Association Consumer Health Information Specialization Program
http://www.mlanet.org/education/chc/

Consumer and Patient Health Information Section (CAPHIS), Medical Library Association
http://caphis.mlanet.org/

READING: Consumer Health Information Source Book:
Chapter 11.

February 24
Assignment #3 due.
Diverse user populations


March 3
Assignment #2 due.
Health literacy

GUEST EXPERT: Elaina Cundiff, Manager, The Learning Center, University of Texas M.D. Anderson Cancer Center, Houston, TX

Review relevant web sites:
- Consumer Health Information in Many Languages Resources
  http://nnlm.gov/outreach/consumer/multi.html
- Health Information Literacy
  http://www.mlanet.org/resources/healthlit/

Available via Academic Search Premier database.

Available via Academic Search Premier database.

Available via Academic Search Premier database.

Available via Academic Search Premier database.

SUGGESTED READING:

March 10
Outreach and advocacy


March 17
NO CLASS – SPRING BREAK

March 24
Public libraries as CHI resources


The Challenge of Providing Consumer Health Information Services in Public Libraries. American Association for the Advancement of Science. Available at:
http://www.healthlit.org/pdfs/AAASFINAL.pdf

**ASSIGNMENT #4 DISTRIBUTED, DUE MARCH 31**

**March 31**
Assignment #4 due
Patient Bill(s) of Rights
Ethical issues and considerations

**GUEST EXPERT:** Michele Spatz, Consultative Services Specialist, Planetree, Derby, CT

Review examples of Patient Bill(s) of Rights:
- The Patient Care Partnership (American Hospital Association)
- The Patient’s Bill of Rights (American Cancer Society)
  [http://www.cancer.org/docroot/MIT/content/MIT_3_2_Patients_Bill_Of_Rights.asp](http://www.cancer.org/docroot/MIT/content/MIT_3_2_Patients_Bill_Of_Rights.asp)
- The Patient’s Bill of Rights in Medicare and Medicaid (US Department of Health and Human Services)

**READING:**
  Available via PubMed at:
  Available via PubMed at:
- Dyer DA. Ethical Challenges of Medicine and Health on the Internet: A Review. 3(2), (2001), e23.
  Available at:
ASSIGNMENT #5 DISTRIBUTED, DUE APRIL 14

April 7
e-Health
Consumer health informatics

Review relevant web sites:
Organized Wisdom
http://www.organizedwisdom.com

PatientsLikeMe
http://www.patientslikeme.com

Revolution Health
http://www.revolutionhealth.com

RightHealth
http://www.righthealth.com

READING: Eysenbach G. What is e-Health? Journal of Medical Internet Research. 3(2), (2001), e20
Available at: http://www.jmir.org/2001/2/e20/

Eysenbach G, Jadad AR. Evidence-Based Patient Choice and Consumer Health Informatics in the Internet Age. Journal of Medical Internet Resarch. 3(2), (2001), e19.
Available at: http://www.jmir.org/2001/2/e19/


April 14
Assignment #5 due
Complementary and alternative medicine

Review relevant web sites:
National Center for Complementary and Alternative Medicine
http://nccam.nih.gov/

Office of Cancer Complementary and Alternative Medicine, National Cancer Institute
http://www.cancer.gov/cam/
Rosenthal Center for Complementary and Alternative Medicine, Columbia University Medical Center  
http://www.rosenthal.hs.columbia.edu/

Complementary and Alternative Medicine, New York Online Access to Health (NOAH)  


April 21  
Term paper due.  
Information seeking and use.  
Evaluation.


Olney CA. Using Evaluation to Adapt Health Information Outreach to the Complex Environments of Community-Based Organizations. Journal of the Medical Library Association. 93(4 Suppl), (Oct 2005), S57-S67. Available via PubMed at:  

Available via PubMed at:

SUGGESTED READING:

ASSIGNMENT #7 REFLECTION PAPER ASSIGNMENT DISTRIBUTED, DUE APRIL 28.

April 28

Reflection paper due.
Future directions.
Student evaluations of course.


COURSE ASSIGNMENTS

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class participation</td>
<td>5</td>
</tr>
<tr>
<td>Assignment #1 – Historical Paper</td>
<td>10</td>
</tr>
<tr>
<td>Assignment #2 – Consumer Health Educational Opportunity</td>
<td>20</td>
</tr>
<tr>
<td>Assignment #3 – Interview</td>
<td>15</td>
</tr>
<tr>
<td>Assignment #4 – Consumer Evaluation Guide</td>
<td>10</td>
</tr>
<tr>
<td>Assignment #5 – Annotated Bibliography</td>
<td>15</td>
</tr>
<tr>
<td>Assignment # 6 - Term paper</td>
<td>20</td>
</tr>
<tr>
<td>Assignment #7 – Reflection paper</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
</tr>
</tbody>
</table>