From HSLIC’s Executive Director

It’s clear that the HSLIC informatics program has really “taken off” and come of age. It was created shortly before we recruited Philip Kroth, MD, MS, HSLIC’s Director of Biomedical Informatics Research, Training and Scholarship, in 2004. This issue of adobe medicus profiles several milestones in the development of this program over its first 10 years. First, Phil was recently elected Chair-Elect of the American Medical Informatics Association’s prestigious Academic Forum….a notable achievement given that our informatics program has been mostly HSLIC funded and is still in a small, fledgling state. Second, Dr. Pope Moseley has appointed Phil as the inaugural Chief of the new Clinical Informatics Section in the Department of Internal Medicine’s Translational Informatics Division. Phil has had a secondary appointment in the Division of General Internal Medicine for the past 10 years, where he continues to provide clinical service. Also, this spring, Phil was awarded a three-year, $600,000 grant from AHRQ to study the effect of health information and communication technologies on the stress and fatigue electronic health record users experience that interfere with quality and efficient care. This will provide an important body of knowledge as clinical facilities and clinicians around the country struggle to implement Meaningful Use Guidelines. In addition to these honors, during the past year, Phil has led HSLIC’s new data management planning service. So this issue is “hats off” to Phil for his 10+ years of service at HSLIC and the HSC.

Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP
CIO, Administration and Academic Systems
Executive Director, HSLIC
Professor, School of Medicine

Radio announcements help HSLIC support Vision 2020

Gale Hannigan, PhD, AHIP—Research Professor

“I don’t feel good, Daddy.” Those are the opening words of a radio public service announcement (PSA) that encourages parents to turn to medlineplus.gov, the National Library of Medicine’s patient and consumer information website, for answers to questions about their children’s fevers, rashes or tummy aches. The words are spoken by Hakim Bellamy’s five-year-old son, Hakim, who is Albuquerque’s first poet laureate, does the voiceovers for the PSAs, which address parents and diabetes patients.

The PSAs help HSLIC support the HSC’s Vision 2020 goal to improve the health of New Mexicans by improving access to quality health information. HSLIC Research Professor Dr. Gale Hannigan applied for and received a National Network of Libraries of Medicine award to produce the PSAs. The Vision 2020 project is called “I Heard It on the Radio.”

The 30- and 60-second PSAs are available to radio stations via the New Mexico Broadcasters Association website. (To hear the PSAs, go to http://www.newmexicobroadcasters.org/PSApartners/ and click on the HSLIC header or logo, then click on “Get PSAs” and finally on the megaphone icons to the left of “Diabetes Awareness” and “Parents.”) You also can

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Radio announcements help HSLIC support Vision 2020 (continued from p. 1)

Bill Hersh, MD, attends BioMISS seminar

Bill Hersh, MD, FACMI, FACP, was the invited speaker at Internal Medicine Grand Rounds, where he gave a talk titled “Clinical Informatics Subspecialty: What It Is and Why It’s Important.” His lecture was sponsored by the UNM Department of Medicine and the Albuquerque Academy’s Media Literacy Project.

Vision 2020 is an academic health center strategic plan that focuses on improving health and health equity as a measure of an institution’s success. To fulfill this vision, all colleges, schools, departments and programs throughout the UNM HSC have incorporated into their annual performance plans how their education, service and research enterprises will improve the health of New Mexico in a measurable way.

This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. HHSN-276-2011-00007-C with the Houston Academy of Medicine–Texas Medical Center Library.

Dr. Kroth receives grant to study health information technology design

Dr. Philip Kroth, MD, MS, HSLIC’s Director, Biomedical Informatics Research, Training and Scholarship, has received a $600,000 grant from the Agency for Health Care Research and Quality to study how the design of health information and communications technologies (HICT) impacts user stress, productivity and well-being.

Recent studies suggest that the impact of HICT on clinician stress and burnout may be considerable. As principal investigator, Dr. Kroth is leading a research team composed of Mark Linzer, MD, Director of the Division of General Internal Medicine at the Hennepin County Medical Center in Minneapolis, MN; Nancy Morioka–Douglas, MD, MPH, a Clinical Professor of Medicine at the Stanford University Medical Center in Palo Alto, CA; and Sharry Veres, MD, MHSM, Program Director of St. Anthony Family Medicine Residency/Centura Health in Westminster, CO.

Referred to as “The MS Squared Study,” this project’s goals are to identify the specific aspects of HICT that cause the most user stress and then to identify the most effective user coping/work-around strategies.

The first half of the three-year study consists of three rounds of focus groups that will be conducted at UNM, Stanford and St. Anthony North, a community hospital in Colorado. The focus groups will identify the aspects of HICT that users believe cause the most stress, as well as the coping strategies they use to manage the stress. This work will inform the second half of the study, which will be to design and conduct a survey of 450 HICT users at the same three institutions to refine the results of the focus groups on a larger population.

At the end of the study, the research team hopes to have a better assessment of the association between stress and HICT use, as well as a list of the most effective coping/work-around strategies. The team hopes these results will inform future HICT design and implementation strategies. “This is a very exciting project, and I’m really happy to be working with such a diverse and talented team of co-investigators,” Dr. Kroth said. “It is surprising that so little work has been done in this area, and we are eager to get started.” For more information about this grant, please write to Dr. Kroth at pkroth@salud.unm.edu or Dr. Linzer at mark.linzer@hmc.edu.

Grant #1R18HS022065-01A1 Agency for Health Care Research and Quality (AHRQ), July 2014–June 2017

Dr. Bill Hersh, left, is shown with HSLIC’s Dr. Philip Kroth, HSLIC’s Director, Biomedical Informatics Research, Training and Scholarship. At right is Philip Kroth, MD, PhD, Professor of Medicine, UNM Department of Internal Medicine; Chief, Translational Informatics Division; and Co-Director, Flow Cytometry & High Throughput Screening Shared Resource. At left is Tudor Oprea, MD, MHSM, Program Director of St. Anthony Family Medicine Residency/Centura Health in Westminster, CO.

Shown in the center of this photo is Bill Hersh, MD, FACMI, FACP, Professor and Chair, Department of Medical Informatics & Clinical Epidemiology, School of Medicine, Oregon Health & Science University. At left is Tudor Oprea, MD, PhD, Professor of Medicine, UNM Department of Internal Medicine; Chief, Translational Informatics Division; and Co-Director, Flow Cytometry & High Throughput Screening Shared Resource. At right is Philip Kroth, MD, MS, HSLIC’s Director of Biomedical Informatics Research, Training and Scholarship; he is a member of the Division of Translational Informatics as well.

Gifted poet and performer Hakim Bellamy, Albuquerque’s first poet laureate, recorded the voiceovers for HSLIC’s new PSAs that encourage parents and diabetes patients to consult medlineplus.gov for health care information. Hakim’s two-year tenure as poet laureate ends this year. In his day job, he is the Strategic Communications Director for the Albuquerque Academy’s Media Literacy Project.
Information Security Matters: A column from the HSC security team

Barney Metzner, CISM—HSC Information Security Officer
Gayle Shipp, CISA—HSLIC IT Security Analyst

Mobile-device security in our brave new world

Apple iOS, Android or Windows Phone: Which is the most secure?

Are personally owned devices, often described as BYOD (Bring Your Own Device), secure enough to access an enterprise network? These are difficult questions, and meaningful answers are beyond the scope of this column. But let’s start by looking at the different ways people use mobile devices. Traditionally, a mobile device was just a version of your office phone. Now these devices are used for collaboration, as a wallet, as a briefcase or even to detect your location and activities. On smartphones, most conversations are encrypted. Listening in on phone conversations isn’t ‘kids’ play like it once was.

What about other uses, like using a mobile device as a wallet? The good news is that plenty of applications and services are available to manage security risks. Banks, vendors and card holders share financial risks, and all have a vested interest in securing transactions. What about using a mobile device as a briefcase filled with business documents that might contain confidential information? Most devices allow for complex passwords and encryption. Have these been turned on, or are they enforced by your provider or employer? Such enforcement capabilities are becoming more common as new features allow providers, application vendors and employers more choices for enforcing security while still allowing some personal flexibility in using the device.

The security of mobile phone conversations has increased dramatically since the first phones were introduced. Providing security for the plethora of new ways these devices can be used is not something cellular service providers are going to own. Collaboration tools and features such as GPS, front and rear cameras, microphones and Internet access are all customized to fit your needs. What do you want to share, and what do you want to keep private? What difference does it make if it is an employer-owned device or a personally owned device? These are difficult questions, and meaningful answers are beyond the scope of this column. But let’s start by looking at the different ways people use mobile devices. Traditionally, a mobile device was just a version of your office phone. Now these devices are used for collaboration, as a wallet, as a briefcase or even to detect your location and activities. On smartphones, most conversations are encrypted. Listening in on phone conversations isn’t ‘kids’ play like it once was.

Did you know?

- In the first quarter of 2014, the HSC Lecture Capture system reported 212 viewers of live broadcasts and 20,789 viewers of recorded (view-on-demand) broadcasts.
- The HSC mobility service that synchronizes GroupWise email to mobile devices currently supports 3,102 users with 3,905 devices.

To get help with a security issue: HSLIC Service Point, (505) 272-1694

For HIPAA Security Rule questions or to schedule a consultation with the Information Security Office: Barney Metzner, (505) 272-1696 or bmetzner@salud.unm.edu


HSC adds Office 2013 to Windows-based devices

Jacob Nash—Resource Management Librarian

VisualDx introduces two new features

VisualDx, the medical image database of dermatologic, infectious and drug-induced diseases, will add two new features to the database: LearnDerm and Drug Inflammations through LexiComp.

LearnDerm is a self-study dermatology education resource featuring five interactive lessons:

- How to perform a skin exam, identifying skin lesions, understanding distributions and body locations, recognizing configurations and introduction to morphologic variation. This additon should be available by the end of April 2014. You will be able to access it on your mobile device.
- VisualDx has also partnered with LexiComp to link drug inflammations with images to assist in education and clinical decision making. This functionality is still being tested, but look for it starting the end of August 2014.

HSC’s new spam filtering service blocks more malicious emails

Gayle Shipp, CISA—HSLIC IT Security Analyst

Effective March 3, HSC’s Information Technology (IT) and Information Security staff implemented new email spam and security controls to improve blocking of emails that contain malicious links and attachments. This new service includes all users who have email addresses ending with “@salud.unm.edu,” “@unmrg.org” and “@srmc.unm.edu.”

Email to HSLIC users is now protected by the HSC spam filter instead of the UNM spam filter. Emails and their attachments will be scanned for malware, and email identified as spam will be blocked outright. (You will not receive a “[SPAM??]” header.) Also, the HSC email appliance adds the ability to check a sender’s reputation before delivering email, which has already proven useful in blocking more phishing emails. Additional protection helps eliminate email that claims to be internal email when it is actually coming from outside the HSC email system.

It is unlikely that the new filtering software will block legitimate emails. But if you think you are failing to receive emails you should be receiving, please contact your IT help desk and let them know the date the email was sent, the sender’s email address and the subject of the email so that subsequent emails from that sender will be allowed through.

Please continue to use the established process for any future spam emails you might receive: Forward the email as an attachment to spamdrop@unm.edu so that spam filtering can be improved campus-wide.

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HSC adds Office 2013 to Windows-based devices

Rick Adcock—Manager, IT Technical Support

As of March 2014, the HSC standard computer image for Windows-based devices now includes the Office 2013 suite of applications. Office 2013 is nearly identical to Office 2010. The main difference is that Office 2013 has some new features such as PDF editing and ribbon customization.

To see what’s new in Office 2013, you can view online videos. Go to Lynda.unm.edu, log on with your main-campus NetID and password, then search for “Office 2013.”
Movin' in/movin' up

Leroy Holmes has joined HSLIC as a User Support Analyst 2 in Dick Carr’s Service Point group. He helps users with desktop support and email mobility access support. He also provides occasional instructional technology assistance for classroom users, and he supports classroom, public computing and printing technology. He also provides library circulation assistance to users. He worked as a student intern at HSLIC for a year and a half. Previously, he worked at Help-New Mexico as a web designer/developer and in CNM’s IT Department as a help desk technician. Leroy will graduate in May with a bachelor’s degree from UNM’s Anderson School of Management. He also has an Associate of Applied Science degree in Network Administration from CNM.

He enjoys spending time with his two children, and he enjoys fishing and watching sports, especially football. For six months, he was a member of AmeriCorps, a program that is like the Peace Corps, but service is done in the United States instead of abroad. He grew up in Dallas and moved to New Mexico because he has family here. When he vacationed here, he always enjoyed the weather and the people he met.

Victoria Rodrigues, MLIS, is HSLIC’s new Library Information Specialist III in the Resource Access Division (RAD). She purchases resources for the library and makes sure they are available to our patrons. Previously, as the sole librarian for Southwest Acupuncture College, a graduate program in Traditional Chinese Medicine, Victoria did everything from checking books in and out to fixing printers to handling all library planning and budgeting. Before that, she digitized field notes for UNM’s Museum of Southwestern Biology, was the editor for a parenting blog called “OffbeatMama” and worked as a veterinary technician.

Victoria and her husband, Benito Aragon, have two young boys, ages four and seven, and two fur babies: a cattle dog, Sarah, and a labradoodle, Joppa. She grew up in Orlando, Florida; her husband is from the North Valley. She has a BA in English from UNM and an MLIS from Florida State University. She enjoys traveling, writing, reading, hiking, creating Pinterest-fails and most of all, sitting in her garden with her family, dogs and chickens. A little-known fact about Victoria is that, despite many attempts, she has never learned how to whistle.

Erin Youtz is HSLIC’s new SQL Server Database Administrator (DBA) in HSLIC’s Web and Applications group. She has extensive experience as a SQL Server DBA. She maintains the databases that are tied to web applications and SharePoint databases. She also conducts backups, runs optimizing scripts to improve performance, migrates databases from one server to another, create databases and sets up security. After obtaining her computer science degree from the University of Phoenix, Erin worked as an application administrator for a document management system at an Albuquerque bank. After seven years there, she worked as a contractor for Indian Health Services for two years.

Erin, who grew up in Oregon, has a certification, with honors, as a veterinary technician. Although she never pursued a career as a vet tech, she adores animals of all kinds. She enjoys writing and hopes to publish a novel one day. She also enjoys painting with acrylics, skiing and, most of all, reading chapter books with her seven-year-old daughter. Her favorite flowers are giant sunflowers.

HS LIC faculty members publish articles and make presentations

Dale Alverson, MD, a HSLIC adjunct faculty member, co-wrote an article that was published in Telemedicine and e-Health. It discusses the UNM HSC Model for a telehealth program based at an academic medical center.

During his two years in the UNM School of Medicine Medical Education Scholars program, Jon Eldredge, MLS, PhD, AHIP, researched the effect of student peer assessment among first-year medical students. Dr. Eldredge and his co-authors of an article in the Journal of the Medical Library Association were surprised to learn that, while a growing evidence base proves the positive effect of student peer assessment on most undergraduate and graduate students, this principle does not appear to apply to first-year medical students. The use of assessment rubrics seems to exert a stronger effect, possibly because medical students are highly motivated.

Also, Dr. Eldredge and three of his colleagues in California and Nevada undertook a three-year action research project to explore recurring patterns and to discover unique innovations in teaching library and informatics competencies at western-U.S. medical schools.

Ingrid Hendrix, MLS, AHIP, co-wrote an article that was published in the American Journal of Occupational Therapy. The article explains that, for adult women with mobility challenges, service-dog partnerships may contribute to energy conservation and increase social interactions.


HSC’s Website Administrator builds, improves department websites

Is your website out of date? Are you looking to revamp or upgrade your site? Erica Capling, HSLIC’s Web Administrator, can help you reach your web goals. As a web designer on UNM’s main campus for three years, Erica has expert-level knowledge of the Cascade Web Content Management System. She has worked on more than 50 websites on UNM’s main, north and branch campuses, including the College of Nursing. Erica can create custom modules such as news with automated archiving, RSS feeds, faculty/staff profiles and slide shows.

Also, as an expert on information architecture, Erica can organize web information in a clear and user-friendly manner. “Because many University websites have existed for more than a decade, the site structure can become disorganized and confusing for the end user,” Erica says. “This is undesirable because the web is your biggest portal to the public.”

Erica holds training classes for Cascade WCMS and open Q&A Lab sessions once a month. She has plenty of tools, tips and resources to help you create the website you desire. For more information, please see the HSC Webmaster site at http://hscwebmaster.unm.edu. To learn what constitutes an effective website, view Erica’s presentation titled “Building an Academic Department Website: Consultation Phase” at http://bit.ly/1g6bmuv. (Flash 11 is required).