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adobe medicus

BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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From the Desk of the Associate Vice President

This issue of *adobe medicus* celebrates the opening of Phase II (and over 53,000 square feet) of the Domenici Center for Health Sciences Education. The second floor of the facility houses the new Leonard M. Napolitano Ph.D. Anatomical Education Center and a 58-seat classroom. The first floor encompasses the Interprofessional Healthcare Simulation Center (IHSC). This state-of-the-art clinical performance facility is one of the top interdisciplinary centers in the country and is the result of years of planning by faculty in the Colleges of Nursing and Pharmacy and the School of Medicine.

An advisory steering committee guides the development of the Center, and membership includes two representatives from each academic unit, including: Catherine Cone (Pharmacy), Joan Kuemper (Nursing), Teresita McCarty (Medicine), Krista Salazar (Pharmacy), Nancy Sinclair (Medicine), Marcia Sletten (Health Sciences Library and Informatics Center - HSLIC), Betsy VanLeit (Interprofessional Education), and myself. The Advisory Committee meets regularly with the deans and education deans to assure coordination with academic programming and the curriculum, as well as budgeting for the IHSC.

The IHSC is open Monday through Friday, 12 hours each day (6:00 AM – 6:00 PM) to HSC students with assignments in the IHSC.

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Interprofessional Healthcare Simulation Center Hosts Grand Opening

The Interprofessional Healthcare Simulation Center (IHSC), located in the northeast building of the Domenici Center for Health Sciences Education, celebrated its official Grand Opening on October 15. The IHSC is the newest learning environment at the HSC and demonstrates HSC leadership in health sciences education in both interprofessional and simulation-based healthcare education.

The Opening was attended by over 50 people and included speeches by Dr. John Trotter, Deputy Executive Vice President for the HSC; Dr. Jean Giddens, Executive Dean, College of Nursing; Dr. Donald Godwin, Interim Dean, College of Pharmacy and Dr. Jeffery Griffith, Executive Vice Dean, UNM School of Medicine.

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Dr. Holly Buchanan giving the opening remarks at the IHSC Open House.
(L-R) Dr. Holly Buchanan, Dr. Donald Godwin, Dr. Jeffrey Griffith, and Dr.
John Trotter. Photo by Sally Bowler-Hill.

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Already in its first year of operation the Center has had more than 2,000 events (e.g., classes) that have been scheduled for almost 11,000 hours. For more information about the IHSC please see the accompanying article by Michael Lux who has joined HSLIC as program specialist supporting the IHSC.

Holly Shipp Buchanan, MLn, MBA, EdD
Associate Vice President for Knowledge Management & Information Technology
Director, Health Sciences Library and Informatics Center
Professor, School of Medicine
The University of New Mexico Health Sciences Center

Continued from page 1 – “Interprofessional Healthcare Simulation Center Hosts Grand Opening”

Speeches by the Deans were followed by group tours of the medical skills and simulation laboratories, clinical rooms, healthcare education multipurpose rooms, model pharmacy, and suite of high-tech facilities for conducting live and video monitored clinical performance assessments.

The IHSC is designed for students from all HSC Departments to be collocated and taught in a collaborative manner. It also features state-of-the-art technology for students to use in their programs to further their skills. One example is computerized mannequins that simulate breathing, heart-rate and pulse, giving students virtually real experience before working with real patients.

Michael Lux
Program Specialist, Interprofessional Healthcare Simulation Center



Guests touring the nursing station simulation room. Photo by Sally Bowler-Hill.



(Above) Program Operations Director for Assessment and Learning Programs, Nancy Sinclair, giving a demo at the IHSC Open House. Photo by Sally Bowler-Hill.

HSLIC's Eldredge Assumes UNM CTSC Support Role

Dr. Jon Eldredge celebrated a quarter century of service as a HSLIC faculty member this year. Adding to his list of opportunities since his first arrival here in the 1980's, Jon assumed significant new responsibilities on July 1 at HSLIC working closely with UNM's new Clinical and Translational Science Center (CTSC) and pursuing various collaborative projects with its scientists. This summer, the UNM Health Sciences Center received a prestigious Clinical and Translational Science Award (CTSA), allowing it to join an elite group of 55 health research centers that have received these awards. Jon already has been working on a number of endeavors with the CTSC.

Jon also now shares HSLIC responsibilities for promoting campus-wide e-scholarship initiatives. Jon will continue his decade-long work in integrating evidence-based practice into the medical school, physician assistant, public health, and CTSC clinical research curricula. He enjoys teaching as evidenced by his receiving Hippo awards in both 2007 and 2009 from the medical students.

Be sure to contact Jon if you want to explore the many ways that HSLIC can partner on *your* translational research. Jon can be reached at jedredge@salud.unm.edu or at 272-0654.

Brian Bunnett, MA, MLS
Director, Library and Education Services



Whether on his bike, or in collaboration with his faculty colleagues, Jon looks forward to the challenges of the next quarter century with his characteristic enthusiasm and energy. Photo by Eliot Knight.

Absolute Poison – New Exhibit on Display in Domenici Center for Health Sciences Education



Absolute Poison exhibit items. Photo by Laura Hall.

A new exhibit presented by HSLIC explores the deadly and mysterious world of poisons. Poisons, silent and mysterious, have captured our imagination for centuries. Shakespeare wrote about the poisonous effects of hebenon in Hamlet, Hollywood produced countless films introducing us to sweet ladies serving up arsenic to lonely men, and as a nation we were gripped by the 1982 news story of cyanide-laced Tylenol resulting in seven deaths.

Absolute Poison was inspired by a donation of an artifact collection by John H. Trestrail III, an internationally recognized authority on criminal poisoning and a Visiting Scholar of Pharmacy with UNM's College of Pharmacy. The collection is now part of the New Mexico Health Historical Collection in HSLIC. Also on display are artifacts from the UNM College of Pharmacy Museum.

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Absolute Poison exhibit items. Photo by Laura Hall.

In partnership with the New Mexico Poison and Drug Information Center and the UNM College of Pharmacy, HSLIC hosted a noontime lecture given by Mr. Trestrail entitled, “Larger than Life! Matinee Monsters and Poison Perils: How the Horror Movies of the 1950s Influenced a Generation.” The lecture explored the social-psychology of the 1950s, and how the portrayal of venomous animals in the science fiction movies of the time influenced the general population’s view of their natural surroundings. The lecture, which was held on October 30, had 83 attendees.

The exhibit is on display in the Domenici Center for Health Sciences Education auditorium lobby now through August 12, 2011. The lobby is open Monday – Friday, 8:00 – 6:00 PM. For more information please call (505) 272-6518.

Laura J. Hall, MFA
Manager, Special Collections



Absolute Poison exhibit entrance. Photo by Laura Hall

HSLIC Working to Improve Support and Service to HSC Investigators

In order to improve its services to the HSC community of investigators, in the summer of 2009, the HSC AVP for Knowledge Management and IT and HSLIC Director, Dr. Holly Buchanan, appointed a task force to investigate HSLIC services and programs currently provided in support of HSC investigators and to make a list of recommendations for changes and improvements to these services. The task force consisted of the three HSLIC Directors for Library and Education Services, Technology Support Services, and Biomedical Informatics. The group met biweekly beginning in May of 2009 and concluded with the presentation of a report and recommendations to Dr. Buchanan in February of 2010.

The group conducted a variety of data gathering activities including a web-based survey of HSC investigators, two professionally led focus groups of HSC investigators, and other individual interviews. The group conducted meetings with a variety of other stakeholders who were involved with some aspect of HSLIC’s research support activities or resources. Much of this work was conducted with the close consultation with key investigator groups at the HSC including the Research Strategic Planning Committee (RSPC) and the Science Advisory Council (SAC). A table summarizing the key findings of the task force along with the corresponding breakdown of the work that HSLIC has undertaken to implement or address the key findings is included on the next page. Much of the work is completed and some is still ongoing.

In the next few months, the task force’s chair, Dr. Philip Kroth, will be giving a series of presentations at the aforementioned investigator meetings (SAC and RSPC) as well as at other HSC venues to communicate how HSLIC is working to improve support of HSC investigators as a result of this work.

The task force would like to thank all the investigators at the HSC who participated in the focus groups, provided input at one of the research meetings, or provided input individually to task force members. In particular, the committee would like to thank Dr. Richard Larson, Vice-President for Translational Research, Dr. Tom Williams, chair of the Department of Pathology, and the members of the RSPC for their support and hard work on several aspects of this project that included a thorough review of current journal subscription choices.

Philip Kroth, MD, MS
Director, Biomedical Informatics

Research Support Task Force Summary

Recommendations and HSLIC Actions

RECOMMENDATION:	PLANNING:	ACTIONS:	COMPLETED:	TARGET DATE:
Full Text Journal Collection	<ul style="list-style-type: none"> More investigator involvement in subscription management decisions 	<ul style="list-style-type: none"> Research Strategic Planning Committee's sub-committee reviewed current holdings relevant to investigators RSPC recommendations phased in 	<ul style="list-style-type: none"> Sep 2010 	<ul style="list-style-type: none"> CY 2011-12
Email	<ul style="list-style-type: none"> External GroupWise Audit (Jan 2010) Email, Messaging, Calendaring Task Force (UNM-wide email initiative) Email, Messaging, Calendaring Task Force Technical Subcommittee (five members) 	<ul style="list-style-type: none"> New dedicated email server installed Improved IMAP Service with new dedicated server installed Additional 1.0 FTE position created & dedicated to email improvements/management with HSC EVP support Improved email training for faculty, staff, & students implemented New hardware installed for better email backup & restore capabilities Email archive/quota project plan implemented HSLIC participated in UNM CIO's task force that developed comprehensive analysis & recommendations delivered to President's Executive Cabinet Advanced, technical GroupWise training for all Technical Sub-committee members Merge Main Campus & HSC email servers for improved performance & greater reliability (HSLIC, UNMH, UNM initiative) 	<ul style="list-style-type: none"> Jan 2010 Jan 2010 Feb 2010 Mar 2010 Jun 2010 Jul 2010 Mar 2010 	<ul style="list-style-type: none"> Dec 2010 Oct 2010
Customer Service	<ul style="list-style-type: none"> Customer Relationship Management (CRM) Goal on HSLIC Strategic Plan that includes: training HSLIC employees to better serve our customers, improved communication, & a CRM software tool Redesign HSLIC Liaison Program 	<ul style="list-style-type: none"> Developed a strategic direction for a unified service desk run by professional customer service manager CRM training plan developed with help of UNM Continuing Education for all HSLIC employees Comprehensive service plan created to improve program Training program designed for all liaisons 	<ul style="list-style-type: none"> Aug 2010 	<ul style="list-style-type: none"> Jan 2011 Dec 2010 Dec 2010
Investigator Relationships	<ul style="list-style-type: none"> Create HSLIC Service Catalog (Goal in the HSLIC Strategic Plan) to create comprehensive list & costs for HSLIC services of potential benefit to investigators Expand existing HSLIC support of translational investigators & UNM CTSC Evaluate & pilot support for new mobile device technologies of interest to HSC investigators 	<ul style="list-style-type: none"> Inventoried HSLIC services & costs Evaluate campus-wide, web-based service catalog application installation HSLIC Service Catalog go- live Reallocated a faculty position to support translational research & UNM CTSC Redefining support for the Apple operating system HSC Mobile website created for mobile applications iPod application development platform established & tested iPads available for check out "Mobility Project" Sync GW with Android, Black Berry, iPhone, & iPads 	<ul style="list-style-type: none"> Jul 2010 Jul 2010 Jul 2010 Jul 2010 Jan 2010 June 2010 May 2010 Sep 2010 	<ul style="list-style-type: none"> Dec 2010 Jul 2011 Ongoing

Coming Soon: New UNM-Wide IT Incident Management System

A recent collaboration between UNM IT, UNM Hospitals (UNMH), and HSLIC has resulted in the award of an RFP for an IT Service Management Toolkit (ITSM). The award has been presented to Cherwell Software for their Cherwell Service Management Software. Over the next few months there will be more information forthcoming about the implementation of this product and details associated with the implementation. This product will replace both UNM IT's Peregrine system and the HEAT products HSLIC and the UNMH help desk currently use for incident management. Cherwell will add a number of additional features including problem management, change management, service catalog, service request, and asset management to name a few.

Initially chartered by the UNM IT Managers Council as a project to perform an internal and external scan to determine the feasibility of operating a consolidated ITSM UNM-wide, the RFP involved many stakeholders across UNM and will move the University into a new phase of providing and managing IT related services and support.

Rick Adcock
Manager, User Support

Customer Relationship Management

Providing excellent customer service is core to the mission of HSLIC, and the organization constantly strives to offer a positive service experience that exceeds the expectations of our users. While recent surveys confirmed a high level of satisfaction with current services and support offered, they clearly indicated a direction for further improvement. Analysis of the survey results show that our users want the services provided, along with their accompanying procedures, to be user-centered. To accomplish this, these services and procedures will need to be built and delivered with the needs and wants of the users foremost in mind.

Accordingly, the FY2010 – FY2013 HSLIC Strategic Plan was crafted to include initiatives aimed at improving customer service throughout the organization. This is a major undertaking, and the project has been divided into several parts. One of the first elements is designed to use the tools and techniques of Customer Relationship Management (CRM). This is a broadly recognized, widely-implemented strategy for managing and nurturing an institution's interactions with users. It is built on two interconnected principles. The first is that a successful service organization must have a clear and current understanding of the needs of their users. The second is that these users think of themselves as closely tied to the service organization. In order to make this complex system work, CRM incorporates technology to track interactions between users and representatives of the organization. These interactions are then used to build rich user profiles that can in turn be used to design a more user-centric, proactive way of providing services.

HSLIC launched its CRM program this fall. We began by engaging a team of customer experience experts from UNM Continuing Education who will work with staff to evaluate our current processes and services. The results of the evaluation will be used to devise a plan for the successful implementation of CRM principles and techniques HSLIC-wide.

Other elements of the initiative will be developed and implemented next year. These include a 'voice of the user' program that will provide an effective mechanism for users to provide and receive feedback. Another is a CRM database that will manage all aspects of the interactions HSLIC has with its users. Together, these initiatives will provide insight into the interactions HSLIC employees have with our users. Understanding these interactions will provide avenues for improvement. Ultimately, these initiatives will be the foundation for exceptional customer service.

Owen Ellard, MALS, MA
Director, Information Technology Services

HSLIC Revises its Area Emergency Plan

In 2008, HSLIC developed an Area Emergency Plan for disaster planning and remediation. Lead by Dick Carr and Brian Bunnett, the HSLIC Area Emergency Team spent most of 2010 updating the plan to bring it into compliance with HSC- and UNM-wide disaster planning and to make it more comprehensive and easier to use. To add impetus to this effort, the May 5 fire in the Biomedical Research Facility caused a shutdown of a major data center operated by HSLIC and brought about an influx of displaced faculty, staff and students into the library from evacuated buildings.

In January 2010, all HSLIC personnel were assigned a performance review goal to:

- list three major threats to business continuity of their unit
- describe your responsibility in such an event
- state whether the existing Plan addresses this type of event

All HSLIC staff (n=69) completed the goal.

- Data loss or loss of access to data was the leading concern; and we are now working to improve redundancy of backup systems to better sustain network resources.
- Personal risk due to a variety of causes also ranked high; and we have completed one tabletop exercise to better prepare us for various scenarios, and additional exercises are planned.
- Physical damage (e.g., due to fire or water leaks) also ranked high. While we can't necessarily preclude such events, in view of an aging infrastructure and chronic deferred maintenance, we must plan for immediate response and follow-up remediation.

However, many threats listed by HSLIC personnel are still not addressed in a useful manner or are difficult to find in the existing Plan. A revision of the Plan based on this information is in the works for the coming year.

Dick Carr, MALS
Coordinator, Reference and User Support Services

Results of staff goal:

data access disruption	35
fire	23
shooter/violence	21
absenteeism (epidemic, etc.)	18
water	17
data loss	15
equipment loss/failure	13
physical access loss	10
power loss	10
bomb	7
hacking	6
paper file loss	6
structural failure	5
email loss	4
vehicle crash into building	4
HVAC failure	3
personal security	3
budget	2
inadequate disaster planning	2
hazardous material	2
suspicious letter/package	2
phone system loss	2
vandalism	2
account security	1
communication	1
earthquake	1
network access disruption	1
staff training	1
vermin	1
windstorm	1
out there	1

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New Faces at HSLIC

Stan Pena, M.S., joined the HSLIC in early October as our Facilities Services Manager (replacing Dianne Zincke who retired October 31). Stan comes to HSLIC most recently from Howard Payne University in Brownwood, Texas where he served as the Assistant VP of Facilities and Planning for ten years. In his spare time, Stan enjoys camping, hiking, hunting, and fishing; anything to do with the outdoors. Stan is a native to New Mexico and after being out-of-state for thirty years he wanted to come back to be reacquainted with family and friends. Stan was attracted to HSLIC because he has served in higher education facility management for twenty-three years and felt the UNM HSLIC academic environment was a perfect place to feel at home.

Aaron Douglas was recently promoted to a Technical Support Analyst 2. Aaron has been supporting HSLIC as a User Support Analyst 2 since 2007. In his new role, Aaron will provide “.NET” programming and project management skills, along with a wide variety of technical services.

Lisa C. Romero
Unit Administrator 2, Business Services