

1-1-2015

adobe medicus 2015 1 January-February

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Recommended Citation

Health Sciences Library and Informatics Center. "adobe medicus 2015 1 January-February." (2015).
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BIMONTHLY BULLETIN OF THE HEALTH SCIENCES LIBRARY AND INFORMATICS CENTER

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Vol. 38, No. 1

January/February 2015

From HSLIC's Executive Director

Because the library serves the Health Sciences Center community, we want to ensure the safety and security of UNM employees and students and also protect UNM library resources and facilities.

I have never before written a column that focuses on safety, security and protection of people and resources, but now is a good time to do so. The last issue of *adobe medicus* reported on theft of HSLIC materials (HSLIC staff nabbed the book thieves).

And, as this issue goes to press, several additional incidents have occurred:

- UNM Police were called, and they apprehended an individual who had been found to be sleeping overnight in HSLIC and the Domenici Center.
- Restrooms have been vandalized multiple times during the past two weeks.
- UNM sent out a LoboAlert (which the Albuquerque press picked up) reporting a sexual assault on a student who was leaving another campus library.

I bring these incidents to the attention of the UNM community to ask that everyone be watchful — for themselves and for others.

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

WorldCat Discovery now live

Laura Hall — Coordinator, Resources, Archives and Discovery; Robyn Gleasner — Manager, Library Operations



HSLIC successfully went live with WorldCat Discovery on January 12th. WorldCat enables you to access both electronic and print materials, request items from special collections and request an interlibrary loan. The new system can be accessed from the home page on HSLIC's website at <http://hslc.unm.edu/>.

Training and one-on-one consultations will be available on request to demonstrate search techniques and answer questions about the system. You can send questions, comments and suggestions about the system to hsc-remote@salud.unm.edu. A subject guide with search tips and tutorials is available at <http://libguides.health.unm.edu/worldcat>.

We are currently developing the Course Reserves Module, which you can view at <http://hslc-unm.worldcat.org/wcpa/courseReserves?action=coursereReserveManager>. This feature will allow faculty to place print materials and electronic resources on reserve. Please send course reserve requests to Robyn Gleasner at rgleasner@salud.unm.edu.

HSLIC faculty develop course focusing on care of people with disabilities

Ingrid Hendrix, MILS, AHIP — Nursing Services Librarian



Sarah Morley, left, HSLIC’s Clinical Services Librarian, and Ingrid Hendrix, HSLIC’s Nursing Services Librarian, developed a new Perspectives in Medicine course on health care for people with disabilities. Ingrid’s service dog, Fenn, is shown at right.

People with disabilities (PWD) often receive suboptimal care from health care providers, as do many other groups disadvantaged by social inequities.

The root cause of this inequity in care can be traced to a lack of training for health care providers in working with PWD. Barriers result from communication issues, lack of knowledge about available resources, lack of access to clinics or hospitals, difficulty using diagnostic equipment (e.g., exam tables, scales, mammography) and attitudes toward PWD. Despite numerous reports outlining this issue and calls to action to address deficiencies in the care of PWD, few medical schools currently include in their curricula the care of patients with disabilities.

To address this knowledge gap at the UNM School of Medicine, SOM faculty members Ingrid Hendrix and Sarah Morley developed a Perspectives in Medicine (PIM) elective in the fall of 2013. Topics covered in the course include an examination of attitudes about disability, resources for meeting the needs of persons with physical disabilities, and strategies for effective provider–patient relationships. The course was enhanced in the fall with the input of two medical students working on an

education fellowship. Ingrid and Sarah taught the course in the spring and fall semesters of 2014.

Following a more active learning approach, small-group activities and hands-on computer work were incorporated into this elective. In addition, students had the opportunity to meet with individuals with a variety of disabilities to learn about their day-to-day life and experiences with health care. Students were also asked to complete an access checklist for the clinics they were working in, which proved to be an eye-opening experience for many of them.

Although PIM electives will be phased out in the coming year, Ingrid and Sarah are working with course directors to incorporate this content into the “On Doctoring” curricula.

Faculty: Nominate outstanding students for the HSLIC student awards

Sarah Knox Morley, MLS, PhD — Clinical Services Librarian

Nominations are due by Monday, March 2nd, for HSLIC’s 2015 student awards.

Each year, HSLIC solicits nominations from School of Medicine (SOM), College of Nursing (CON) and College of Pharmacy (COP) faculty for our student awards. Through these awards, we recognize students who excel in various aspects of informatics, including teaching, information seeking and critical appraisal and research. Each recipient will receive a \$100 award. The awards will be presented at the Annual Medical Student Award Ceremony in May, the College of Nursing convocation for graduating BSN students and the COP Graduation Banquet.

To nominate a student, send a letter of recommendation outlining the reason he or she deserves this award. Guidelines for the various awards are provided at <http://hslc.unm.edu/about-hslc/awards1/awards.html>. You may send your nomination as an email attachment or a paper copy through the mail. For the SOM Award for Excellence in Informatics and the CON Award for Excellence in Information Seeking and Critical Appraisal, please send an electronic copy of the nominated student’s research paper, too.

UpToDate mobile app now available to the HSC community

Jacob Nash, MSLIS — Resource Management Librarian

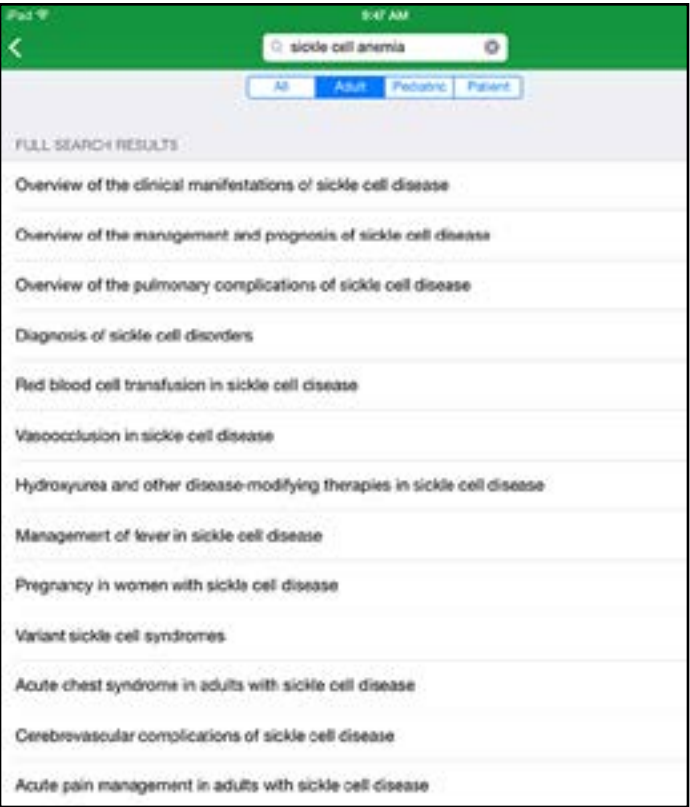
The mobile app for UpToDate® is now available for use throughout the Health Sciences Center. You can use the app on up to two personal mobile devices, including tablets. The screen shot to the right shows what UpToDate looks like on an iPad.

To use the app, you must first go to www.uptodate.com while on campus, or through the library website if off campus, and create a personal account. A step-by-step guide to setting up an account is available at http://hslc.unm.edu/education/helpsheets/UpToDate_Registration.pdf. Directions for installing the app on your mobile device are available at <http://www.uptodate.com/home/uptodate-mobile-access>.

To maintain mobile access to UpToDate, you must log in every 30 days from on campus, through library off-campus access or through the EHR. We have created a help guide for reverification (logging in every 30 days) on our database help page at <http://hslc.unm.edu/education/helpsheets/reverifyaccount.pdf>.

UpToDate is an evidence-based, physician-written clinical decision support resource clinicians use to make point-of-care decisions. More than 5,700 world-renowned physician authors, editors and peer reviewers use a rigorous editorial process to synthesize the most recent medical information into trusted, evidence-based recommendations that are proven to improve patient care and quality.

For more information or to get help signing up, please contact Jacob Nash, Resource Management Librarian, at jlnash@salud.unm.edu or (505) 272-9896.



Rita Snyder receives secondary appointment at the library

Philip J. Kroth, MD — Director, Biomedical Informatics Research, Training and Scholarship



Rita Snyder, PhD, RN, Executive Associate Dean in the UNM College of Nursing, has been given a HSLIC secondary appointment at the rank of professor.

Dr. Snyder earned her Ph.D. from the University of Arizona and completed a National Library of Medicine postdoctoral fellowship. She has extensive teaching experience in the health care service and academic settings and has served in clinical, administrative, research and faculty roles. She also has extensive experience mentoring Ph.D. and DNP students, as well as post-doctoral fellows, and has developed post-doctoral training programs. Her current research program focuses on the evaluation of clinical care processes, safety and patient outcomes. Her current research addresses the use of computer simulation as a risk-reduction tool to enhance the safety of clinical process redesign.

As a senior faculty member with a history of successful extramural funding, she plans to help mentor junior HSLIC faculty members and HSLIC’s biomedical informatics fellows regarding funding opportunities.

Information Security Matters: A column from the HSC security team



Barney Metzner, HSC ISO, working with Gayle Shipp, HSLIC Security Analyst.

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

When is a good password not enough?

Lost or stolen laptops represent one of the most serious risks to patient privacy. These potential data breaches of electronic protected health information (ePHI) can be costly. Although HSC laptops require a complex password, that password does not protect patient data unless the data are also encrypted. An attacker in possession of an unencrypted laptop, smartphone or storage media can access the data using only basic knowledge of computer systems.

Device encryption options have grown, yet most devices are not encrypted, or the encryption standards do not protect private data (password not required). Private data are at risk if the device has not been encrypted to a specific standard that follows approved procedures. You might ask, “What is so important about approval procedures for encrypting my device?” The federal government considers data that are properly encrypted to be “secured.” A laptop with just a password is not considered secured. A claim that the device was encrypted is not sufficient to avoid a regulatory violation; there must be evidence that the device was encrypted in a manner that meets the National Institutes of Standard and Technology’s (NIST’s) definition of secure data. If there is no evidence that the device was encrypted to meet both the technical strength of the cypher and the protection of the encryption key, a lost or stolen computer with private patient data is considered a data breach.

The HSC provides encryption services for laptops to provide the owner evidence that the device is encrypted to NIST standards. If an attacker has physical possession of your laptop and it is password-protected, encryption ensures that the data are secure. The difficulty of breaking the encryption without the password is so high that there is a very low possibility of unauthorized access to private data. If your device is lost or stolen, you must report to IT Security to confirm if the device was encrypted. If it is confirmed to have been encrypted, IT Security can let you know the good news that the data were secured.

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

Gale Hannigan, PhD, MPH, AHIP, HSLIC’s Research Professor and Special Projects Librarian, represented HSLIC at the KOB Health Fair in January, along with several other HSLIC faculty and staff members. She took a moment to pose with Molina Health Care’s mascot, Dr. Cleo the cat, after giving the friendly feline a MedinePlus brochure. Dr. Cleo makes it fun for children to learn about health care. (Adults, too!)



Jade Archuleta, HSLIC student worker, wins 2014 Google Hackathon



Jade Archuleta, a Student Technical Specialist for the library, is a champion hacker. She and fellow UNM computer science senior Sonny Trujillo placed first in the Google WE Hackathon in Los Angeles in November. The winning app they developed is an extension for the Chrome browser called Window Shopper. Jade describes it as a “cross-site wish list” and explains, “You can add items to a single wish list from any shopping website, then organize it by price, store and other factors.”

Jade and Sonny worked on their idea from 6:00 one evening until 3:00 the next afternoon, taking only short rest breaks. Then it was time to present their project to a team of Google engineers and all of the Hackathon participants. After judging, they were awarded the first-place overall prize, which netted them each a Google Chromebook. “We are going to continue working on the app and sell it to the Chrome web store,” Jade says. The win comes at a good time for her; she will graduate with her bachelor’s degree this spring and is job hunting. This will be a noteworthy addition to her résumé.

Ten teams participated in the Hackathon, which was part of a Society of Women Engineers convention held at the Google LA office in Venice, Calif., in October 2014. Although the word “hacking” conjures up negative images of computer criminals stealing private information and data, it actually means “collaborative computer programming,” according to Google’s definition.

Remote room management installed in classrooms and shared spaces

Rick Adcock — Manager, IT Technical Support

HSLIC’s Classroom Technology Unit is in the process of installing remote room management capabilities in HSLIC-managed classrooms and shared spaces. This will allow the Classroom Technology Unit to seamlessly monitor and manage classrooms, remotely control rooms via the built-in help desk, view reports showing room usage and receive alerts when audiovisual equipment is offline.



Remote room management exists in many HSLIC-managed classrooms now, and we expect to have this capability installed in all HSLIC-managed classrooms by the end of the year.

In the screen shot above, Crestron Fusion RV room monitoring software displays a high-level view of the status of the Crestron control units, projector power status and lamp life status.

Movin’ in/movin’ up



Ryan Logan recently joined HSLIC as a Systems Analyst 2 in the IT Systems Group. He helps with account administration, maintenance and patching (updating) computers and servers. Previously, he was a User Support Analyst 3 at the UNM Cancer Research Facility and the UNM Cancer Center. He was responsible for IT project management as well as day-to-day IT operations.

Ryan was born and raised in Albuquerque. He joined the military at age 18, three days after he graduated from high school. He says, “I got to travel the world and realized that Albuquerque wasn’t that bad.” He is working on an MIS degree and has about a year to go. He holds several CompTIA Certifications and several Microsoft certifications, an ITIL Foundations certification and a Department of Homeland Security certification, including basic digital forensics and cyber-incident response.

Outside of work, Ryan works on computers for nonprofits and low-income students (usually those in high school or younger) who cannot afford to take their computers to a shop. He helps take care of his grandmother, who suffers from Alzheimer’s Disease. He adds, “Outdoor stuff piques my interest sometimes, and sometimes (not often), I just need to binge watch a show on Netflix or Hulu.”

Max Marquez has joined HSLIC’s TECHS Systems Group as a Systems Analyst 2. Like Ryan, one of Max’s first priorities as a member of the systems team is to revamp patching for HSC systems.

Previously, Max worked for the UNM Division of Enrollment Management since 2011. He was the ECM system administrator for OnBase software, and he was responsible for IT-related work ranging from desktop support to server administration.

He grew up in Los Lunas and earned a BBA from UNM with a concentration in management information systems (MIS). He recently completed his MBA from UNM with a dual concentration in MIS and information assurance. Max has a cat named Rex and a Corgi name Brutus. He enjoys photography, good food and board games.



In January, **Steve Stockdale** joined HSLIC in the new Deputy Director for Operations position. One of his responsibilities is to facilitate the functioning of all HSLIC units as an integrated organization. He is the chair of the assessment team, the Envoys committee and the disaster team, and he is co-chair of the HSC IT Service Management Steering Committee. He comes to HSLIC from New Mexico State University in Grants, where he led the IT staff and administered the online Learning Management System.

Steve grew up primarily in the Texas Panhandle. After graduating from the Air Force Academy in 1976, he served for six years in the US Air Force as a KC-135 Instructor Navigator in the old Strategic Air Command (SAC). From 1982 to 1999, he worked for Texas Instruments doing project management, business development, new business strategy and financial operations. From 2001 through 2007, he was involved with a New York-based

nonprofit organization, the Institute of General Semantics. As a trustee, he started out doing volunteer work, then became the full-time executive director.

Steve moved to Santa Fe in 2009 and completed his master’s degree in educational psychology in 2012. His daughter, Stacy, teaches computer and graphic arts in a high school near Dallas and has a growing photography business. He has done a lot of writing — primarily nonfiction related to general semantics, but also some fiction. He has created several dozen videos using movie clips and photographs on a wide variety of topics. In 2010, Steve attended the “Rally to Restore Sanity and/or Fear” hosted by Jon Stewart and Stephen Colbert on the Mall in Washington, D.C.

Movin’ in/movin’ up *(continued from p. 4)*

Luis “Lucho” Sutherlin recently joined the Classroom Technology Unit as a Technical Support Analyst 1. He comes to us from the UNM Department of Radiology, where he was a User Support Analyst for four years. He provides support for services including lecture capture (streaming media), video conferencing, digital signage and classroom/conference room-related audiovisual technologies.

Lucho has lived in New Mexico since he was five, when his father accepted a position at Holloman Air Force base near Alamogordo. He has a BS degree in electronics and computer engineering technology from NMSU and is certified in CompTIA A+.

Outside of work, he enjoys spending time with his wife, Sarah, playing music (drums, mostly) and working on DIY projects (home improvement, hi-fi audio, electronics).



Library faculty librarians publish survey results



From left to right: Gale Hannigan, Patricia Bradley and Chrissy Getrich

Patricia Bradley, MLS, AHIP; Gale Hannigan, PhD, MPH, AHIP; and Chrissy Getrich, PhD, recently published the results of HSLIC’s 2013 interview study of the information resources used by rural health care practitioners in New Mexico.

Their article appeared in the January 2015 issue of the *Journal of the Medical Library Association*. It’s titled “New Mexico Practitioners’ Access to and Satisfaction with Online Clinical Information Resources: An Interview Study Using Qualitative Data Analysis Software.”

The research team learned that practitioners are generally satisfied with the clinical information resources for patient care that are provided for them. However, they are not satisfied with the patient education materials available because they are not appropriate for or relevant to their patient population(s).

Also, more practitioners than expected use electronic records systems with integrated information resources, and fewer than expected mentioned the use of mobile technology.

CIO, Administration and Academic Systems, HSLIC Executive Director:
Holly Shipp Buchanan, MLn, MBA, EdD, FMLA, AHIP

Editing, Design and Layout: Libbye A. Morris

Do you have ideas for how we could improve this publication? Please send us your feedback:

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Library hours:

Monday – Thursday	7 a.m. – 11 p.m.
Friday	7 a.m. – 6 p.m.
Saturday	9:30 a.m. – 6 p.m.
Sunday	Noon – 11 p.m.

Holiday and break closures will be posted in the library.



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Ten miles a day on a HSLIC walking treadmill, eight pounds lighter



New Year's resolutions not getting you the results you wanted? Consider spending some time on HSLIC's walking treadmills. They're equipped with large desks that you can set your laptop, device, books, cell phone and other personal items on — a convenient way to exercise while you study.

Second-year medical student James Winters, shown at left, has been walking about 10 miles a day, five days a week, on the library's treadmills since the spring semester started in January. He has spent several hours a day on one of the library's two treadmills, and he plans to continue to do so at least until he completes his United States Medical Licensing Examination, Step 1, at the end of February.

"It helps me focus while I am doing my question banks and watching videos about diseases," he says about walking while he studies.

An added benefit is that he lost eight pounds in about four weeks, just from his exercise on the HSLIC treadmill.

James plans to specialize in pathology when he graduates from the UNM School of Medicine in 2017.

adobe medicus, Vol. 38, No. 1

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