

Patient Experience in a Resource Library During COVID-19 Pandemic: Adapting Service Delivery

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The Challenge

COVID-19 Impact

In-person library services stopped and visitors restricted from campus



That was then...

The Learning Center

- Established 1996
- Consumer health library
- Three locations on campus
- 25,000 patrons served annually
- Primarily for cancer patients, family and caregivers
- Part of the Patient Education department



Creative Solutions

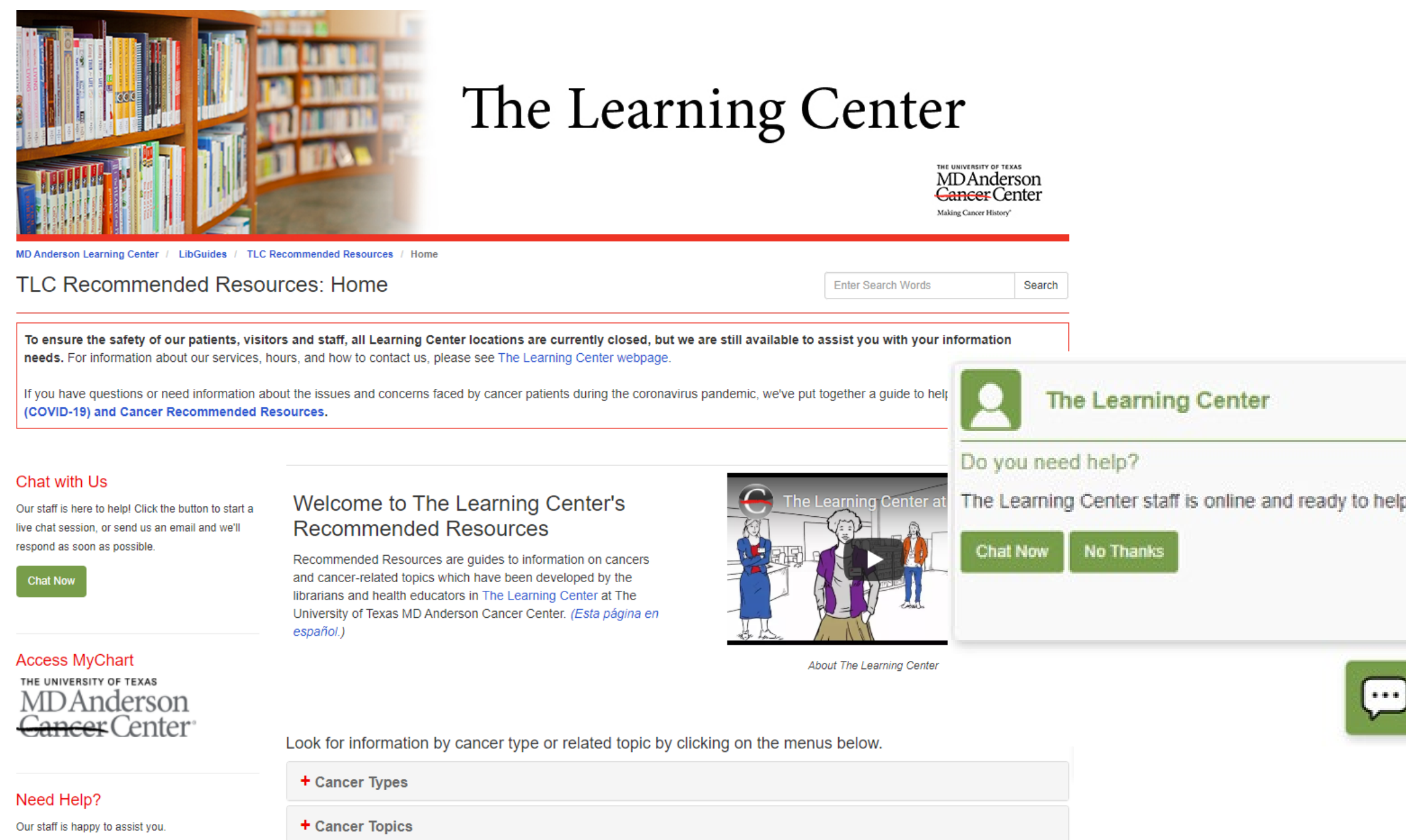
New Service Considerations to Meet the Challenge

- **Best methods to meet patient needs virtually**
- **Ease and immediacy of implementation**
- **Ability of users to use technological solutions**
- **Long-term efficacy**

This is now...

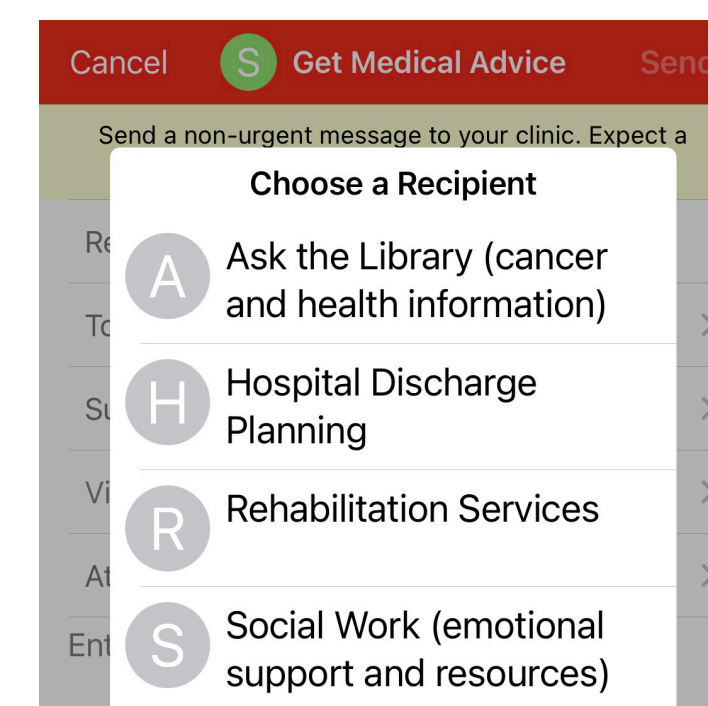
Live Chat and Live Text

- Added pop-up chat to existing website mdandersontlc.libguides.com
- Dedicated phone number for live text option



Electronic Patient Portal "Ask the Library"

- Built email link "Ask the Library (cancer and health information)"
- Available within MyChart Messaging on website and mobile app



Social Media Outreach

- Partnered with Strategic Communications for outreach messages



Email Question and Reference Service

- Reliable information
- Digital delivery
- Health literacy



Information Referrals from Providers

- Staff assigned directly to patients to provide reliable information
- Used a digital delivery platform

Conclusions

- Learning Center staff creatively met information needs of cancer patients, families and caregivers in a pandemic
- Provided reliable information for lifelong learning
- Offered alternatives to a Google search
- Making plans for safe library reopening

Reference

Johnson F. Health information professionals: delivering core services and value in extraordinary times. *Health Info Libr J.* 2020 Sep; 37(3):245-247.

MD Anderson Cancer Center

- Established 1941
- #1 cancer hospital (*U.S. News and World Report*)
- 21,000+ employees
- 732 beds/25,748+ inpatients FY2020
- 1.4 million outpatient visits FY2020