

FINAL REPORT OUTLINE FOR SUBCONTRACTS

NARRATIVE DESCRIPTION

1. **Summary/Introduction:**

We had a slow start due to the financial situation our clinic was going through. For several weeks, we thought we would not be able to remain open. Things have changed for the better lately, and we decided to move on with our award: we purchased the necessary hardware and software, found the people who would help us rewire our facilities and create our website, and scheduled the first “Train the Trainer” workshop with community members and the attendance of a NNLM expert, Linda Milgrom.

2. **Geographic region/number of counties:**

Our project was based in Grant County. We have had participants from Mattawa, Moses Lake, Quincy, and Ephrata.

3. **Collaborations/Partnerships:**

We created a partnership with the Royal High School, specifically with Ms. Kathy Schutz, the Health and Family Living teacher and the Family, Career and Community Leaders of America advisor. Ms. Schutz has been vital in the spreading of the news among young community leaders.

The main challenge we encountered during the project was timing. Despite the size of our community, its leaders are involved in a series of activities that finding the best date and time for training workshops was a real challenge. Include names and types of organizations with which there was collaboration at any time during the project. Provide the current status of the partnerships, challenges encountered, and lessons learned.

4. **Training:**

In the final report, provide a summary of the training events and participants:

- Total number of sessions conducted as part of the project (2)
- Total number of sessions in which half or more than half of participants were from minority populations (2)
- Total number of participants in the project's sessions (20)
- Breakdown of participants by:
 - Health care or service provider (4)
 - Health sciences library staff member (1)
 - Public/other library staff member (3)
 - Members of the general public (12)

We held one training session at the clinic after the Train the Trainer session. It was held on Saturday, April 1, 2006 from 10:00am until 2:00pm. Flyers announcing the training were distributed throughout Royal City and posted at the clinic and the high school. Attendees consisted of staff, local students, a representative from the local Catholic Church Senior Group, a Royal High School paraprofessional, and two Clinic board members. We believe more notification and personal invitations (?) would elicit a better response in the future.

5. **Training sites:**

Royal High School's Computer Lab.
The Clinic @ Royal City

6. **Exhibits:**

List all the exhibits connected with the projects (if applicable). Include the meeting name, dates, location, estimated number of contacts made, demonstrations given and general impressions of success.

Flyers and posters were created for the training sessions. There was a sign posted announcing the availability of the public research kiosk. The Clinic website was set as the home page on the computer, and it has links to several online health resource sites such as MedlinePlus.com. The train-the-trainer meeting was held on March 18, 2000, from 10:00am until 2:00 pm. We held a public information session on April 1, 2006 from 10:00am – 2:00pm.

7. **Resource materials:**

Provide a brief description of any materials that were developed for training or for promotion/marketing (include newspaper announcements, brochures, etc.). Include copies of materials developed. If web-based resources were developed, please provide the URL for the site where the materials are located.

8. **Web sites:**

<http://www.theclinicatroyalcity.com> is the URL for our new clinic's website. It is

being updated, and more information and links will be added as soon as we get them.

9. **Document delivery and reference services:**

If document delivery services and reference services were provided, please provide appropriate statistics.

10. **Approaches and interventions used:**

Describe the steps or activities used in the following areas: identifying and scheduling sessions; promotion/marketing; training; personnel/staffing; web site development.

We had our organizational meeting. We made a list of people we would invite to the workshop. We made a poster and flyer announcing the activity. We asked the local newspaper to include information about the activity in its weekly edition. We contacted a person from Ephrata who has experience in web design and who is willing to help us with our web page. We tried to schedule the workshop based on suggested times given as feedback from possible attendees.

11. **Evaluation:**

How was the project evaluated? What results were achieved based on the objectives of the project?

All attendees gave us very positive feedback! The project has been well evaluated. Ms. Schutz has used the Medline Plus website with her Health class students. The ESL/Bilingual teacher at Royal High School shared the same website with his Biology students while doing research on genetic diseases. Patients at the Clinic are invited to surf the net before or after receiving medical attention.

12. **Problems or barriers encountered:**

Provide details on problems encountered in the areas of promotion/marketing; training; equipment/telecommunications; personnel/staffing; and web site development.

We have scheduled a new exhibit to show the hardware acquired with the grant during Royal City Community Days to promote the activity once again. During the exhibit, we will sign up people willing to attend a new Train the Trainer Workshop. We would like to promote the project among the several churches in the community. We want to increase the number of participants.

The "arrival" of new technology to our clinic made us realized that we needed to rewire the building to comply with higher speed requirements. This was an unexpected expense, but we had the job done to offer a better Internet connection to our neighbors in Royal City.

The workload of our web site designer has been heavier than expected, so the webpage has progressed at a lower pace. We hope summer time will allow us to complete it so as to prepare a staff member to keep it up-to-date at least twice a month.

13. **Continuation plans:**

Report on how you plan to continue the project. Will all or some of the project's activities continue? Who will provide the funding and staffing to do so?

We plan to set up an exhibit at the Royal City Community Days event on July 8, 2006. During this event, we will have posters, flyers, brochures, and handouts available to the public. There will be Clinic staff available to answer questions from the public. The Clinic will be open that day, and the Exhibit booth will be within 20 feet of the Clinic so we are planning to direct people to the Clinic as appropriate. We will have the public research kiosk set up and will show people how to use it to access health information online.

14. **Impact:**

Include information on the perceived and actual impact of the project on the library, institution, or consortium. This can include the effect of the project on the library's image, increased utilization of the library, etc.

The project has supported the learning process of high school students, our future community leaders, who have used the <http://www.nlm.nlm.nih.gov/pnr/> address to reach the medical links to prepare research papers. They have talked to their parents about the "cool" links being offered in English and Spanish. The utilization of the computer located at the Clinic has steadily increased in the last two months.

15. **Recommendations for improvement:**

Include suggestions for alternative methods, training materials, promotional materials, etc.

We are still not happy with the low number of participants, so we are campaigning for better promotional materials. We know it is our responsibility to make the project a success in our area, and we would very much appreciate your support.

16. **Responses to follow-up questions (attached):**

If answers to the follow-up questions are contained elsewhere in your report, indicate where they are located.

FOLLOW-UP QUESTIONS

1. **Were your original project goals and objectives met? If not, why not?**

We trained community members; we started a solid partnership with the Royal School District, the Royal City Fire Department, the Hospital District 7, and the local library. We need to reach other local organizations to make our project better known among community members.

We started our web page in English, and during the summer, we will work in the Spanish version of it to share the news with our Spanish-speaking neighbors. This will dramatically increase the number of people willing to surf the net. We must improve our contact with the local newspaper to publicize the project. We should also work on scheduling more meetings and training workshops.

2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?

The project has been a great learning experience! We would suggest keeping bilingual information available at main public places in town (post office, stores, schools, library, banks, etc.) In addition, to secure good attendance, visiting the local churches is a must. The role of the local newspaper is crucial for the success of the project, so insist on the news coverage of any activity related to your project.

We liked the response we received from the teachers and students at Royal High School. They have taken advantage of the website and medical links. We are happy that young people got involved in the project!

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?

We would send an invitation to area newspaper to spread the good news about the project. We thought our local paper would be enough, but it wasn't. We would also schedule more meetings at different places to reach more people willing to participate in our workshops.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

Start publicizing training workshops and every single activity related to the award as soon as you get the award confirmation. Assign responsibilities to other people involved in the project, and meet regularly to assess the progress and setbacks of your project. Moreover, be always thankful for the support and the money award!