

Improving Health Literacy and Telehealth in Carroll County, NH

Project Lead Organization: Conway Public Library

Funding Year: 2021

Funding Amount: \$15,843

CONWAY
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Community Partners

Gibson Center for Senior Services

Populations of Focus

Race & Ethnicity

Access to Care

Age

Annual Household Income

Geography

Project Goal

To expand the capacity of our underserved citizens to access, understand, and participate in internet available healthcare resources.

Project Summary

Conway Public Library (CPL) aimed to expand the capacity of their underserved citizens to access, understand, and participate in online healthcare resources. This includes reaching Conway's adult Medicaid, Medicare, and substance use disorder populations. During Winter 2022, CPL hosted a 4-part speaker series to cover the evaluating the reliability of internet health information, interpreting clinical research findings and claims, using telehealth visits, and how to participate in clinical research studies like the *All of Us* program and other clinical research protocols. CPL's regional healthcare providers also promoted the events to their communities.

Digital health literacy requires access to equipment, skills in its use, safe and secure high-speed internet. CPL enhanced digital health literacy in their community using two strategies. First, CPL developed two sites with private, safe booths with dedicated computers and Wi-Fi for telehealth visits and IT telehealth training to ensure facility with the computer sites. Second, CPL partnered with the Gibson Center for Senior Services to distribute Chromebooks to older adults in need of devices and provide skills-based training in their use. The library and partners continue to promote these resources and support any interested users as needed.

New Hampshire



Key Words

Health Literacy

Digital Literacy

Older Adults

Telehealth

Project Highlights

4

community events were hosted featuring experts in digital literacy, health literacy, and the *All of Us* Research Program.

2

telehealth kiosks were set up and made available for public use.

31

Chromebooks were purchased and made available to older adults in Conway to access relevant health information online.

Cost Estimates

This section gives you a general idea of what costs to expect when implementing a similar program. Current costs may vary.

- Staff time to coordinate, set up technology, assist patrons and events - \$6,000
- Refurbished Chromebooks (x31) - \$2,000
- Telehealth booths (x2) - \$5,500

Recommendations

Any librarian interested in telehealth should become involved in the national conversation. Libraries are still working out the best practices for telehealth, and it is useful to hear from colleagues on how they are implementing such programs.

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