



PROVIDING
Preserving
Arizona
ACCESS
*Arizona State Library,
Archives, & Public Records*



Telemedicine Pilot Project in AZ Public Libraries

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ARIZONA
TELEMEDICINE
PROGRAM



Arizona State Library – Telemedicine Program

The screenshot shows the website for the Arizona State Library, Archives, & Public Records. The header includes the logo for Adrian Fontes, Secretary of State, and the text 'ARIZONA STATE LIBRARY, ARCHIVES, & PUBLIC RECORDS'. A search bar is located in the top right. The main navigation menu includes 'ABOUT', 'BRANCHES', 'COLLECTIONS', 'EVENTS', and 'SERVICES'. Below the navigation, there is a message: 'Please excuse our site and file changes as we transition to Secretary Fontes.' The 'Branches' section is highlighted, showing a grid of icons for 'Archives & Records Management', 'Arizona Talking Book Library', 'E-Rate', 'Library Development', and 'State of Arizona Research Library'. A sidebar on the right lists the branches: 'Archives & Records Management', 'Arizona Talking Book Library', 'E-Rate', 'Library Development', and 'State of Arizona Research Library'.

- A Division of the Secretary of State – Arizona
- State Library Branches take care of
 - Archives and Public Records
 - Arizona Talking Book Library
 - E-rate – reimbursements for internet and internal connections
Broadband related projects
 - Library Development including Digital Inclusion, Online Resources, Tribal Libraries
 - Law and Research

Southwest Telehealth Resource Center – AZ Telemedicine Program

SOUTHWEST TELEHEALTH TRC RESOURCE CENTER

The Southwest TRC is a subsidiary of **ARIZONA TELEMEDICINE PROGRAM**

Home About Us Region Blog Online Education Resources Events Training Contact Us

Events

- Telemedicine Applications (Webinar) Mar 28, 2022 9:00am to 2:00pm MST
- Challenges to Effective Telehealth in Colorado Apr 6, 2022 11:00am to 12:00pm MST
- Broadband Grant Opportunities Apr 12, 2022 10:00am to 11:30am MST
- Takeaways from the AHIA Institute on Medicare and Medicaid Payment Issues Apr 13, 2022 12:00pm to 1:00pm MST
- Arizona Telemedicine Council Apr 20, 2022 11:00am to 1:00pm MST
- Developing a Telemedicine Program (Webinar) May 9, 2022 9:00am to 2:00pm MST
- Telemedicine Applications (Webinar) Jun 6, 2022 9:00am to 2:00pm MST

Register / View All Events

Welcome to the Southwest TRC!

Telemedicine COVID-19 Resources

- Service Provider Directory
- Events
- On-Line Library
- Resources

SWTRC Blogs

- Money, money, money! FCC Helps Low-income Households Pay for Broadband Service and Connected Internet Devices
- Telehealth QA – Is it All it's Q'acked up to be?
- Data – Your Performance Enhancer

SWTRC is a proud member of:

NATIONAL CONSORTIUM OF TELEHEALTH RESOURCE CENTERS

View the NCTRC White Paper and Annual Report

For assistance, please use our 'Contact Us' form.

The information and tools presented on the Southwest Telehealth Resource Center's (SWTRC) website should not be considered legal advice. The SWTRC is not guaranteeing that any information provided will result in reimbursement from a payer. All materials are strictly for informational and educational purposes only.

Get SWTRC Updates

Email Address

Subscribe

- Based at the Univ. Of AZ, College of Medicine
- On-Line Library
- Factsheets
- Tools & Templates
- Guidelines
- Funding Opportunities
- Billing Guides
- Technical Assistance

Univ. of Arizona Health Sciences College of Nursing



The Rural Telehealth Certificate Program (RTCP) provides an opportunity for graduate nursing students (DNP and PHD) as well as other professions to obtain in-depth education and experience best practices for using telehealth technology.

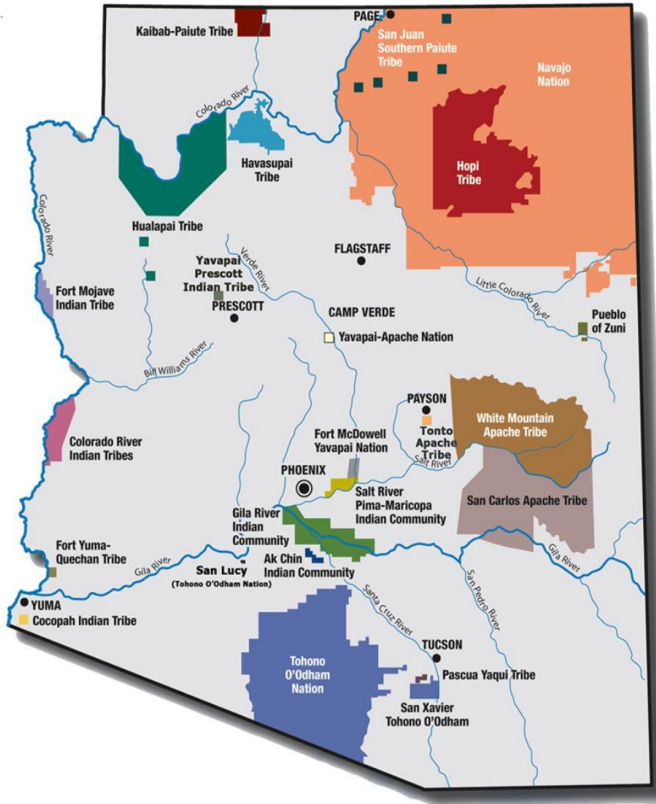
MISSION

- We innovate nursing and interdisciplinary education, practice, research, and service to develop leaders, address healthcare challenges, and promote health, equity and inclusiveness.

VISION

- To lead the advancement of nursing for transforming healthcare in our community, the State of Arizona, and the world.
- Using telehealth in a patient's place of origin, improves access to healthcare. The College of Nursing provides general education to all students about telehealth.

Challenges to health care



22 officially recognized Tribes in AZ – mostly rural.

Distances - Redlake Chapter to Tuba City Regional Healthcare Walk in Clinic = 24 miles

Broadband – Availability and affordability

Childcare- when caregivers themselves needs health-care



Taking time-off from work- it sometimes takes half /full day to take a family member to and from their healthcare appointment

Digital Gap – Digital adoption issues. Needing help.

Putting Tele into Telehealth



- ATP established in 1996 and SWTRC in 2009
- First Diabetes Nutrition Teleconsultation via single POTS (phone line) in 2000
- Blessingway Redlake Chapter 2001



Catherine Robinson, CDE St. Elizabeth of Hungary Clinic, Tucson



With the kits a patient can connect via internet through their library/clinic/home and connect with a specialist anywhere in the world, taking their vitals and sending them online.



Suitcase of Technology

Why Libraries? : Private Conversations in Public Places



Libraries have internet access, are trusted place, are in every community, have the equipment needed – computers with camera, scanner, many can provide the space and tech help needed, customer care, and some have private rooms/ kiosks and more.

Librarians are caring, customer friendly and tech savvy.

Arizona Libraries – a vision for TeleHealth

- **Providing Connectivity:**

- Libraries have connectivity through E-rate funding and Navigators funded through an LSTA-IMLS project that have been assisting patrons for the past year.
- For those with small spaces in the library a privacy tent to be put up in the parking lot with WiFi availability.
- Mobile Broadband: Where possible, Mobile Vans equipped with WiFi Antennae to go out into the community with the Health kits and Nurses and provide the telehealth service.

- **Providing Equipment:** Provide Libraries with Health Kits (Digital scale; blood pressure cuff; no touch thermometer); EKO stethoscope software and license; Glucometer; pulse-oximeter; weigh scale; Laptops.

- **Encouraging Partnerships:** The State Library is partnering with SWTRC and U of A Telehealth team and with County Health Dept. and U of A Nursing **School of Nursing** to get an RN and student nurses visit the libraries.

- **Provide Training:** Train Health Navigators, and Community Health Workers .

- **Serving the unserved or underserved:** especially those who do not have broadband access at home and connecting patients with Health Care providers several hundred miles away.



To pilot a program that is replicable and sustainable throughout Arizona Libraries.

Arizona Libraries and Health Services

Pima County Public Library
one of the 1st in the country
with a Registered Nurse
visiting the Library 4 days a
week and helping the
homeless since 2012

Many libraries loan Hot
Spots and I-pads to patrons
to use at home.

Many libraries provide
Health related information

Now 430,000 households in
AZ are signed up for ACP
Arizona Schools and Libraries
applied for \$200 M for Hot
Spots and devices

Many libraries provide
Nutrition, Wellness,
Fitness, Yoga Programs
for adults and children

And now... will provide
meeting rooms and health
kits for making their
telehealth meetings with
their Health Service
Provider

Arizona: what has been done so far?

Guiding patrons to resources



These nurses help library patrons with hygiene, behavioral issues, immunizations, and substance abuse issues. They also direct people to the appropriate channels to help with healthcare, transportation, getting valid ID, or setting up appointments, as many of these individuals do not have access to a phone. They are advocates for health care and caregiver for those needing assistance.

Arizona: what have we done so far?

Provide Access to Health Information

Healthcare.gov

Information about the Health Insurance Marketplace health plans for individuals and businesses as available through the Affordable Care Act.



MedlinePlus Health Information

Current, reliable, easy-to-understand information about health issues, medications, and treatments in over 40 languages.



MyHealthfinder

Resources on a wide range of health topics selected to bring you the best, most reliable health information on the Internet.



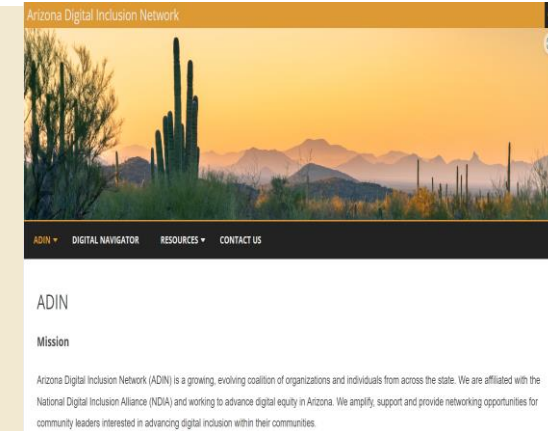
COVID-19 Research Database from ProQuest

Stay up to date with the current research coming from open-access and other resources about Coronavirus and the pandemic.



Partnerships and Collaborations

- A partnership with U of A Health Sciences provides student nurses to assist patrons if needed.
- A partnership with the County Health Services provides Nurses to visit the library and assist patrons and mentor the accompanying student nurses.
- Arizona Telemedicine program through the SWTRC provides resources and support and expertise.
- State Library through IMLS-LSTA grants making available medical portable kits.
- State Library also helps Libraries obtain broadband funding through E-rate.
- AZBSN and ADIN provide partnerships with organizations that are interested in assisting with telehealth.
- Connect Arizona an initiative of the State Library has Digital Navigators that assist with Technology and getting internet at home through the ACP



Pima County Tele-Health Service

<https://www.library.pima.gov/news/introducing-health-connect-at-two-libraries>



health connect
PIMA COUNTY PUBLIC LIBRARY

Now offering Telehealth Rooms!
Telehealth Rooms provide a quiet, private space for you to connect with your health care provider.

Rooms include important health tools:

- * Multi-camera laptop
- * Blood pressure cuffs
- * Thermometers
- * Scales
- * Digital stethoscopes
- * Pulse Rate Oximeters

Set up a telemedicine visit with your medical provider. Call (520) 594-5235 to book a room for the time of your visit. Arrive 15 minutes before your appointment to sign waivers and get set up at the health station. Then you are all set to proceed with your telehealth visit!

Call (520) 594-5235 | Visit library.pima.gov

This program is made possible by the Arizona State Library, Archives, and Public Records, a division of the Secretary of State, with federal funds from the Tribal and Museum and Library Services.



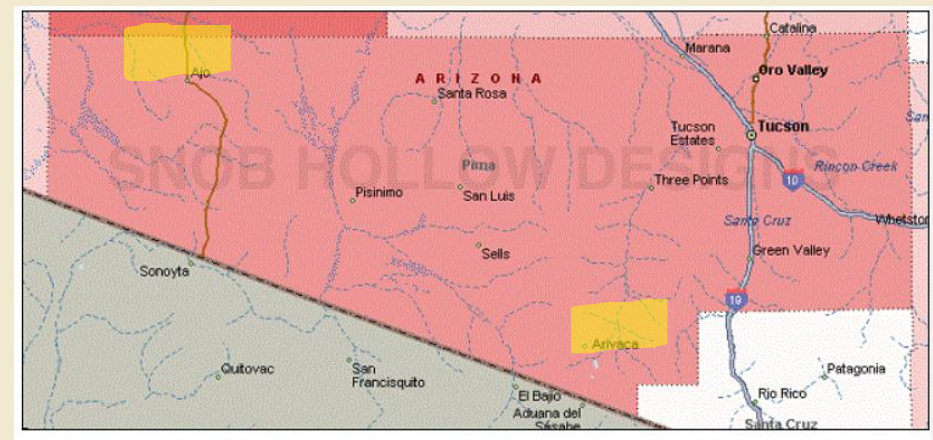
Michelle Simon
Deputy Director for Support Services
Pima County Library

Ken Zambos
Program Mgr
Workforce and Economic Development

Jodi Ohlson
Branch Mgr
Caviglia-Arivaca Library

Daniela Buchberger
Managing Librarian
Slazar – Ajo Library

Extending TeleHealth Services through Libraries: Pima County was selected as they had prior experience. In Pima County the Ajo and Arivaca Libraries were chosen as they were rural, remote south of the check-point, where getting to health care was a challenge. This project was supported with LSTA funds in partnership with the Southwest Telehealth Resource Center of U of A and expert consultation from NAU. Initiated by Mala, with Michelle Simon and Ken Zambo, later taken over by Karyn Pretchel-Altman in Pima County and Erin Lorandos from the State Library with continued support from Janet Major and Dr. Kim Shea.



Arivaca Health Fair Oct 2022

Pilot was inaugurated at the Arivaca Health Fair

- 120 Visitors (out of population of 629- 2020 census)
- 36 Covid Vaccines
- 26 Pima County One Stop Visits
- 22 Arizona Talking Book Visits
- 23 Book Mobile Visits
- Several Live Health Screenings Demos
- 472 Community Resource Table Visits
- 15 plus partners participated
- Partnerships and Collaborations established
- Awareness of Library services and resources
- Lions free Reading glasses supply to library

Arivaca Community Health Day Saturday, October 1st from 9am-12pm

- Meet your local resources in Arivaca
- Network with YOUR community
- FREE Health Screening
- Telehealth Technology Demonstration
- Learn how to get connected to internet with discounts and free resources
- Check out the new telehealth resources available at the Caviglia-Arivaca Branch Library



**Arivaca Historic Schoolhouse
17180 W Fourth St
Arivaca, AZ 85736**

This project is supported by the Arizona State Library, Archives & Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.

Este programa cuenta con el apoyo de la Biblioteca Estatal de Arizona, Archivos y Registros Públicos, una división de la Secretaría de Estado, con fondos federales del Instituto de Servicios de Museos y Bibliotecas.



For More Information contact the
Arizona Telemedicine Program @ (520)626-0131
jmajor@telemedicine.arizona.edu

**PIMA COUNTY
PUBLIC LIBRARY**

**INSTITUTE of
Museum & Library
SERVICES**

*Preserving
Arizona*
PROVIDING ACCESS
Arizona State Library,
Archives and Public Records

**ARIZONA
TELEMEDICINE
PROGRAM**

**SOUTHWEST
TELEHEALTH
BUSINESS CENTER**



**Dance to and enjoy the music from
Gertie Lopez and the TO Boyz at 10am**

Lions Club Eye test



RN and Student Nurses from UA



Arivaca, AZ Health Fair Oct 2022



Outdoor Nutrition Tent

Medical Helivac



Health Kit and demo connecting online to a Doctor



Ambulance



AJO Health Fair Jan 2023



Desert Senita Annual Ajo Community Health, Wellness & Resource Fair

Desert Senita Community Health Center
Saturday January 28, 2023 10am – 1pm
410 N Malacate Street Ajo, AZ



- Health Screening
- Mammograms
- Eye Screening by the Lion's Club of Green Valley
- Yoga & Bicycle Demonstrations
- Salazar-Ajo Library Telehealth Technology Demonstration
- AZ State Library Talking Book Program
- Meet the Ajo-Gibson Volunteer Fire Department & Ajo Ambulance
- Arizona Telemedicine Program & Southwest Telehealth Resource Center
- Affordable Connectivity Program (ACP) sign-up assistance



Ajo-Gibson Volunteer Fire Department	AHEAD AZ	Ajo Ambulance Vehicle Display	Water Air	HR/Finance Dept
Cabeza Prieta	Dental Dept	UNITED STATES OF AMERICA	Arizona Complete Health	GCU
Yoga Demonstration (1 mile ticket)	Color Run/Walk (1 mile ticket)	AIR EVAC (three squares)	P3 Arizona Health Partners Patient Appt (1 mile ticket)	Insured Mammogram Appt (1 mile ticket)
DESERT HAVEN ANNUAL CLINIC	vitalant Blood Donation	Reading Glasses	WIC/RO Dept	Ajo Schools Bike Program
WIC/RO Dept	Lions Club	ISDA	TRC	CAZP

Enjoy a healthy snack on us from Clea's K&A and Nina's Taqueria.

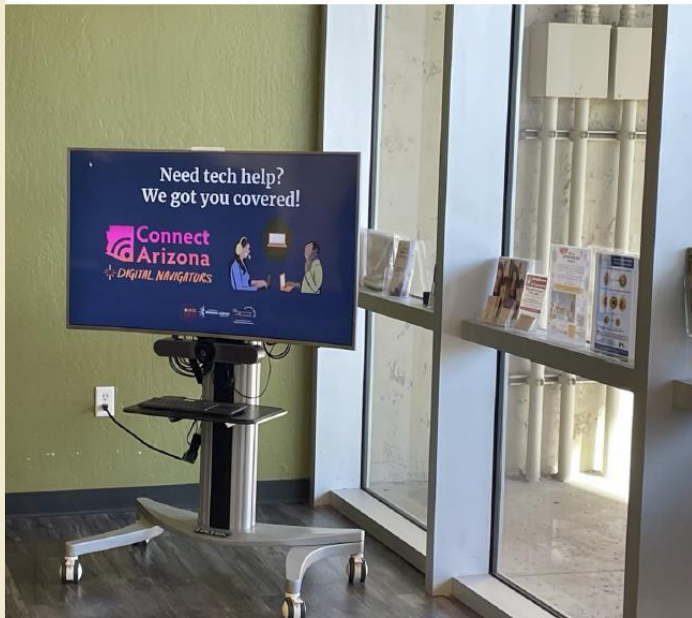
Thank You to the Following Sponsors:



- 236 Visitors of a population of 3600
- 21 Eye Test done by Lions
- Approx. 25 Arizona Talking book Visits
- 14 Mammogram Visits
- 30-40 ACP information flyers taken
- 25 plus partners participated

- Partnerships and Collaborations established
- Awareness of Library services and resources
- Lions free Reading glasses supply to library
- Bingo card – visitors had to visit and collect information and get their card stamped from all display tables to enter a raffle.

Ajo Health Fair Jan 2023



Connect-Arizona Navigators help Arizonans on their digital needs



Chicanos por la Causa promoting ACP and Help Our Kids Connect programs



Talking Book Library serves people with impaired vision or people who can't hold and read a book

"The folks who stopped by and took time to learn about the Health Connect Equipment were very excited about the option of visiting with their physicians in faraway places for check ins. The drive time saving seemed to get their attention a lot." – Daniela, Librarian, Ajo Library.


Tuba City Health Fair Sept. 2023

- Over 150 visitors at the Tribal Library!
- 5 Families signed up for ACP through Coconino County Health & Human Services
- Arizona Talking book participation
- Organized demos with the U.of A School of Nursing
- Increased awareness of Library resources
- Distributed Library book bags with hygiene kits

“I had to take a whole day off to take my elderly father to his doctor appointment in Flagstaff and find care for my young children, The library is 5 mins drive from my home and I can take my father and kids there and pick them up when he is done – I don’t lose my day’s pay or pay for day care.”


HealthConnect Telehealth in Libraries Package • laptop with ZOOM, HD camera, echo cancellation, microphone • digital stethoscope • digital scale • blood pressure cuff • pulse oximeter • anti-microbial tents to provide space for training and screening • tables & chairs.

Dr. Kim Shea, Janet Major, Erin Lorandos, Pearl Goldtooth, Lauren Clementino and Linda Tillson, Coconino County Librarians









health connect
BY YOUR LOCAL LIBRARY

**Tuba City Library
Health Fair**



Thursday, September 21st
1:00-5:00 pm

Tuba City Library
78 Main Street,
Tuba City, Arizona 86045



This project is supported by the Arizona State Library, Archives & Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.
Este programa cuenta con el apoyo de la Biblioteca Estatal de Arizona, Archivos y Registros Públicos, una división de la Secretaría de Estado, con fondos federales del Instituto de Servicios de Museos y Bibliotecas.

Tuba City Health Fair Sept. 2023



The Future is here: Kiosks and Privacy Rooms



The screenshot shows the Pima County website with a navigation menu including Recreation, Health, Development, Business, Community, Environment, and Government. The main content area is titled "Health Kiosk" and includes a description, a list of tests (Blood pressure, BMI, Heart rate, Vision, Hydration), and a photo of a "higi" kiosk. A sidebar on the right lists "Employee Wellness" with contact information and navigation links like "Department Home" and "Department News".

PIMA COUNTY

Recreation | Health | Development | Business | Community | Environment | Government

Pima County » Government » Human Resources » Employee Wellness Programs » Health Kiosk

Health Kiosk

With many people unaware of their health status and skipping doctor visits, the Health Kiosk is an easy, convenient way for employees to become more aware of their health status – which can inspire action toward disease prevention.

Easy to use. Self-serve. Convenient. Confidential.

Use the Health Kiosk to quickly and accurately measure your vital statistics to help you better manage your personal health. Tests include:

- Blood pressure
- Total body weight & body mass index (BMI)
- Heart rate
- Vision (color blindness)
- Hydration

It takes about five to eight minutes to test everything or you can choose which ones you need.

Employee Wellness
150 W. Congress St.
Tucson, AZ 85701
Phone: (520) 724-2792
Fax: (520) 724-8150

Department Home
Department News
Department Directory
Send Feedback
Forms



Self Help Health Kiosks, breast feeding rooms at airports, different models of privacy multi-purpose rooms in public places like the libraries – all with Broadband access

Tribal and Minorities Health Care

Tribal Area Health Education Center Will Address Tribal Health Care Needs, Train Workforce

The Arizona Area Health Education Center Program is partnering with the Arizona Advisory Council on Indian Health Care to develop the new center.

August 11, 2022



Tribal AHEC Press Release

<https://healthsciences.arizona.edu/newsroom/news-releases/0822/tribal-area-health-education-center-will-address-tribal-health-care>

Promotoras: Spanish speaking Community Health workers supported by CDC and several health partners

www.cdc.gov/minorityhealth/promotores/index.html

[Arizona Community Health Workers Association \(azchow.org\)](http://azchow.org)



Health and nutrition education
Health screening
After-care and follow-up visits
Care planning
Referral visits
Direct observation of medical treatment



The Future is here: Resources and Lessons Learned

- **Partnerships and Collaborations:** are essential
 - Lions Club – eye screening, dental check-up, mammo-screening, vitals check-up , yoga, nutrition, local health services, local fire-station and more ...
- **Raising awareness:** of existing programs and services like The Talking Book Library, ACP, Free Digital Resources, Nutrition/Wellness programs for patrons via video conferencing in the library or in the parking lot or safely around the mobile van with fold-out tables and laptops.
- **Navigator assistance:** <http://connect-Arizona.com> – community assistance with devices, navigation, and tech-support. <http://connect-Arizona.com/digital-equity/adin>
- **Resource Centers:** Existence of the National Consortium of Telehealth Resource Centers – unparalleled resources to help navigators across the country. <https://telehealthresourcecenters.org>
<https://telehealthresourcecenter.org/resources/toolkits/digital-health-navigation-toolkit/>
findtelehealth@nrtrc.org for telehealth appointments in several states
- **Training:** “Navigating the Telehealth Neighborhood: A Guide to Telehealth Access
- **Reimbursements:** AHCCCS Reimbursable Service Codes for certified CHW/CHR’s which includes education and training provided for an individual patient in 30-minute increment.
- **Healthier community:** Patients will more likely honor their appointments, if they don’t have to go too far. Ensuring preventive and timely care, frequent monitoring, keeping them out of the hospitals.

What next? - 1

Sustainability

- ❑ Continue working with Libraries and replicate it in other libraries around the State
- ❑ Continue to
 - ❑ promote the availability of the Telehealth Equipment and broadband to connect to Health Care from the library,
 - ❑ continue to build partnerships with local and regional Health-Care
 - ❑ conduct regular health-related programming for the community at the library
- ❑ Loan equipment:
 - ❑ In collaboration with the American Heart Association, Pima County Public Library is now making available blood pressure kits for check out at all branches.



Kaley Kantor, MPH, Region Sr. Community Impact Consultant with the American Heart Association, says, *"We are thrilled to work with Pima County Public Library to expand health care access to those who need it most. We are happy to stand with the Library to promote the Association's mission of being a relentless force for a world of longer, healthier lives."*

Karyn Prechtel-Altman, Deputy Director of Community Engagement, says, *"Pima County Public Library is delighted to provide another opportunity for our community to access health information and vital resources. We're grateful to the American Heart Association and its generous donors to the Libraries With Heart initiative for making this collaboration possible."*

<https://www.library.pima.gov/?p=9533504>

What next? - 2

Training Health Navigators for the future



Dr. Kimberley Shea, PhD. RN.,
training Nursing Students to help the community



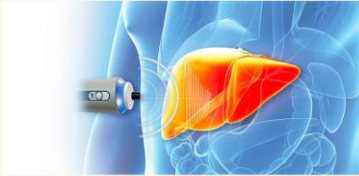
- First Digital Navigators = CHR's/AZCHW's/Promotoras Digital Health Navigators
- Planning multiple levels of certificate training
- Creating a community of trusted navigators
- Teaching friends, neighbors and family how to use technology for health monitoring and access.
- Helping provide support for all things that increase and improve access to healthcare from transportation to babysitting.
- Preparing for what comes next – eg currently training to help communities re: their insurance and the end of the Public Health Emergency

Special Projects: Tribal Health – Preventive Care Liver Cancer among the Tribes at LeChee Chapter, Navajo Nation

CHECK YOUR LIVER HEALTH!

We are looking for Navajo adults to participate in a research study about liver disease. In order to participate, you would need to:

- Participate in a 60-90 minute interview
- Answer a few questionnaires about your health
- Provide a stick prick blood sample (to assess for diabetes)
- Receive a non-invasive liver ultrasound



TO BE ELIGIBLE, YOU MUST:

- Self-identify as Diné (Navajo)
- Be 18 years old or older
- Live in the Western Agency of the Navajo Nation
- Have not had:
 - History of exposure to hepatotoxic drugs
 - Previously diagnosed with liver disease or liver cancer
 - An implantable device or currently pregnant

If you are interested in being part of the study, please contact:

Krystelle Boyd (Diné) or Melissa Howard (Diné)

Email: hoskaytom1@arizona.edu or mph79@nau.edu

Call or text: (520) 627-4881



This research study is funded by the Partnership for Native American Cancer Prevention (NACP). The University of Arizona Institutional Review Board and the Navajo Nation Human Research Review Board (#NNR-23.467) have approved this study.



Goal:

- Creating an awareness of preventive care
- Excellent way to improve health through access to technology
- Foster digital equity while improving the health of the community

Problems being addressed:

- Distance from Health Care
- Lack of awareness
- Lack of childcare/ transportation/ time
- Lack of connectivity at home - Bring fiber and broadband to the Chapter Houses of the Navajo Nation -through E-rate funding. Promote ACP.

The Preventive Care/Study

- Partnerships – NAU, UA, SWTRC, AZ State Library, County and local library, Local Community
- Funding NIH grant, LSTA grant from IMLS, E-rate
- Roles
- Planning

PREVENT Cirrhosis and Cancer

Thank you

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