

BACKGROUND

- The Center for Rural and Primary Healthcare (CRPH) currently partners with 8 library systems to increase health equity in rural communities
- Services currently offered include fresh produce, stationed community health worker/social workers to connect patrons to services, home visits to expecting mothers and infant mental health services
- Telehealth was offered at one library, but community demand did not meet expectations from the formative research
- Current literature only provides the library or health system perspectives
- Statewide telehealth appointments are growing, in 2020 there were almost 2 million telehealth interactions
- Research Question: Do patrons want/ use telehealth services at their library?

METHODS

- Reached out to library social and community health workers to identify health topics patrons were interested in and if patrons had previously asked about telehealth
- Utilized REDCap to administer and collect
- Shared survey through social media and flyers at partner libraries
- Convenience Sample
- Tabled survey at partner libraries and asked patrons to participate
- Utilized Microsoft Excel to summarize findings

PARTICIPANT DEMOGRAPHICS

Average Age	Gender	Race
53 Years	10 Male 32 Female	23 White 19 Black or African American

GRAPHS AND FIGURES

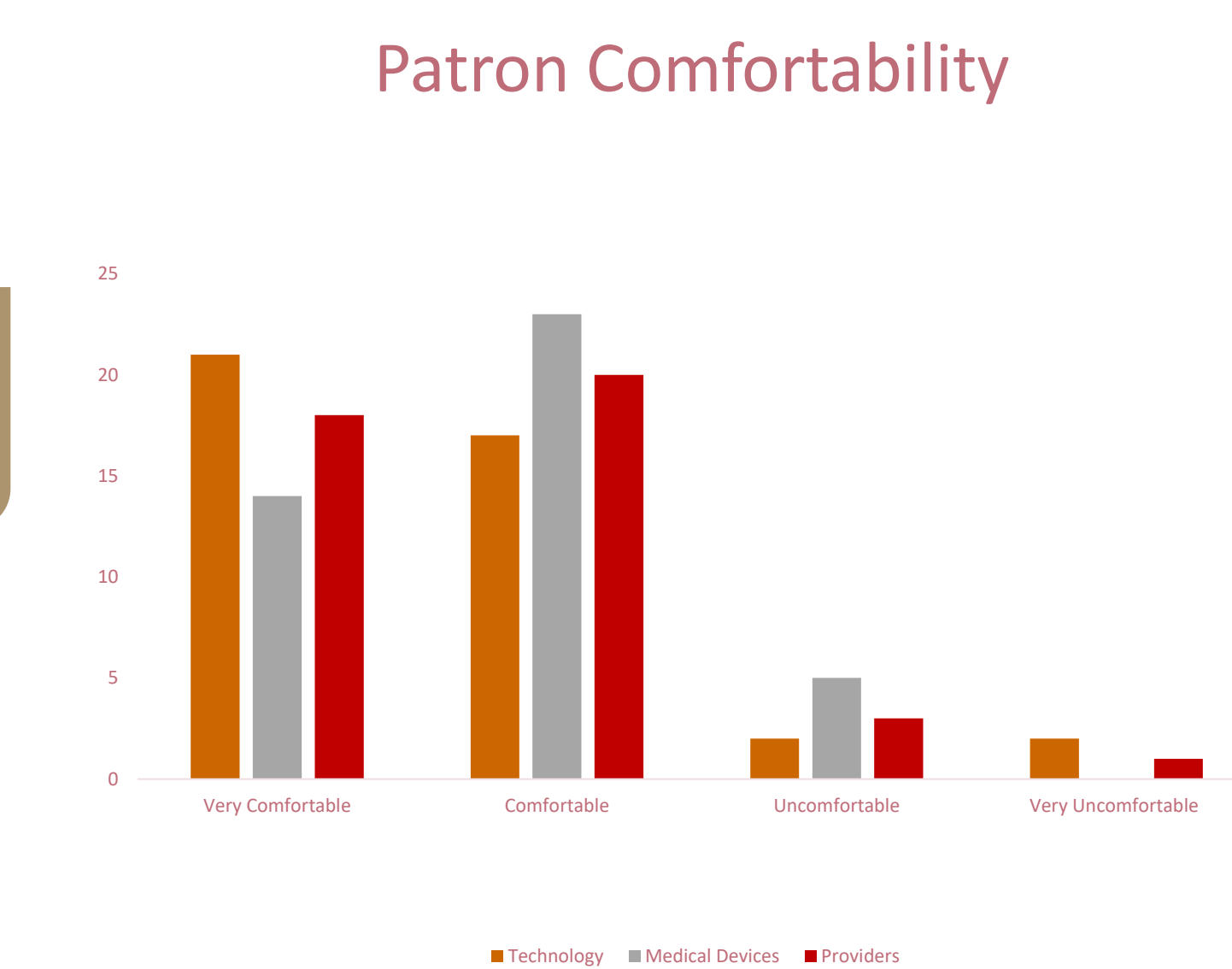
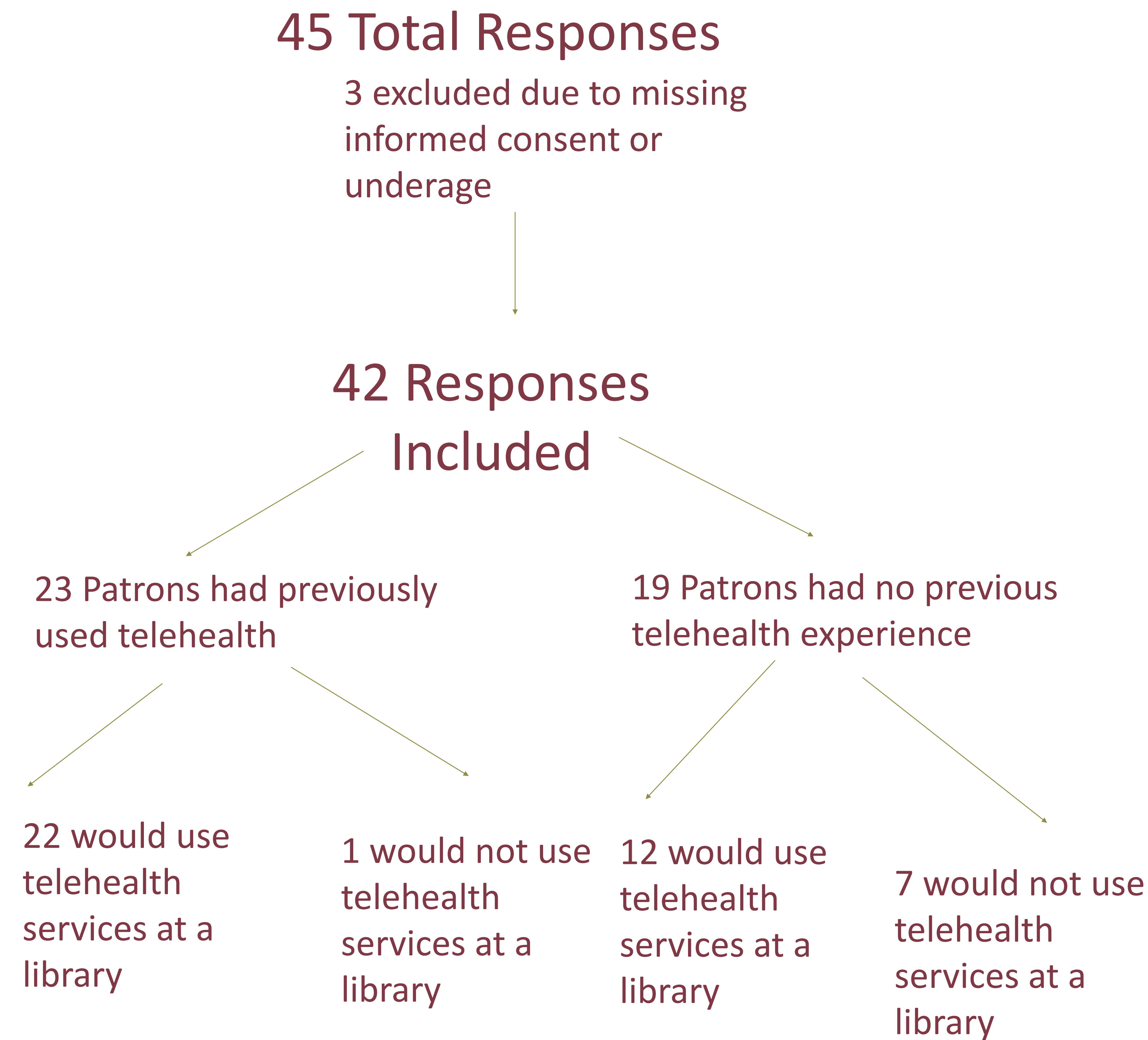


Figure 1. Participant comfortability with technology, medical devices, and talking with a provider at the library

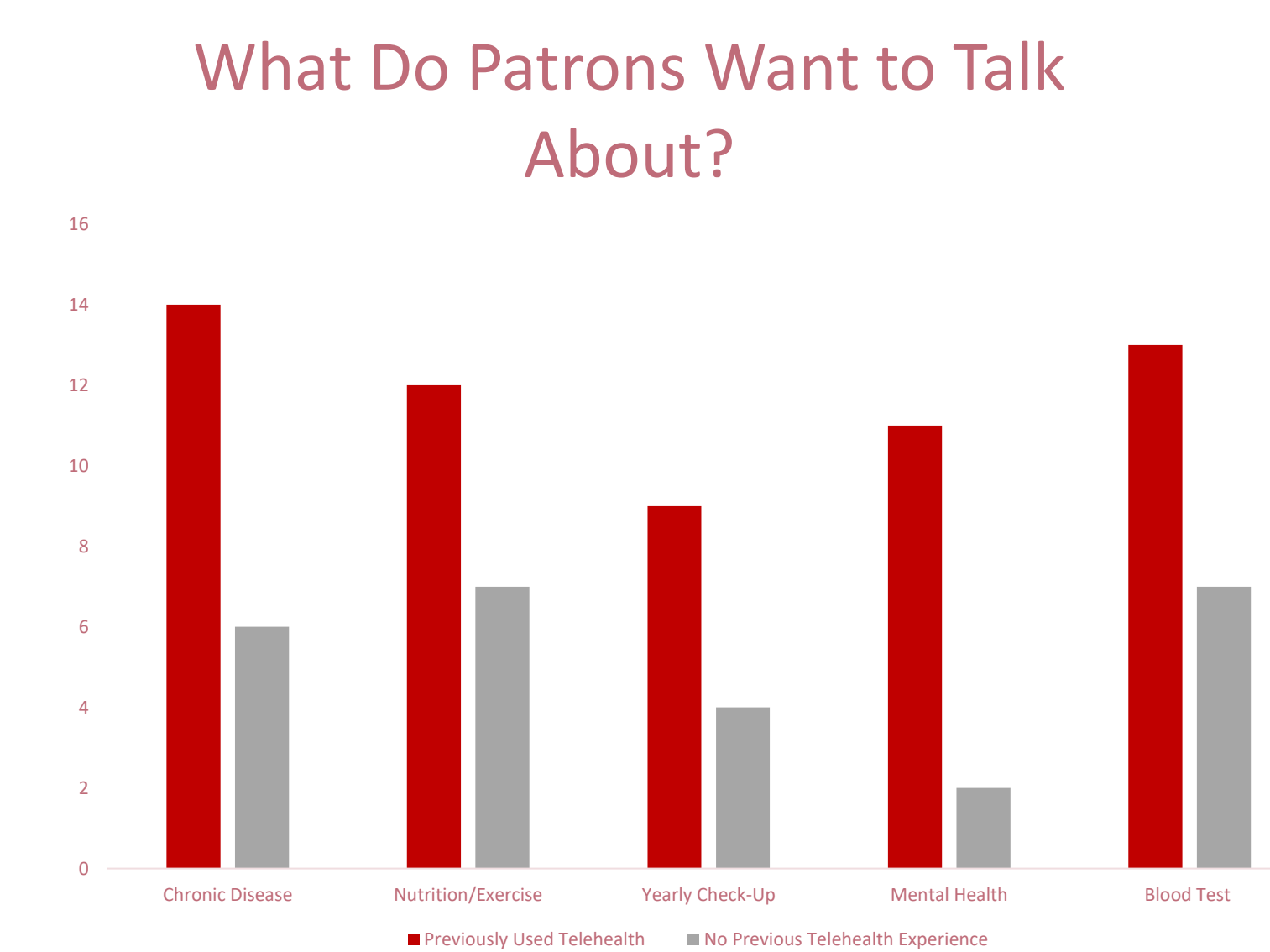


Figure 2. Health topics participants want to talk about with their provider

RESULTS

- Majority of survey participants would use telehealth services if they were offered at their library
- Health topics patrons wanted to talk about with their health provider included: chronic diseases, nutrition/exercise, mental health, and blood test results
- Patrons who said they would use telehealth services in the library described their ideal space as a quiet room with internet access and help with medical devices and technology
- Main concern about using telehealth was privacy, "public space, too quiet. Private information could be assumed"
- Other reasons for not using telehealth at the library included: "Not comfortable using technology, if I was more comfortable using technology, I may use it" and access to computer/internet at home
- Participants who had previously used telehealth reported few barriers to successfully using telehealth
- "I love telehealth visits and their convenience"
- "I think it's a good idea to provide telehealth services for our community"

LIMITATIONS

- Convenience sample
- Limited to 5 library systems, may not be representative of all library patrons
- Survey mostly older patrons, younger patrons could have different needs/preferences

IMPLICATIONS & FUTURE WORK

- Telehealth services in rural libraries could be used to bridge the healthcare access gap in rural areas
- Identify solutions to increase digital literacy and confidence in using technology
- Future work could identify other community members to interview and identify solutions to privacy concerns

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