



Clinical Librarian Service: Providing research evidence at the point of clinical need



Poster display

<p>A knowledge management framework for clinical information professionals</p>	<p>Clinical Support Librarian Portsmouth Hospitals NHS Trust</p>	<p>Taking the evidence sources into the clinical workplace.</p>
<p>Clinical Librarian service to oncology teams in the Beaston Oncology Centre & North Glasgow University Hospitals NHS Trust</p>	<p>Developing clinical guidelines: partnership working between information and health care professionals.</p>	<p>Clinical Librarians - life on the front line</p>
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Abstracts of poster presentations

"A KNOWLEDGE MANAGEMENT FRAMEWORK FOR CLINICAL INFORMATION PROFESSIONALS" *Shahida Rashid (Director of Library Services) & Tim Burns (Consultant), Sunnybrook and Women's Health Sciences Centre, Toronto, Canada*

Since 2000, when Sunnybrook and Women's College Health Sciences Centre (S&W), one of Canada's largest teaching hospitals, adopted an Information Systems /Knowledge Management strategic plan the Library Services department has been developing a pilot "Clinical Knowledge Worker" project. We believe that the Knowledge Management framework, particularly its emphasis on multi-departmental, cross-organizational knowledge sharing, offers an optimal operational framework for the implementation of such a position and the most rewarding professional development path. Consultation with medical staff about their priorities for such a position confirmed our preliminary assumptions. They were eager to support the pilot and made critical contributions to the final plan. Our aim is to test the model in one clinical programme before deploying it more broadly. The plan reached initial fruition in the fall of 2001, when approval was received for a Clinical Knowledge Worker position. Because the process we underwent to implement the concept at S&W in a knowledge management framework was consistently consultative and achieved success, we believe our experience will have much to offer those with an interest in KM in health care, those who have yet to implement clinical information/librarian/knowledge worker positions, and those already committed who wish to compare frameworks and experiences. Our display will feature 4 sections:

- The KM framework for a clinical Knowledge Worker
- The rationale for a clinical Knowledge Worker
- The development process for a Knowledge Worker position at S&W
- Results to date

Clinical Support Librarian Portsmouth Hospitals NHS Trust. *Pip Beck, Queen Alexandra Hospital, Portsmouth*

Portsmouth Hospitals NHS Trust is one of the largest NHS trusts in England providing acute health care services on two hospital sites. I was employed in June 2000 to enhance the knowledge management and evidence based practice of the Trust staff by providing a peripatetic library support service across the whole Trust. My services include training, current awareness, information dissemination and an expert search service.

I provide Internet, Medline, Cinahl, Cochrane training within departments or in the library training room on a one to one or group basis. For example CINAHL training has been arranged for the Intensive Care nurses in their seminar room during the shift hand over period. The only time when these nurses are free to attend. Training is provided to all staff from consultant level to healthcare support workers and clerical staff. Feedback on training is obtained at group sessions.

Current awareness including contents pages, database searches, guidelines, protocols and other evidence is provided to 37 wards or departments on over 80 topics. I set this service up by contacting senior nurses throughout the hospitals and discussing the information and training requirements of their staff and themselves.

I was invited to join the committee for development of hospital guidelines, the clinical audit, standards and effectiveness subgroup. At these meetings I was asked to develop resource lists for the Essence of Care benchmarking topics. The resource lists which include references to essential web sites, reports, guidelines and relevant articles will be sent to speciality leads throughout the Trust.

Initially uptake of my service was slow but I am now very busy and provide information and training to all levels of staff across both hospitals. I plan to measure the effectiveness of the current awareness service by monitoring the use of the information I provide on a regular basis.

Learning the lessons of Bristol: a Clinical Librarianship programme to support the future of children's hospital services. *John Clarke & Sue Woodburn (Deputy Librarian), The Friends of the Children of Great Ormond Street Library, Institute of Child Health.*

The Education, Training and Development strategy at Great Ormond Street Hospital (GOS) is being devised in response to the Bristol Enquiry and the NHS modernisation agenda. The library has an Information Strategy that has been implemented in collaboration with ICT, the Family Information Service, the Nurse Staff Development Coordinator and members of the healthcare team.

This paper would be presented in two parts:

- 1.) The organisational framework at GOS, explaining why this clinical librarianship programme is being established.
- 2.) The development of the project to date:
- 3.) *A Nursing and Allied Health Library Forum*: established to represent and promote the information needs of Nurses and Allied Health Professionals has provided a framework for the development of the service.
- 4.) *Information Needs Analysis*: currently being carried out on a departmental basis with Allied Health Professionals (there are plans to extend this to other departments in the future).
- 5.) *Information skills competency*: to provide competency-based training for nurses in the acquisition of searching skills. The information competency is one of a wider programme of developmental and clinical competencies being implemented in the hospital.
- 6.) Investigating ways to fund and support a dedicated clinical librarian post.

Taking the evidence sources into the clinical workplace. Joanna Ptolomey, Clinical Effectiveness Librarian North Glasgow University Hospitals NHS Trust, Dr Ann Wales Library Services Manager

This outreach project aims to break down traditional barriers to learning opportunities for health care staff by extending access to evidence and information sources into the work setting in pilot areas across multiple sites in North Glasgow Trust. Awareness raising and training at appropriate levels will empower staff of all disciplines to make effective use of these resources. The evidence sources that will be considered are the biomedical databases and the Literature Search Service. A range of evaluation methods will be used to determine the impact of this extended access to information on delivery of patient care. Enablers and barriers to use of the resources will be identified and will guide recommendations for rollout of the scheme on a wider scale in the future.

The completed project will produce a model for integrating the knowledge and information base with working practice for health care staff – a prerequisite for a learning culture in which practice is underpinned by education, training and research.

Clinical Librarian service to Oncology Teams in the Beatson Oncology Centre and North Glasgow University Hospitals NHS Trust. Annette Thain, Cancer Information Librarian, North Glasgow University Hospitals NHS Trust Ann Wales, Library Services Manager, North Glasgow University Hospitals NHS Trust

A Clinical Librarian Service is currently provided to tumour specific oncology teams in the Beatson Oncology Centre and North Glasgow University Hospitals NHS Trust.

Initial consultation indicated that a multifaceted approach to proactive information provision was required, the precise specification differing according to the needs of each team. A menu of service options has been developed:

1. Attendance at multidisciplinary meetings to identify specific patient related information needs. These are answered as quickly as possible by searching the literature for best available evidence and the results reported back to the team. Where attendance at meetings is not practical, a member of the team passes requests to the Librarian.
2. SDI searches, providing updates on new literature in each area of interest, are automatically emailed to group members. In some cases searches are on a single aspect of a subject - most frequently controlled trials - but for rare tumour types all new literature is provided.
3. For teams with a broader interest range, Current Awareness Bulletins help to keep all members informed of developments in their field. These bulletins are piloted to ensure that they correspond to the needs of the group.
4. Access to the evidence sources in the workplace, accompanied by information skills training, including critical appraisal.

Regular contacts are made to update the SDI profiles, identify additional searches, and check on training requirements.

To date, the Clinical Librarian role has been implemented in the following specialities: Lymphoma, Melanoma, Head and Neck Cancer, Lung Cancer, Gynaecologic Oncology.

Initial findings are:

- 1.) Considerable subject knowledge is required to deliver an effective Clinical Librarian Service at this level of specialisation.
- 2.) The Clinical Librarian Service is a flexible concept that needs to be tailored to the working practices of each clinical team.
- 3.) Expert provision of information may be preferred to information skills teaching in a pressurised clinical work environment.

The project will be evaluated in June-September 2002 through questionnaire and interview to accompany searches and updating services.

Developing clinical guidelines: partnership working between information and health care professionals. Sue Childs (Research Associate), Dr Anna Jones, and Graham Walton Information Management Research Institute, School of Information Studies and Institute of Rehabilitation University of Northumbria.

An innovative collaboration between neurological rehabilitation and information management expertise at the University of Northumbria has enabled the production of "Guidelines for Physiotherapy Practice in Parkinson's Disease" in support of evidence based practice. These guidelines are available on the Internet at:

<http://online.unn.ac.uk/faculties/hsw/research/Rehab/Guidelines/intro.htm>.

The project was undertaken with funding from the Parkinson's Disease Society. The development of these guidelines demonstrate how information and health care professionals working in partnership and offering complementary expertise can produce outcomes that are greater than they could achieve working alone.

The knowledge base on physiotherapy and Parkinson's Disease is expanding but because of the variety in research designs, treatment approaches and outcome measures used, there is difficulty synthesising results to inform practice. These Guidelines have been designed to answer questions that practising physiotherapists ask about physiotherapy and Parkinson's Disease based on the best available evidence. If physiotherapists are well informed themselves they will be in a better position to educate others, such as individuals with Parkinson's Disease and their carers, referrers to physiotherapy, and researchers.

Working with a nation-wide panel of specialist physiotherapists, the Institute of Rehabilitation and the Information Management Research Institute produced a series of practice-based questions, which were answered using the appropriate evidence and expertise.

The different expertise of the two organisations interrelated at every stage in the guideline process. The information professionals brought to the partnership: organisational, project management, research and communication skills; knowledge of the health information field; information management expertise; an emphasis on establishing clear questions about information need. The health care professionals brought: clinical expertise; contact with patients and practitioners; deep knowledge of the specialised literature; extensive networks with other clinicians; access to funding resources. However a common commitment to partnership working and making research evidence easily and clearly accessible ensured that the process was fruitful and harmonious.

Clinical Librarians - Life on the Front Line. Elizabeth Rigby and Lucy Reid, Clinical Librarians, Barnet Primary Care NHS Trust/ Edgware Community Hospital

Clinical governance and evidence-based practice embed the need for good quality, up-to-date healthcare information right at the front-line of patient care. This poster will describe how the Clinical Librarians at what is now Barnet Primary Care NHS Trust provide clinicians with patient-focused information at the time and place of clinical need, in team meetings, clinics and on wards.

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