

Evaluation of clinical librarian services in the North West

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North West Clinical Librarians –

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Supported by North West Health Care Libraries Unit

Aims and Objectives

- To undertake a multi-method evaluation study on the impact of Clinical Librarian (CL) services in the North West health region.
 - To use a framework that ensures consistent and robust data is collected across all Trusts, providing an increased body of evidence
 - To test the use of the MAP (Making Alignment a Priority) Toolkit in ensuring that evaluations meet organisational objectives
 - To build research capacity amongst a group of clinical librarians
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Methods: Consistent, robust, data collection

□ Recruitment

- Invited to participate at various levels
- Training and support provided

□ Following recommendations

- Mixed methods qualitative and quantitative
 - Survey
 - Interviews – complex services
 - Independent researcher + research WITH (not FOR or ON)
 - Actual impact
 - No contribution, has contributed, may contribute
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Critical Incident Technique (CIT)

- Respected, established, strong evidence base
 - Library and Information research
 - 'robust' and 'tried and trusted method of demonstrating impact' (Bryant and Gray, 2006)
 - 'a sound methodological basis for library and information research' (Hughes et al., 2007)
 - 17 recent studies
 - Impact of a particular incident
 - Focused, accurate (Urquhart, 2001) less subject to recall bias, tangible
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Impact outcomes - specific and organisational

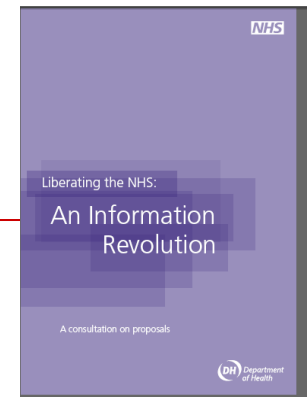
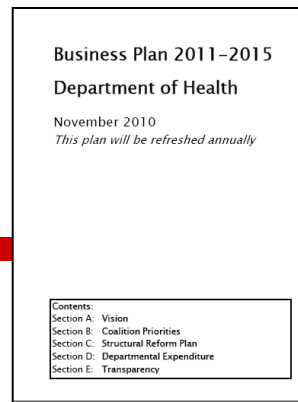
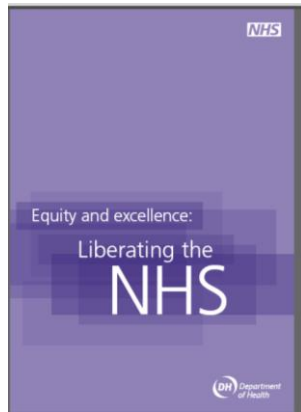
- Can you identify the key drivers for change that are influencing your NHS organisation and its decision making?
- Do you want to demonstrate how your library service is aligned to the priorities of the NHS?
- Do you need help critically highlighting how your library adds value and impacts upon organisational change, policy and practice?
- <http://alignmentprojectnwlibrarians.pbworks.com>

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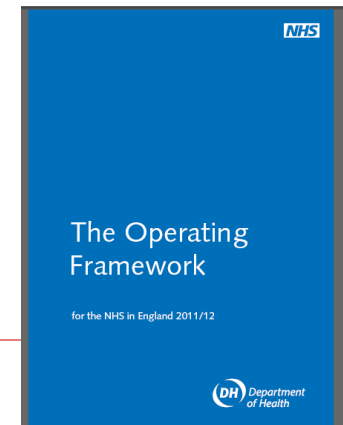
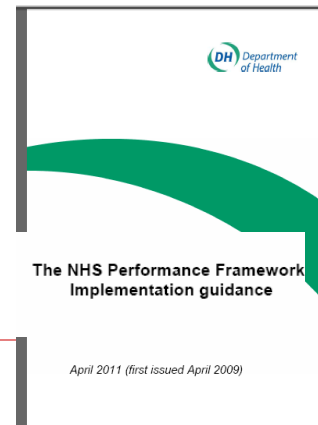
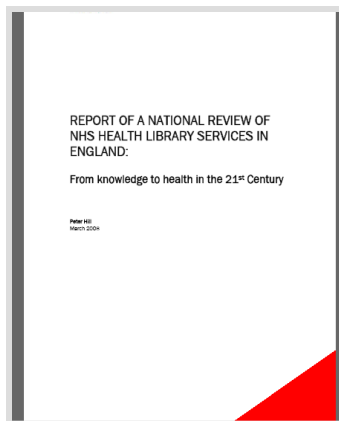
MAP: Making Alignment a Priority for health libraries

A toolkit to support the planning, modernisation and delivery of health library and information services





- Decision Making and Evidence Based Practice
- Patient centred care
- Quality of care and Improving healthcare outcomes
- Service development
- Efficiency, Financial or Risk Management
- Accountability and transparency



Improved Healthcare Outcomes

Liberating the NHS, 2010, pp.21-22 & 6.7, p.49; DOH Business Plan, Coalition priority 2, p.2 & pp.11-13

Improved quality of life for patient or carers

DOH Business Plan 2011-15, Impact indicator, p.32.

9. Did the information contribute to patient centred care and healthcare outcomes?

No contribu

Improved healthcare outcomes

Improved quality of life for patient or carers

Increased patient involvement/shared decision making

Improved patient care experience

Improved patient access to information

Increased patient involvement / Shared decision making

Liberating the NHS, 2010, 4.a, p.3 & 2.1-4, p.13; DOH Business Plan 2011-15, Action 1.5; NHS Constitution 2009, Principle 4, p.3, patient and public right, p.7; Operating Framework 2011-12, pp.7&24; An Information Revolution, 2010; Hill Report, 2008, Purpose 1; CQUIN National Goals 2011-2012, Goal 2;

Improved patient care experience

Liberating the NHS, 2010, 4.a, p.3 & 2.1-4, p.13; DOH Business Plan 2011-15, Action 1.3.i, p7-8; NHS Constitution 2009, Value, Improving lives, p.16; Operating Framework 2011-12, 2 of 5 mechanisms, p.23.;CQUIN National Goals 2011-2012, Goal 2; Monitor's Compliance Framework 2011-12, quality measure for statement of certification.

Improved patient access to information

Liberating the NHS, 2010, pp13 -16; DOH Business Plan 2011-15, Action 1.3., pp.7-8; NHS Constitution 2009, Patient and Public Right p.10; An Information Revolution, 2010; Monitor's Compliance Framework 2011-12, p.49.

The Operating Framework

responsibilities of patients and staff. The Government's ambition for shared decision making by patients, their clinicians and carers builds on, and gives better effect to, the principle of involving people in decisions and their care.

Equity and excellence
Liberating the NHS

patient or carers
Increased patient involvement/shared decision making
Improved patient care

Putting patients and public first

a. Shared decision-making will become the norm:

This Review has highlighted four key purposes for library and knowledge services in the NHS. These are to support:

- Clinical decision making by patients, their carers as appropriate, and health professionals

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NHS HEALTH LIBRARY SERVICES IN
ENGLAND

GQUIN

The indicator is a composite, calculated from 5 survey questions. Each describes a different element of the overarching patient experience theme "responsiveness to personal needs of patients". The elements are: 1) Involvement in decisions about treatment/care, 2) Hospital staff

Involvement in your healthcare and in the NHS:

You have the right to be involved in discussions and decisions about your healthcare, and to be given information to enable you to do this.



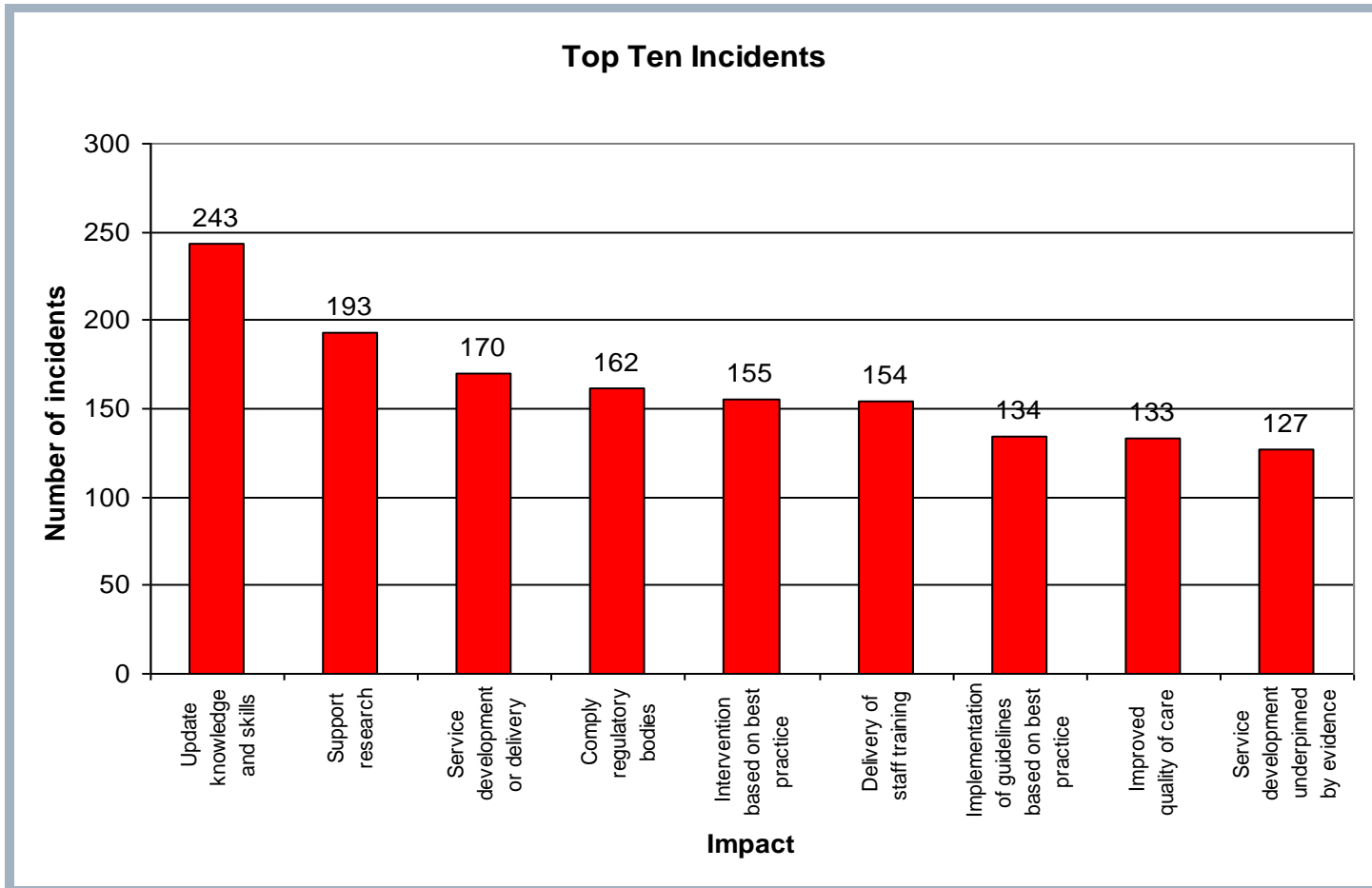
4. NHS services must reflect the needs and preferences of patients, their families and their carers.

Patients, with their families and carers, where appropriate, will be involved in and consulted on all decisions about their care and treatment.

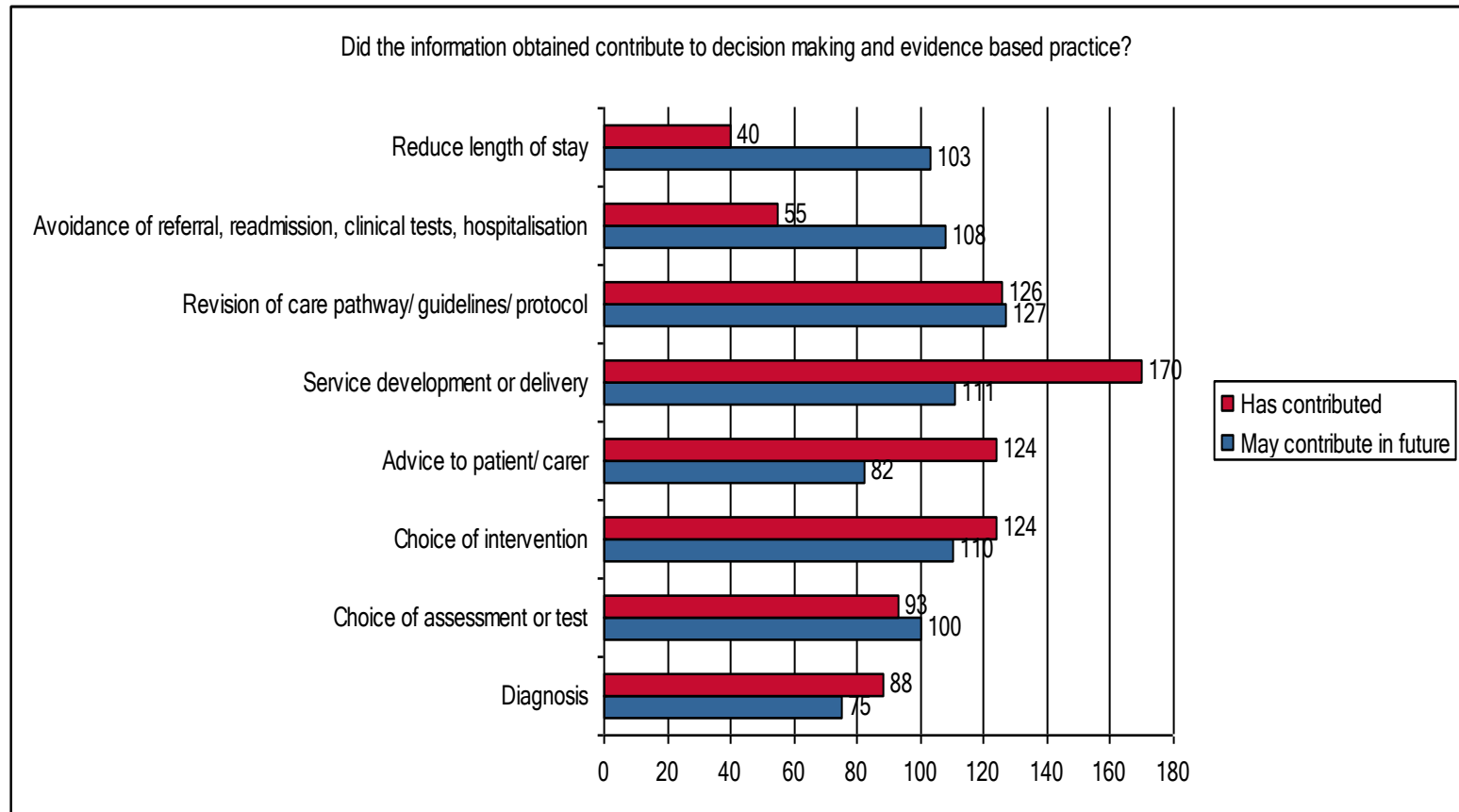
Results

- 10 Clinical Librarians representing 16 NW NHS Trusts took part
 - Survey sent for each incident – after 6 weeks
 - 329/779 (usable response rate of 42.2%)
 - 24 interviews by 6 librarians for 6 library services
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Top ten – has contributed



Impact on Decision Making and EBP



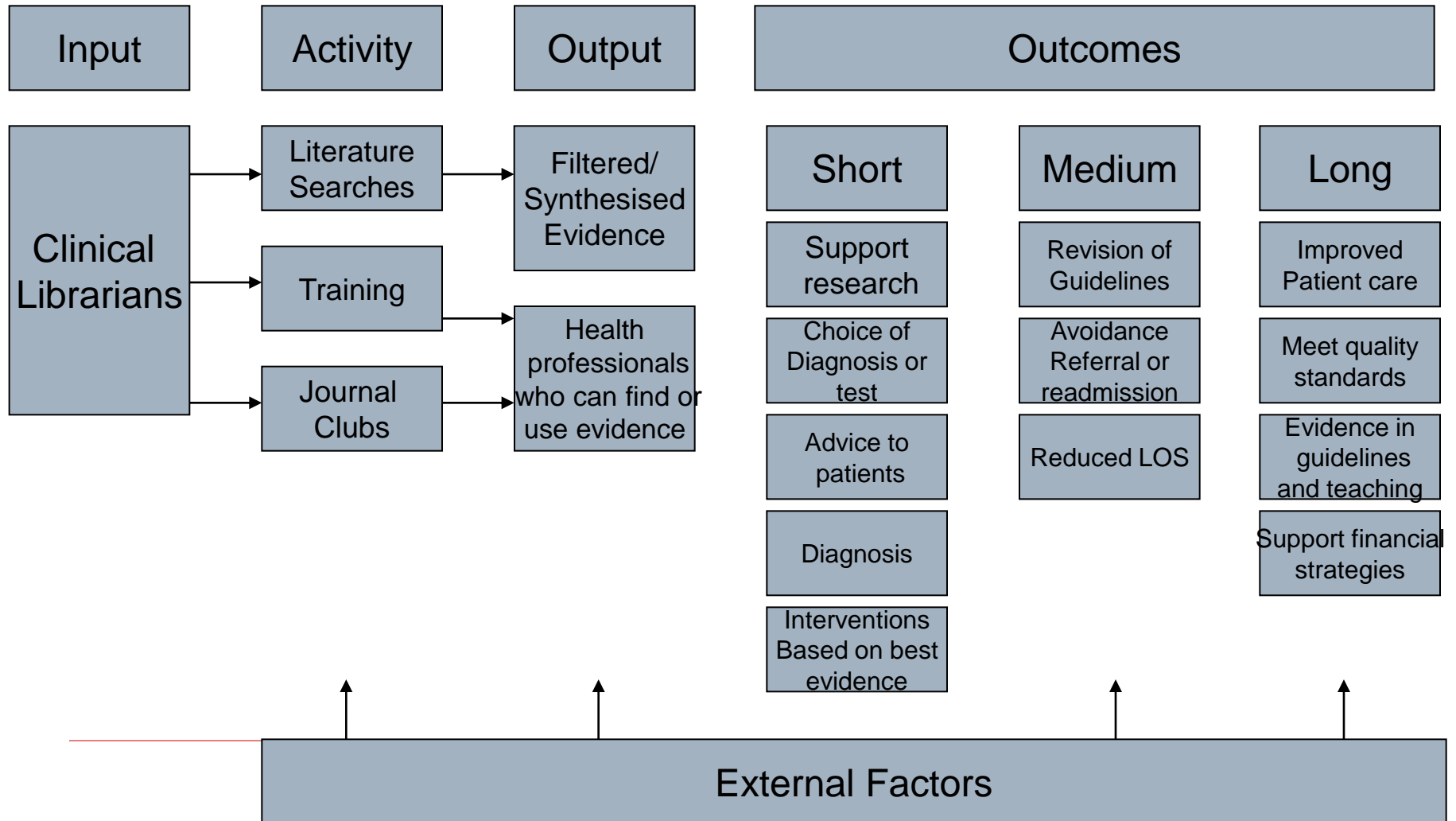
Impact on decision-making & EBP

"Has contributed...Within the literature she sent me, there were some very good articles with 'objective testing'. So if you get a patient in who's got a certain set of symptoms, it tells you exactly what test to do and will differentiate between, like, muscle pull or whether it's [encapsulating?] stability which is saying 'yes, they've probably got a posterior laxity' which can lead to dislocations, so it was specific testing information, so it was ideal."(Physio, Acute University Teaching Hospital)

Not just CPD and EBP

<input type="checkbox"/> Area of Impact	No of incidents
<input type="checkbox"/> Update knowledge and skills	243
<input type="checkbox"/> Support research	193
<input type="checkbox"/> Service development or delivery	170
<input type="checkbox"/> Comply regulatory bodies	162
<input type="checkbox"/> Intervention best practice	155
<input type="checkbox"/> Delivery of staff training	154
<input type="checkbox"/> Guidelines best practice	134
<input type="checkbox"/> Improved quality of care	133
<input type="checkbox"/> Service development evidence	127
<input type="checkbox"/> Choice of intervention	124
<input type="checkbox"/> Improved health care outcomes	124
<input type="checkbox"/> Revision of guidelines or pathway	124
<input type="checkbox"/> Improved patient care	109
<input type="checkbox"/> Improve patient or staff safety	86
<input type="checkbox"/> Risk management	79
<input type="checkbox"/> Value for money	71

Logic model: contribution to patient care and organisational objectives



Complexity of impact

- Questionnaires demonstrated wide range of impacts but interviews illustrated HOW clinical librarians make an impact
 - Each case (incident) is different and can generate an impact on multiple outcomes both immediately and over the longer term
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Conclusion

- ❑ Clinical librarians make a difference by contributing to a wide range of organisational objectives
 - ❑ These include notable contributions to direct patient care and financial outcomes as well as Evidence Based Practice and CPD
 - ❑ Mixed methods used ensured that it was possible to capture this wide range
 - ❑ Tools and approach developed builds on previous toolkits and can be used by other CL services to evaluate their services and demonstrate value to their organisation
 - ❑ Adoption of this approach and collecting standardised outcomes would enable comparison between studies and lead to an increased body of evidence on the value of CL services
 - ❑ Project increased research capability within the group – including winning national award
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