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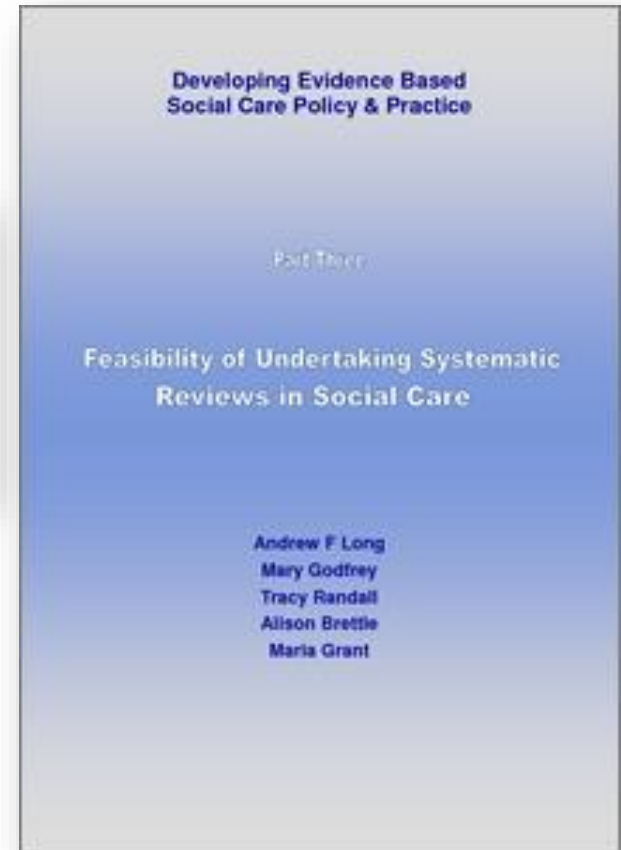
Exploring the impact and promoting the value of LIS research in the UK: what next?

Alison Brettle, Professor in Health Information and Evidence Based Practice, RIVAL event, Edinburgh Napier University, 11 July 2018

Outcomes, effectiveness and evidence



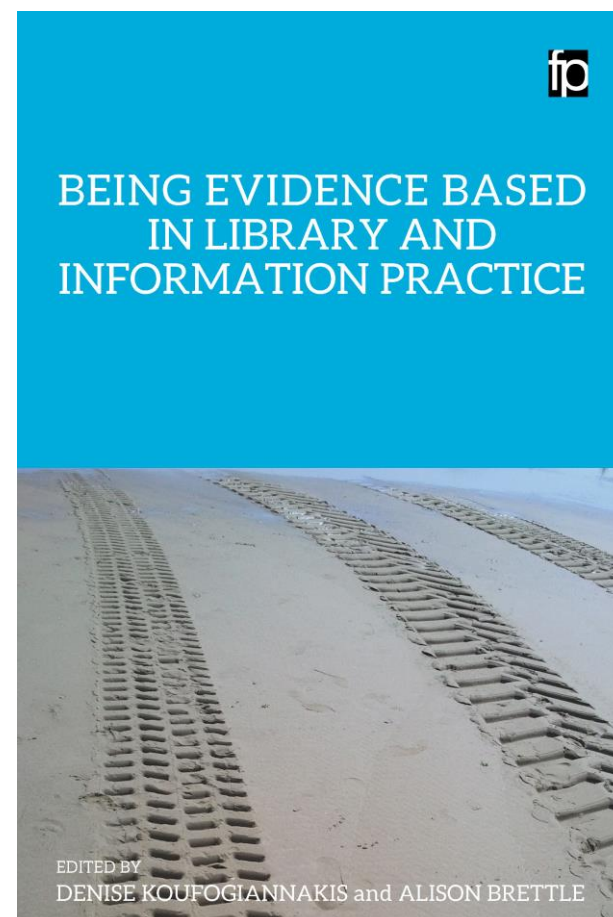
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To being evidence based..



- Considering practice from a curious and questioning perspective with a view to continuous improvement
- Gathering or creating evidence (through research or evaluation) if we don't have it already
- Using information or evidence wisely
 - To help make decisions about practice or our services
 - To help others make decisions about our services (by demonstrating our effectiveness, value, impact or worth)





Impact

- The influence of libraries and their services on individuals and/or on society. The difference or change in an individual or group resulting from the contact with library services (3.25);

**METHODS AND PROCEDURES FOR
ASSESSING THE IMPACT OF LIBRARIES BS
ISO 16439:2014.**



Outcome

- Direct, pre-defined effect of the output related to goals and objectives of the library's planning (e.g. number of users, user satisfaction levels) (3.44);
- Consequences of deploying services on the people who encounter them or the communities served (Markless and Streatfield, 2006, p7)

Or very simply.....

- Does it work (effectiveness)
- Does it make a difference (impact)
- ...Measured by outcomes

- = Evidence



Problems with measuring impact



- Cause and effect???
- Intangible contributions



- Libraries need to define outcomes relevant to their institution and assess the extent to which they are met (Oakleaf 2010)

North West Clinical Librarians Group



- Systematic review on the impact of clinical librarian services (Brettell et al, 2011)
 - Highlighted 4 models of service provision
 - Demonstrated CLs are effective in saving time, providing relevant, useful information and high quality services AND have a positive effect on clinical decision making (contribution to better informed decisions, diagnosis, choice of drugs)
 - Study quality is improving – could be better
 - Critical Incident Technique useful approach for impact
 - Group systematic review good way of teaching research skills and building confidence

The impact of clinical librarians on patient care (Brettle, Maden, Payne 2016)



- Measure specific CL impact on organizational and patient outcomes
- Robust mixed methods study building on previous work (practicing CLs key)
- Clinical Librarians contribute to a wide range of long and short term outcomes which reflect NHS priorities
 - Eg choice of intervention, diagnosis, increased patient involvement in decision making, risk management, cost savings financial planning



Value and impact of CL work

- Winners of Practitioner Researcher Award – LIS Research Coalition (now LIRG sponsored award)
- Ongoing study – across UK and also in Australia (UK component presented at EAHIL 2018)
- Further collaborations and leadership relating to impact
- Advocacy for Knowledge for Healthcare and Health Libraries



Value and Impact Toolkit

Value and impact toolkit for library and knowledge services

This toolkit is provided by the HEE Knowledge for Healthcare Programme following work by the Impact and Value Task and Finish Group. The toolkit provides access to a set of **KfH Impact Tools** including a **generic questionnaire** and **case study templates** which we are particularly keen for library and knowledge services to make use of. There is also a resource which brings together a range of materials useful in measuring value and impact, together with a guide on what to use when.

Introduction to the Value and Impact Mapping Tool

The **KfH Impact Tools** were developed by the Value and Impact Task and Finish Group from the Quality Work Stream of the Knowledge for Healthcare programme and are based on previous tools developed by NHS South Central and National Library for Health in 2009. This **presentation developed for EAHIL in 2017** explains the development of the impact toolkit, highlights how some of the tools can be used, and includes the impact data from London Libraries who have used the questionnaire.

Subscribe

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What are you measuring for whom?

Definitions

Methods

Tools

Generic Questionnaire Data Submission

Impact Interviews

Measuring the impact of your training

Case Study Templates

Case Study Submissions

Impact Case Study Database

Some Examples of Our Impact

Recent Posts

Knowing me, knowing you – there is something we can do... #Knowvember18 May 9, 2018

3 ways – the creation of an institutional repository May 4, 2018

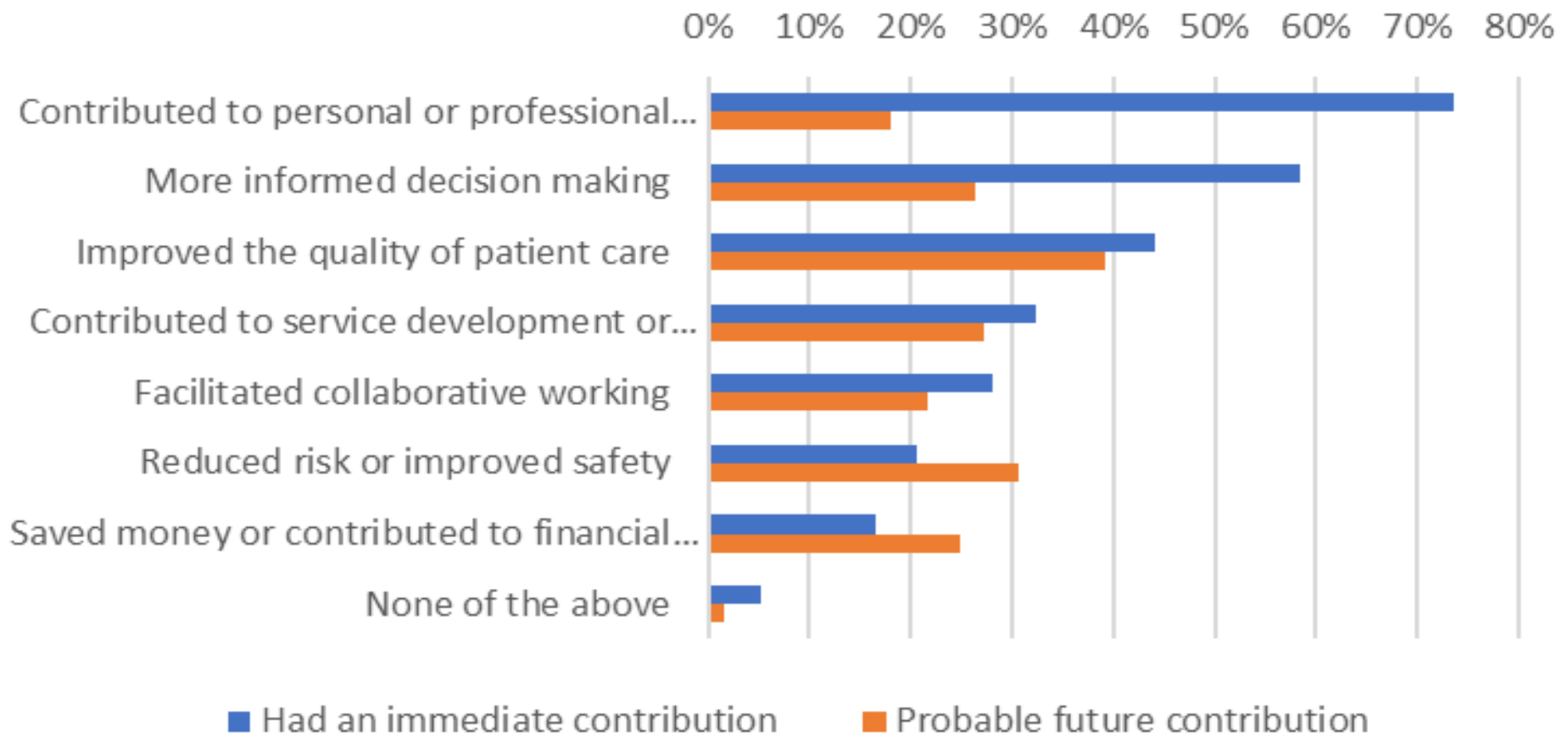
The STEM Club in the North East of England April 23, 2018

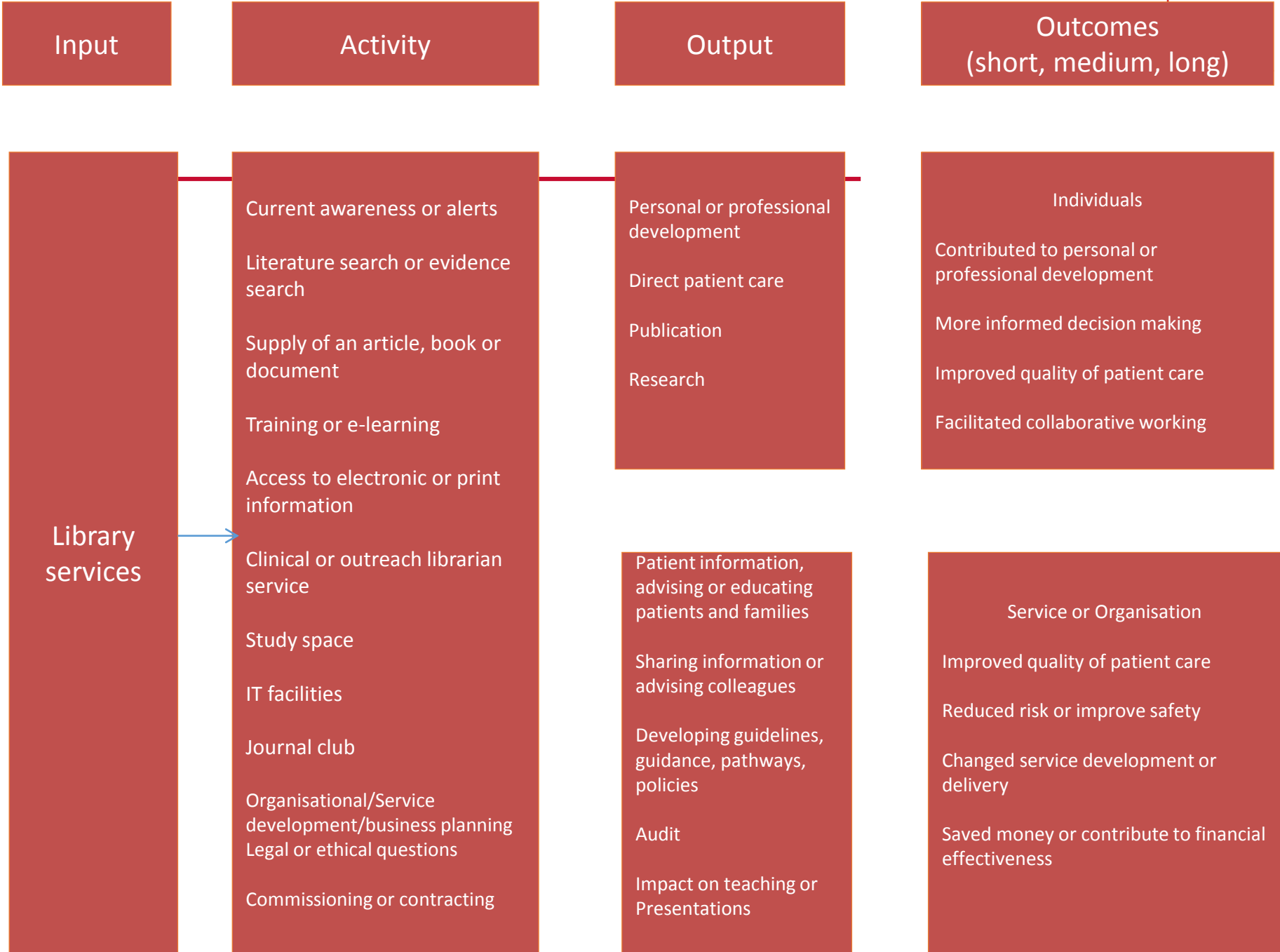
Statistics – we want your views! April 16, 2018

Recent Comments

Impact data from questionnaire

To which impacts did LKS contribute?





Local use of impact data

' The results from your search stopped us putting indwelling catheters into every patient helping us save £1995 per patient and improving their care. '



CEBIS @UHCW_CEBIS · Mar 16

Take a look at our @UHCWLibrary Impact Case Study 1: Laser retinopexy for retinal breaks! It highlights the value of having an embedded information specialist in the clinical setting! Well done Anna! #HEEIs #library #NHS #Ophthalmology #UHCW #evidencebased #ebm



LKS Impact Case Study 1: Laser retinopexy for retinal breaks

The Library supports... Patient care!



The information provided by CEBIS has supported a reduction in the need for repeat hospital visits for further laser or other treatments.



Immediate Impact!

The information provided by CEBIS has supported:

- A reduction in the need for repeat hospital visits by patients for further laser or other treatments.
- Consistency of approach from clinicians, no mixed messages for patients.
- Creation of a patient information leaflet.
- Consolidation of verbal information given at patient consultation, allaying patients' fears and anxieties.

Referral

The embedded CEBIS Specialist was asked to look into optimal urgent treatment of tears in the retina (at the back of the eye) using laser.

A search of multiple databases was undertaken and the best available evidence was presented to the Vitreoretinal Team at UHCW.

What did the evidence suggest?

Research suggested that Ophthalmologists need to be trained in the use of an indirect laser machine for this procedure, rather than the commonly used slit-lamp which may be less effective.

Future Impact?

Probable financial saving relating to avoidance of retinal detachments (UHCW has a low rate compared to other centres) and re-treatment of breaks.

Many thanks to interviewee Dr Amritpal Chaggar, Senior Optometrist.

Library and Knowledge Services online? www.tinyurl.com/uhcwlib



Twitter: @UHCWLibrary @UHCW_CEBIS / library@uhcw.nhs.uk / cebis@uhcw.nhs.uk / 02476 968829 (ext:28829)

Library and Knowledge Services

How information, knowledge or skills gained have been or planned to be used



How the information, knowledge or skills gained helped



National use of impact data



Evidence to inform the Lancashire and South Cumbria Sustainability and Transformation Plan

Lancashire Teaching Hospitals Librarians worked with the local Public Health team to provide evidence searches to inform the completion of the Sustainability and Transformation Plan. The work has led to several implementation actions which will deliver health benefits, contribute to quality and reduce off-peak savings by reducing emergency admissions, A&E attendances and GP consultations.

"I was impressed with the quality of the work. It must be a good job for you, if not look at the Library symbol, I don't think we could have done what we have done without their assistance."

Harriet J. Bellamy, Quality and Patient and the Librarian at South Cumbria
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

A MILLION DECISIONS
 Healthcare decisions that count



Reducing the incidence of 'did not attend' in a nurse-led diabetes outreach service for offenders

The clinical evidence provided supported the Diabetes Nurse Specialist Outreach service. This service involves the healthcare professional visiting offenders in prison either during their time to visit the hospital or treatment within the secure facility to avoid the security issues and delays associated with transferring offenders and subsequently reduce missed appointments resulting in a cost saving of around £48,500.

"Following the service our provider improved patient care for offenders. They are better equipped in being empowered, the service offering a more holistic and appropriate care and the nurse is able to see all patients."

Leslie Ann, Librarian
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

A MILLION DECISIONS
 Healthcare decisions that count



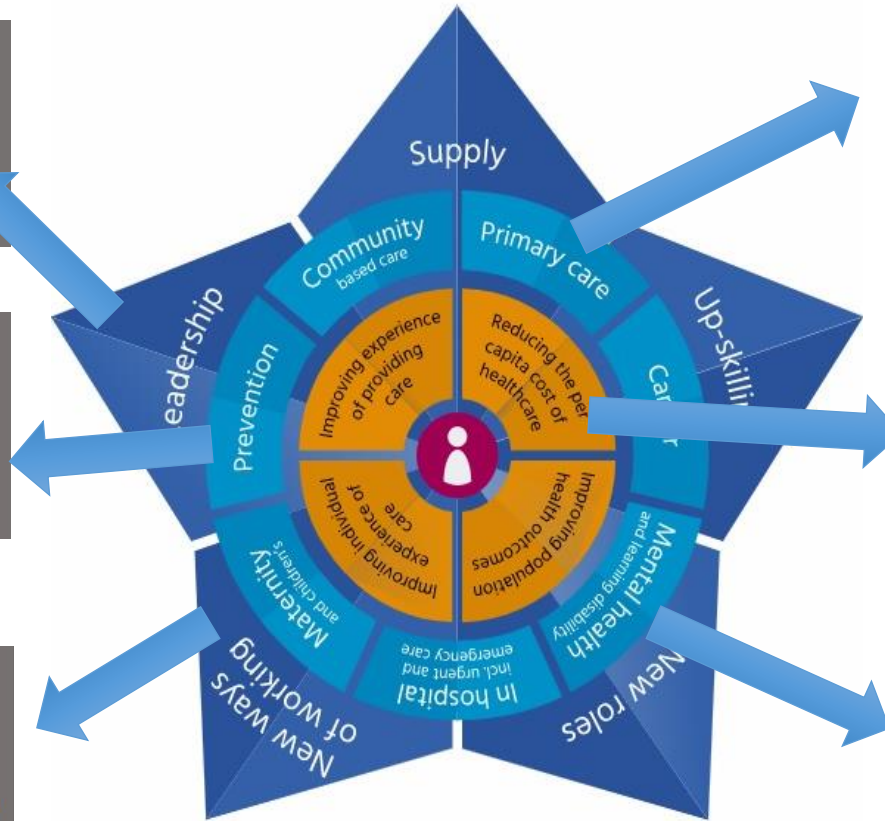
Verifying the benefits of supplementary prescribing by physiotherapists

The Librarian undertook an evidence search to enhance local audit findings and confirmed that supplementary prescribing by physiotherapists has substantial benefits to patients. As the findings have now been published there is potential for wider practice change based on this evidence. The work led to both reduced risk and costs savings for the service.

"Maximise saving of clinical time and that of direct patient benefit. If the library service did not carry this evidence search our team would be looking at how annual drug costs to us - this myself and how to control patient clinical"

Dorothy Prosser, Physiotherapist
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

A MILLION DECISIONS
 Healthcare decisions that count




50% reduction in C Diff cases in the community

Evidence provided by the Outreach Librarian informed the annual action plan and set the context for QH policy led to a 50% reduction in C Diff cases in the community compared to the previous year.

"This service has ensured that available information and expertise from published work was considered. It supported an informed approach to work, including writing antibiotic schemes for quality improvement across the whole health economy."

Commence service with South Cumbria Health Foundation
 Tracy Jay, Librarian, Health Foundation
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

A MILLION DECISIONS
 Healthcare decisions that count



Evidence supports initiative to reduce Did Not Attend (DNA) and leads to reduced waiting lists for appointments

The health Librarian provided evidence showing how DNA rates had been reduced over a 3 year period. This has led to a change in practice resulting in a 2% reduction in DNA rates and a reduction in waiting lists of 10 weekly.

"I have seen the impact on the culture, outcomes, and on the experience in real time. A service that makes it so much easier for us to get them into practice."

NA Linn, Head of the Librarian Services
 Nicola Mitchell, Librarian and Head Services Manager
 Harriet, Librarian
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

A MILLION DECISIONS
 Healthcare decisions that count



Confirming the efficacy and safety of Cognitive Behavioral Therapy in a treatment plan

The Librarian was able to provide evidence base to support the use of Cognitive Behavioral Therapy for a condition not recognised in the Diagnostic and Statistical Manual of Mental Disorders (DSM) and for which the NICE Guidelines exist. The evidence facilitated an informed decision with the patient resulting in an approved treatment plan.

"Was able to use evidence to inform clinical decision making and to enable shared decision-making concerning treatment. The research found has been shared with our service, and future future patients presenting with this unusual condition."

Dr. J. Taylor
 Gita Patel, PhD, FRCR, FRCR, FRCR
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

A MILLION DECISIONS
 Healthcare decisions that count

National use of impact data – financial savings



An evidence base for cost reduction in procurement

The clinical librarian is a member of the Product Selection Committee where the purchasing of clinical products is discussed providing live searches during the discussions. Quality, safety and patient experience are very important and the work ensures that any changes are based on the latest evidence. The group is also tasked with identifying time-management efficiencies and opportunities for cost reductions achieving savings of £1.9 million during 2015/16.

“The clinical librarian is an essential part of this. I would recommend that all change management committees consider including a member of staff from the Library and Knowledge Service in their meetings.”

Clinical Procurement Manager
Brighton and Sussex University Hospitals NHS Trust



#AMillionDecisions
tinyurl.com/nhsheelks

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

National use of Impact Data

The NHS invests £50m a year in NHS library and knowledge services in England.... Data is great but a story is powerful beyond any graph or table. It is absolutely vital to have impact stories to-hand, in our back pocket, ready to tell...



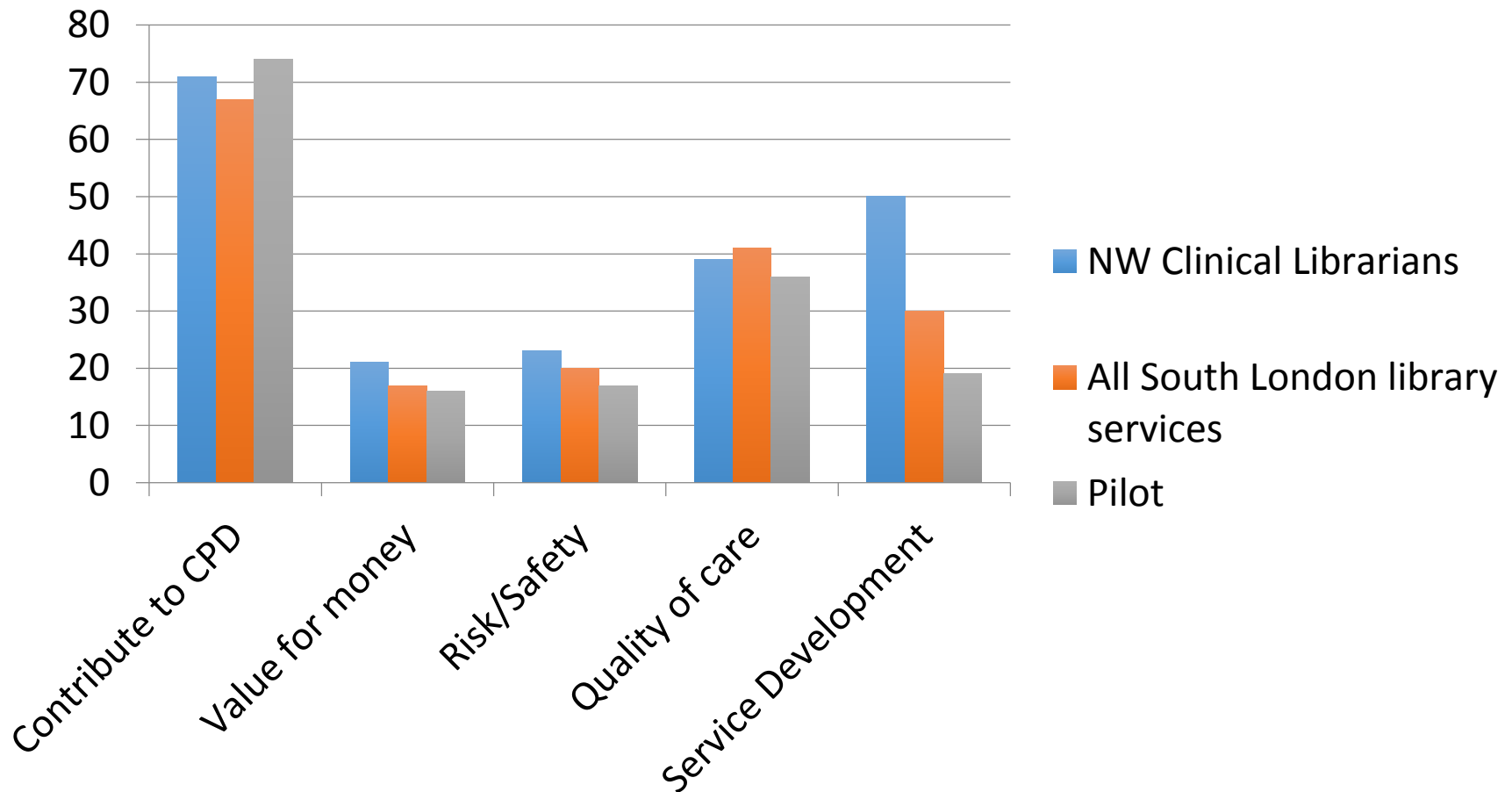
Sue Lacey Bryant
Senior Libraries Advisor – HEE



David Stewart
Director of Healthcare Libraries Unit North



Building up an evidence base





Research evidence

- What evidence is there to support the employment of professionally trained library, information, and knowledge workers? A systematic scoping review of the evidence.



The library
and information
association

Brettle, A. and Maden, M. (2016)
London: CILIP. available from
<https://archive.cilip.org.uk/about/projects-reviews/value-trained-information-professionals>

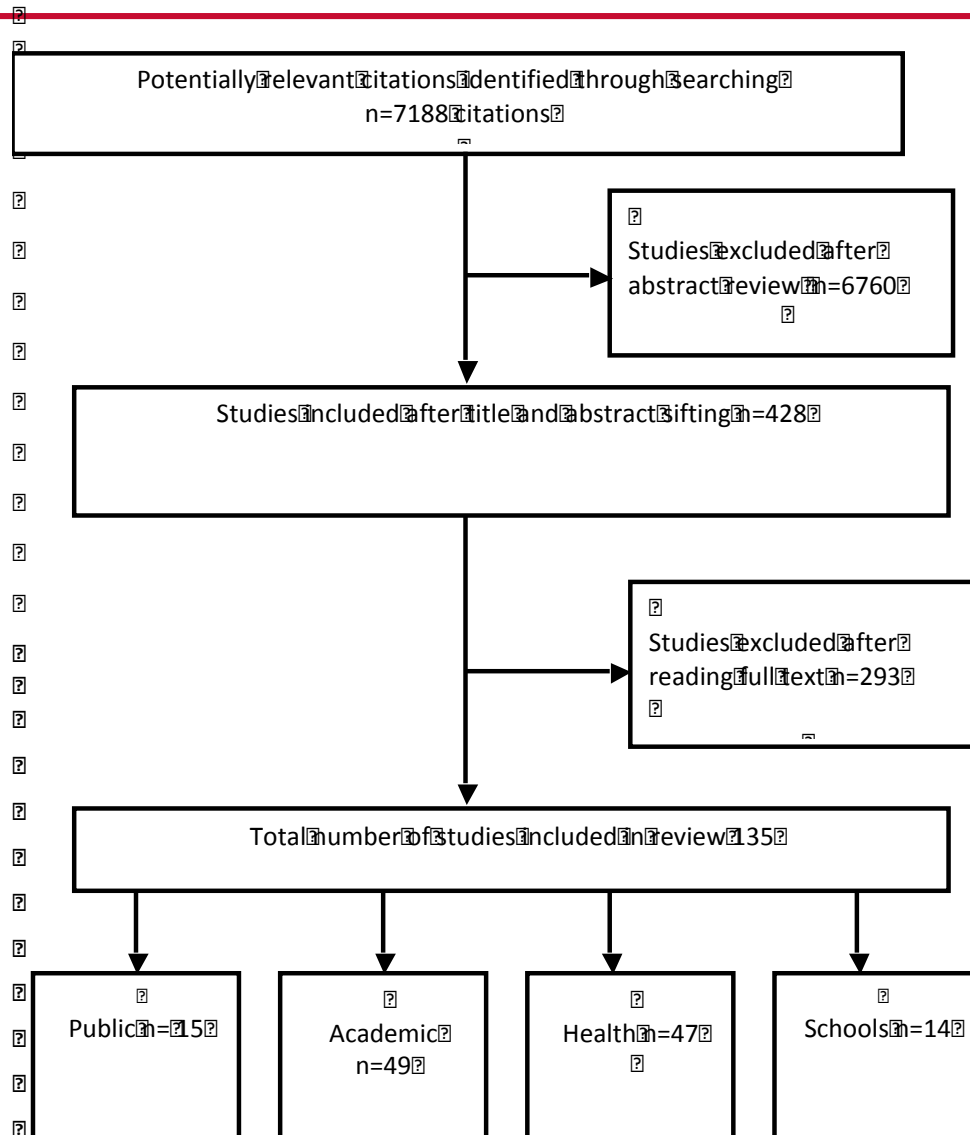
Methods

- Systematic Scoping Review
 - Identifying the question
 - Identifying the studies
 - Selecting the studies
 - Charting the data
 - Collating, summarizing and reporting results





Results





Improving quality of patient care

Improved clinical
decision making

Improving patient
centred care

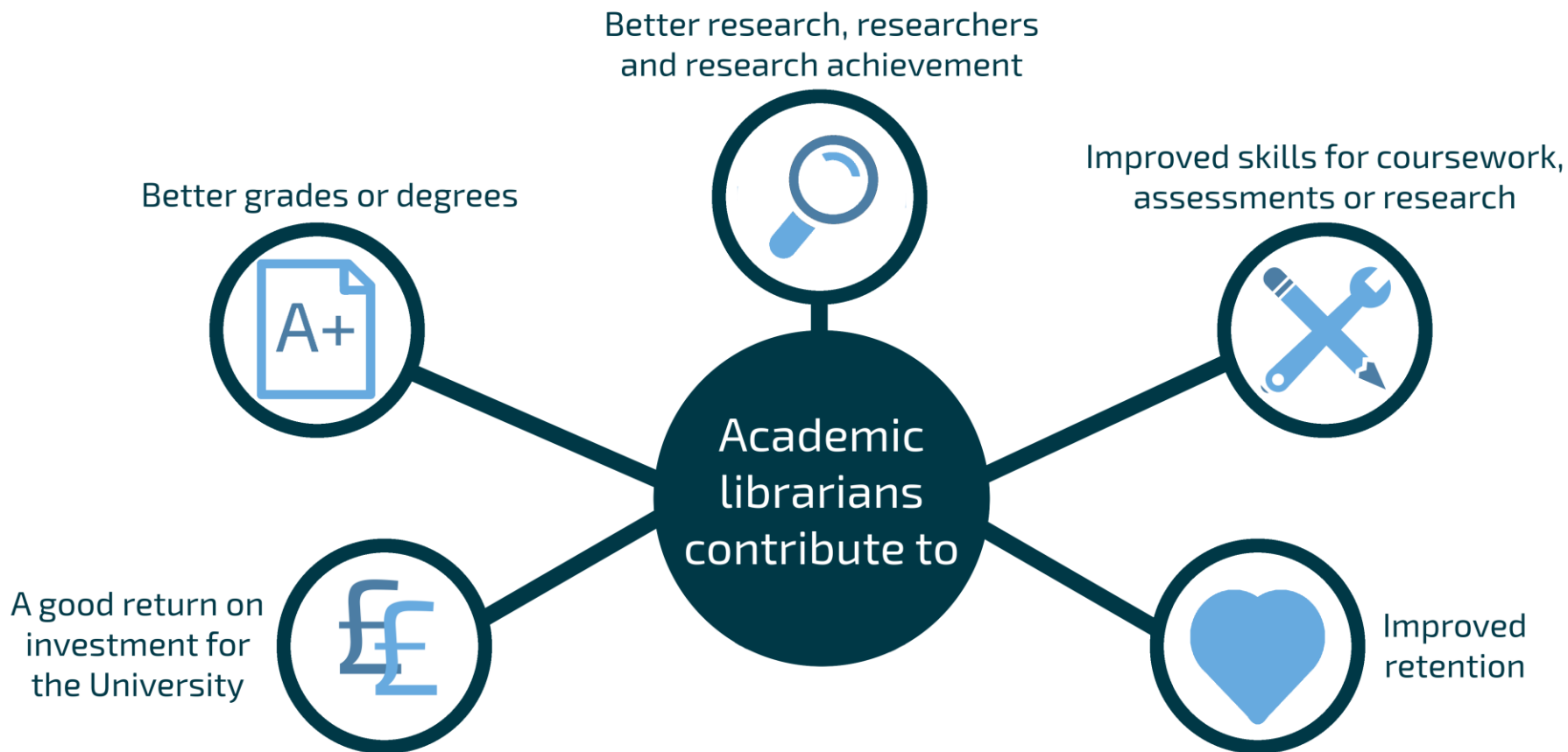
Health
librarians
contribute to

Aiding risk
management
& safety

Assist healthcare
professionals in
pursuit of CPD

Helping to demonstrate
efficiency/cost-
effectiveness

Health service
development or
delivery





Helping people improve sense of
belonging to a community



Helping people improve education
& employment prospects



Improved attitudes to reading



Public
librarians
contribute to

A good return
on investment



Helping people
improve their
health





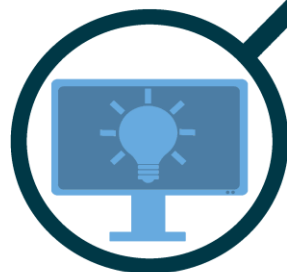
Improved student
achievement



Improved
reading skills



Schools
librarians
contribute to



Facilitating
student learning



Positive pupil
engagement

Popular types of research evidence

- Public
 - Contingent valuation (ROI)
- School
 - Correlations, Surveys (CIT)
- Health
 - Systematic review, RCT
 - Surveys/Mixed (CIT)
- Academic
 - Correlations, quasi experiments



(CILIPs) areas for future research



- Research that focuses on the value of staff rather than the services provided
- Studies that compare the value of professionally registered staff v non registered
- UK studies
- Studies in other library sectors





What next from CILIP

- Developing a sector wide research and evidence base: portal scoping project – Dalton and McNichols, 2018
- Developing a sector wide research and evidence base: round table meeting June 2018

“We’re excited about the potential for a joined-up approach to the use of Research and Evidence across the Library and Information sector – it could deliver real-world improvement for information users.

We’re open-minded about what it might look like, how it could operate and who should be involved.

It won’t work unless we work together. “

What next to develop the evidence base and skills



- Brettle, Hall, CILIP research bid
- Network to develop research skills through systematic reviews of the library literature
- Building on experience of CLs, UofS and US projects





Over to you?

- Grab your mobile phone or laptop
- Log on to www.menti.com
- Enter the code 91 51 20



Finally

- Practitioner research, evidence and impact go hand in hand
- 10th Evidence Based Library and Information Practice Conference – University of Strathclyde week of 19 June 2019 #EBLIP10, @ConfEblip
- Join LIRG





References

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