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### The Goldilocks Method: Demonstrating Your Value in Small, Medium, and Large Bites

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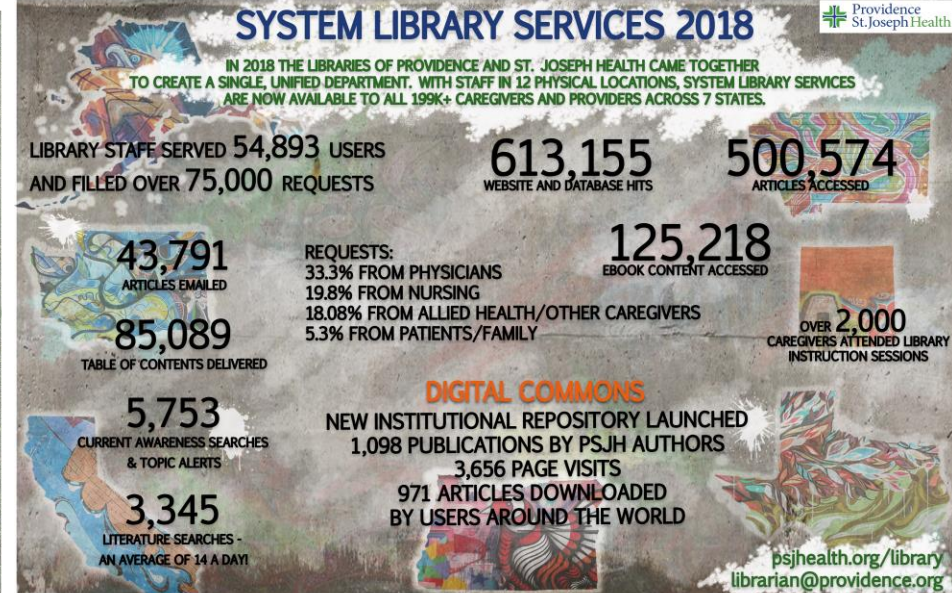
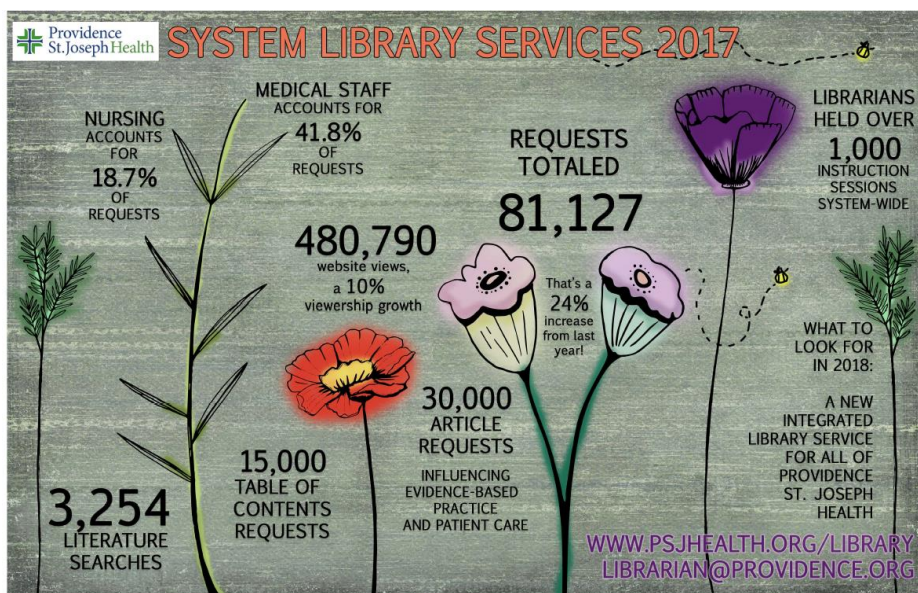
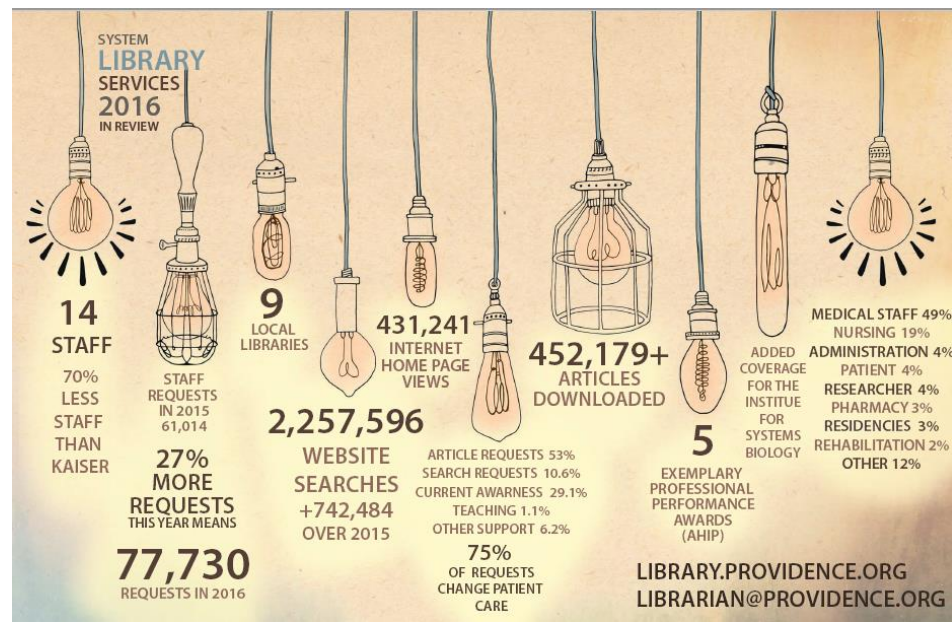
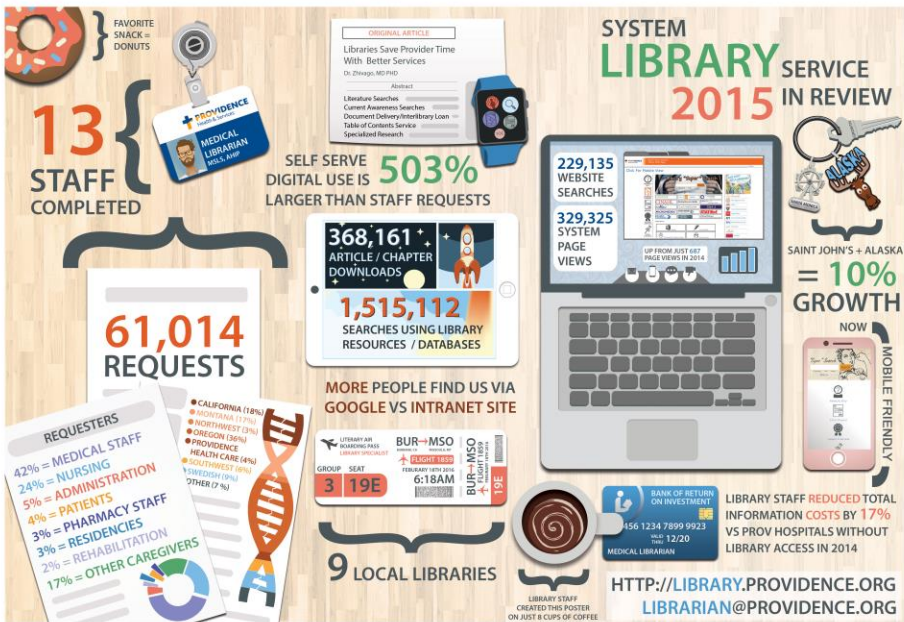


"WHO HAS BEEN TASTING MY SOUP?"

## **The Goldilocks Method: Demonstrating Your Value in Small, Medium & Large Bites**

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# Small: Infographic



# Medium: Narrative Supplement

## System Library Services 2018 Annual Report



2018 marked our first year of a unified *PSJH System Library Services*. When legacy Providence and legacy St. Joseph Health libraries came together, we became one of the first fully integrated departments in the enterprise. This created **information equity**, ensuring that ALL caregivers and providers now have access to the same evidence-based resources and professional library services no matter where they are located.

### Resources & Services

Our integrated website, which launched in January, provides 24/7 access to our resources, both on site and off. The site was accessed more than **600,000** times in 2018, **500,000** articles were downloaded, and caregivers consulted our e-books more than **125,000** times. With the recent acquisition of more than 400 medical and nursing titles, our large collection of electronic journals continues to grow.

Our team of fifteen librarians and support staff served thousands of caregivers, providing rapid access to more than **40,000** full-text articles and helping providers stay up to date with more than **90,000** table of contents emails and current awareness searches. We filled more than **3,000** in-depth literature search requests. Through our expert instruction sessions, we helped more than **2,000** caregivers build confidence and self-efficacy in information access.

### Innovation & Research

In July 2018, we launched **Digital Commons**, a System-wide institutional repository that collects and presents Providence St. Joseph Health research and other scholarly activity in one convenient, easily navigable location. 1470 articles, posters, presentations, and other documents were added to Digital Commons, with 3656 page hits and 779 downloads, an indicator that this initiative is helping to activate the voice of PSJH. Users interacted with items in Digital Commons 12,335 times through Facebook and Twitter. Articles from PSJH authors were cited 3636 times. Future directions we are exploring include: GME program profile pages, University of Providence capstone projects, and a platform for a peer-reviewed journal.

### Special Projects and Ministry Engagement

#### Research & Quality Improvement

Our librarians throughout the System work closely with nurse researchers and have supported a number of published QI, EBP, and research projects. Librarians at St. Joseph of Orange were consulted throughout the process of developing a Code Compassion program, completing several searches of the published literature and conducting environmental scans of other institutions. Literature searches from the library were also used to develop a telesitter program to monitor patients at St. Joseph, St. Jude, Mission, and St. Mary. Both programs received newspaper and television coverage.

At St. Joseph Medical Center in Burbank, the librarian worked with nurse researchers to build a REDCap instrument for tracking ongoing projects in the ministry. Work on this instrument was later published in

## System Library Services 2018 IMPACT



What follows is a selection of unsolicited "thank you"s demonstrating the impact System Library Services has on the PSJH community.

"You are the best. These are spot on. And might be **life saving** for a friend." – *Physician, St. Jude*

"These are perfect. You really did an amazing job. I found what I needed. I am doing a presentation at the National Teaching Institute and wanted to make sure all my information was current. Thank you so much." – *Clinical Nurse Specialist, Providence Alaska Medical Center*

"Whoa did you find some helpful stuff! Thanks for all of that. A lot of useful **questions answered**. Thank you so much for all your help." – *Resident, Providence Milwaukie*

"This is from my patron: **I may cry. I love you!!!!** And them!!!! Thank you SOOOOO much. Please pass it on!" – *Medical Librarian colleague, Medlib listserv*

"This is long overdue..... THANK YOU!!!!!! Thank you very much. I was able to read thru the articles and write my report. Thank you so very much for your time and talent." – *RN, St Joseph of Orange*

"Thanks a lot. Information came in very handy and **changed our management** [of the patient]." – *Physician, Children's Hospital of Orange County*

"I am extremely appreciative of your help. This is very thorough and exactly what I was looking for. Thank you very, very much." – *PharmD, Hoag*

"Thank you. As always, I appreciate your assistance. I thought I would share with you the articles I have written in the past 2 years. Your research and assistance has been very helpful as I write the papers." – *Physician, Holy Cross Medical Center*

"Thank you so much for acting so quickly. Your work will make it easier for our system perinatal group as

# Large: Value Case



## PSJH System Library Services Value Case: Leading the Future of Health System Library Service Delivery

Prepared by Heather. J Martin, Director of System Library Services & Basia Delawska-Elliott, June 6, 2018

### Executive Summary

Providence St. Joseph Health System Library Services has modernized the delivery of evidence-based electronic resources and professional library services across a complex health system environment. Using an innovative integrative organizational model, System Library Services leverages the skills of a small group of professional library staff who deliver significant value broadly across the organization. Touching nearly every job role, in every ministry, library staff have an impact on nearly every aspect of Providence St. Joseph Health operations.



#### Strengthen the Core

System Library Services directly supports the work being done across the enterprise to improve health outcomes and the delivery of safe, high-value healthcare through our literature search, article delivery, topic alert, and table of contents services.

Library Staff provide resources, services, and, most importantly, training to support the development of PSJH caregivers in their current and future roles.

PSJH has made a huge monetary investment in evidence-based electronic resources. Library staff is essential to making sure those resources are selected and managed with stewardship in mind. In order for these resources to have value, library staff ensures that caregivers/providers are aware of and have ready access to these resources.



#### Be Our Communities' Health Partner

The work done to transform care and improve population health is directly supported by library staff who provide in-depth literature searching, update caregivers and providers on new research, and deliver evidence to support these programs.

System Library Services partners with caregivers and clinical institutes working to improve the patient experience and deliver whole patient care. Library staff provides the evidence to support physical, spiritual, and emotional well-being.



#### Transform Our Future

PSJH Researchers, healthcare innovators, and scholars make-up one of the most significant patron groups of System Library Services, who reach out to library staff for assistance with finding and accessing evidence to support their work, contribute to the development of study protocols, and provide publication assistance.

System Library Services tracks and promotes PSJH scholarly activity through the Digital Commons Institutional Repository and Expert Gallery, elevating the research presence of PSJH nationally.

partners and community health organizations within our market geographies. Library leadership is working closely with our 3 largest vendors to work through legal and licensing aspects and creating a business model. This is currently a service that does not exist in the market and requires new business models both for SLS and for publishers. This is another example of PSJH System Library Services innovating at the forefront.

The library is investigating setting up a Joanna Briggs Institute nursing research site at PSJH facilities which would be a potential for generating revenue.

### Support of Strategic Pillars



#### Caregiver and Provider development

Library staff plays a key role in development of PSJH caregivers in their current roles and on their journey to grow beyond those roles.

- In 2017 alone library staff trained over 1000 caregivers on skills related to developing clinical questions, database searching, and assessing the quality of research.
- Library staff have created and continue to update educational modules, curricula and tutorials for the Clinical Academy (both at the system level and locally) and University of Providence.
- Library staff provide training medical and pharmacy residents and fellows. In some ministries librarians are part of the EMB faculty for the residency program, in others librarians present at noon conferences, or take part in problem-based learning sessions.
- Library staff provide EBP, nursing research, and publication training to nurses in boot camps and through individual and small group instruction. Librarians have participated in research protocol planning sessions.
- The library purchases resources that support continuing education needs of PSJH caregivers, including resources that provide free CME for physicians and CEU for nurses. The library created and maintains a page which highlights these CME/CEU opportunities.

"On behalf of the grateful boot camp participants - we say THANK YOU! The staff raved about your expertise and time in supporting their development." - Director of Nursing and Patient Care Services, PSVMC

"When I ask for an article, I get a flow of articles and ideas. This is a great asset to our team. Our supervision group really uses this resource to expand our conversation and expertise. What a wonderful resource." -Social Worker

"I wanted to let you know I did get accepted into a doctorate program for nursing at Yale. I will still work full time, and do school part-time. Thank you for all the articles you sent me that helped me write my application." -Nurse Manager, Respiratory Telemetry

#### Stewardship of resources

- The integrated SLS Library has achieved cost savings through economy of scale purchasing of library resources, and actively negotiates all contract renewals with the result of regularly securing discounted pricing and limits on annual increases.