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System Library Services 2018 Annual Report

System Library Services, Providence St. Joseph Health

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SYSTEM LIBRARY SERVICES 2018

IN 2018 THE LIBRARIES OF PROVIDENCE AND ST. JOSEPH HEALTH CAME TOGETHER TO CREATE A SINGLE, UNIFIED DEPARTMENT. WITH STAFF IN 12 PHYSICAL LOCATIONS, SYSTEM LIBRARY SERVICES ARE NOW AVAILABLE TO ALL 199K+ CAREGIVERS AND PROVIDERS ACROSS 7 STATES.



LIBRARY STAFF SERVED 54,893 USERS
AND FILLED OVER 75,000 REQUESTS

613,155
WEBSITE AND DATABASE HITS



500,574
ARTICLES ACCESSED



43,791
ARTICLES EMAILED

REQUESTS:
33.3% FROM PHYSICIANS
19.8% FROM NURSING
18.08% FROM ALLIED HEALTH/OTHER CAREGIVERS
5.3% FROM PATIENTS/FAMILY

125,218
EBOOK CONTENT ACCESSED



85,089
TABLE OF CONTENTS DELIVERED



OVER 2,000
CAREGIVERS ATTENDED LIBRARY
INSTRUCTION SESSIONS



5,753
CURRENT AWARENESS SEARCHES
& TOPIC ALERTS

DIGITAL COMMONS

NEW INSTITUTIONAL REPOSITORY LAUNCHED
1,098 PUBLICATIONS BY PSJH AUTHORS
3,656 PAGE VISITS

971 ARTICLES DOWNLOADED
BY USERS AROUND THE WORLD



3,345
LITERATURE SEARCHES -
AN AVERAGE OF 14 A DAY!



psjhealth.org/library
librarian@providence.org

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

a national journal. The librarian also provided REDCap instruction to System nursing leaders, and a similar REDCap instrument is currently being built to track projects throughout PSJH.

Training

Library staff conducted EBP Boot Camps, search instruction sessions, and library introductions for new caregivers throughout 2018. At St. Vincent, the librarian conducted instruction sessions and provided ongoing support to research teams throughout the process of the literature search, study design, and IRB submission. At Sacred Heart Medical Center in Spokane, the librarian guided a cohort of students in a Doctor of Nurse Anesthesia Practice program through scholarly project design, implementation, and final analysis and write-up. Through these education and training opportunities, we work toward Strategic Priority 1: Strengthen the Core.

Magnet

St. Patrick Hospital in Montana achieved Magnet recognition for the second time, and St. Vincent Hospital in Portland received their fifth recognition. At St. Vincent, the library was involved in eight projects leading to practice change and three conference presentations; this culture of inquiry and creation of new knowledge was vital to the hospital's Magnet designation. At St. Jude Medical Center, the librarian assisted the Magnet writing team, providing library resource information flyers to demonstrate the support available to hospital staff.

University of Providence

PSJH System Library Services began serving as the primary library provider for the University of Providence - School of Health Professions. System Library Services works in collaboration with the UP Library staff to ensure students and faculty are receiving the resources and services they need to be successful. System Library Services staff led orientation and instruction sessions at faculty development meetings and student orientations, and continue to identify information needs and develop curriculum support materials.

Library Staff Accomplishments

The Director and staff of System Library Services emphasize professional development, knowledge sharing, and lifelong learning. In 2018, we participated in multiple conferences and training opportunities, including the Magnet Conference and an intensive, weeklong research training session. Through educating ourselves and sharing our knowledge, we provide services that support the research lifecycle from inquiry through knowledge dissemination. We are excited to continue these efforts and transform the future in 2019.

Awards & Recognition

- Daina Dickman -- Sewell Travel Award for Public Health to attend the American Public Health Association Annual Meeting
- Pamela Gay -- Medical Library Group of Southern California & Arizona (MLGSCA), Outstanding Health Sciences Library Paraprofessional of the Year Award, 2018
- Carrie Grinstead -- Medical Library Association Hospital Libraries Section Catch a Rising Star Award, 2018; awarded the Small Libraries Scholarship to attend the Medical Library Association's Research Training Institute

- Amanda Steinvall – Employee General Scholarship, the St. Patrick Knowledge Fund, 2018

Presentations & Publications

Delawska-Elliott, B. (2018, May 20). Hospital libraries: A path forward. Presentation at the annual meeting of the Medical Library Association, Atlanta, GA.

Delawska-Elliott, B. (2018, August 28). Case study: Launching new resources across a multistate hospital network. *Doody's Collection Development Monthly*. <http://dcdm.doody.com/2018/08/case-study-launching-new-resources-across-a-multistate-hospital-network/>

Delawska-Elliott, B. (2018, November). Notes from the field. *National Network*, 43(2).

Dickman, D. (2018, October). "Adapting an Institutional Repository for a Medical Library Environment". Paper presented at Pacific Northwest Chapter of Medical Library Association, Spokane, WA.

Dickman, D. & Barnett, N. (2018, October). "Transferring Institutional Knowledge as a Solo Librarian". Lightning Talk presented at Pacific Northwest Chapter of Medical Library Association, Spokane, WA.

Dickman, D. & Martin, H. J. (2018, July 20). "Organizing your organization". Lightning talk at the Northwest IR User Group Meeting, Portland, OR.

Grinstead C, Mendelson S, Sumner S, Yarijanian L, Matheny H, Dillon R, Shakari J, Russell J, Sanoff R. (2018). ProjectShare: Partnering with nursing professionals to track local research. *Journal of Hospital Librarianship*, 18(3), 254-8.

How to merge libraries in an era of hospital mergers. (Feb 16, 2018). In *NEJM Library Hub*. Retrieved from <http://libraryhub.nejm.org/article-hub/2018/02/merge-libraries-era-hospital-mergers/>

Martin, H. J. (2018). Hospital Librarians: Training the Next Generation of Doctors. *OLA Quarterly*, 24(1), 35-39. doi.org/10.7710/1093-7374.1933

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 well as our pharmacists access the information they need quickly and efficiently. Way to **support direct patient care!**”

“You ARE amazing, and we do very much appreciate all that you do!” – *CNO, St. Jude Medical Center*

“Thank you for helping me gather resources from outside our system so quickly! You were a wonderful help in not just getting me what I needed, but **helping me hone in** on what I was searching for.” – *PSMS*

“What would I do without my beloved librarians/information specialists?” – *Physician, St. Vincent Medical Center*

"I have requested a number of articles regarding leadership research I have been doing. ...amazingly **fast, courteous, and responsive**. I can request an article at night and have it first thing in the morning! Thank you!" – *Physician, Providence St Peter*

"This is really an impressive report, your services are excellent." – *Nurse Researcher, Mission Hospital*

"I want to thank you for all the work you do to assist me in the clinic. Searching for **evidence to provide best practice techniques** for patients is an important part of my practice and it could not be done without your quick responses finding full text. I can always count on you!" – *Physical Therapist, St. Vincent Medical Center*

"Thank you. Your team has been very responsive and have been of great help. I have been very busy **writing peer review articles** and could not be as efficient without your assistance." – *Physician, Holy Cross Medical Center*

"This [research] is perfect. Thank you. We are going to place this board in every adult patient room and want to get it right!" – *Director of Orthopedics, Providence Saint John Medical Center*

"You are awesome!!!! I will share with our [Infection Prevention] team." – *Manager, Infection Prevention, Providence Little Company of Mary*

"Thanks for sharing! I agree you are a **key to our success**" – *CNO, St Vincent Medical Center*

"WOW! Thank you so very much for your awesome extraction and responsiveness. When I heard you talk today, I thought it would be great to tap into you/your team to help me find supporting data... around Telehealth- Remote Patient Monitoring specifically targeted at Congestive Heart Failure Patients." – *Business Developer, PSJH*

"I recently completed writing a book for the lay public. I am very grateful to you for your incredibly **efficient and gracious help** in obtaining appropriate references, and I wanted you to know your role is acknowledged in the book." – *Physician, Providence Tarzana*

"Thanks!!!! I will read these. So much better and faster when you do this." – *Nurse Educator, Providence Saint John's Medical Center*

"Thank you very much for your help! I appreciate the search and assistance, what a valuable resource you are." – *Behavioral Health Nurse, Providence Medical Group (Oregon)*

"I am looking for research into the use of supplemental oxygen with feeding in neonates. An infant may be stable off of oxygen at rest but then bottle or breast feed better if given oxygen via nasal cannula just for feeding. Another topic needing lit search: does breast and bottle feeding in neonates/infants with chronic lung disease (CLD), chronic respiratory insufficiency of prematurity (CRIP) or bronchopulmonary dysplasia (BPD) lead to inflammatory response and worsen respiratory symptoms/conditions as well as feeding performance? Thank you so much! **We truly could not do such important work supporting fragile babies without your assistance.**" – *Respiratory Therapist, St. Vincent Medical Center*

"I wanted to take this opportunity to thank all of your staff for the timely assistance in preparing an Anesthesiology presentation on Perioperative Steroid Management in Pituitary Surgery for my sites

educational meeting. Locating the resources and then having the skill to change them into forms I could use to prepare the presentation were invaluable. You all worked zealously and I really appreciate the knowledge used in helping create the talk and acquiring interesting illustrations as well. Other topics that I have presented before the community through the OMA and Medical Society of Metropolitan Portland, specifically topics of childhood obesity, physician wellness, medical community preparedness, and suicide prevention I have prepared with the skillful and timely assistance of our Library team. On top of all of this they present a **graciousness to all** who visit the library.” – *Physician, Providence St. Vincent*

“1. We can’t move one inch forward with our Quadruple Aim goals without efficient, rapid access to hundreds of burgeoning online resources (journals, IHI and NJM and BMJ missives, government sites, European experts, etc). Information overload is a fundamental roadblock to value and safety...providers are overwhelmed. Expert librarians make our knowledge-seeking lives simply wonderful.

2. Our Providence librarians are **indispensable to CQI and clinical research needs**, we cannot compete and excel without their expertise. I efficiently read hundreds of journals, summary reports, CQI breakthroughs, clinical research opportunities every month because of their expertise. In fact, I don’t get why more physicians and allied health don’t avail themselves to our librarians services and good will, they are truly remarkable.

3. Providers are paralyzed and overwhelmed with the sheer volume and complexity of data/information in our non-linear world of health care, I suspect you understand that. It is a big cause of burn-out actually. We need relevant information because we need to grow toward knowledge and wisdom.

4. Our librarians are **part of the information and knowledge solution**. E.g., I just had my 30th manuscript accepted for publication in a top-tier journal (I am a tiny frog in this wonderful enormous pond of healthcare, but doing my best to contribute a wee bit). I am regularly invited to regional and national meetings to discuss our innovative Providence CQI and research. I (we) could not do this without our librarians expertise. They 100% of the time help me and my W&CS colleagues, and with good will.” –*Physician, Providence St. Vincent*

“Thank you for your partnership with and support of the PSVMC Research and Evidence Based Boot Camps! We couldn't do it without you, and we're delighted to get to do it with you! So appreciate your passion for using information, your modeling of dissemination, and your **encouragement to publish!!!!**” – *Nursing Administration, PSV*

“I wanted to thank you again for all of your help, encouragement and enthusiasm. We really appreciate it. I was so happy you encouraged us to continue on with our [Nursing EBP Bootcamp] Celebration yesterday, it was very nice and we are better for doing it. You are a true treasure to us, and we really mean that, **we don't know what we would do without you.**” – *COO, PSV*

“With your help I was able to get the biologic therapy that my patient needed. You really **helped that patient out!**” –*Physician, Saint John's Medical Center*

“We couldn’t do it without you. Please see feedback from our newest team members when I asked if they received your [Library alerts]: You bet, every week! It’s actually one of my **favorite things about Providence.**” –*Chief Patient Experience Officer, PHS*

"I wanted to take a minute of your time to share my gratitude for the medical library team. They have been **instrumental in achieving our 5th Magnet designation** site visit which is really the culmination of their constant support with our scholarly work. [Library staff]...have **innovated the resources** such as the digital commons where our boot camp participants can access their projects as well as supporting the nurses professional development to decrease events of harm. [Library Services] also support educational for nurses who provide direct care or are going back to school for an advanced degree. In 2017 they did more than 3,200 literature searches and filled more than 30,000 article request alone. It was also a record year for our IRB submissions. The library is constantly innovating to help us **stay in front of the curve**. I appreciate nursing is one of the many disciplines they support – we are fortunate to have their expertise and can do spirit with us on the journey." – *Director of Nursing, PSV*

"I want to thank you for always being so kind to everyone in the library. You are always appreciated for the wonderful work you do, for me and every other employee!" –*RN, St. Patrick Hospital*

"OMG! You are amazing. These are outstanding. I want to take a week off and read them all. Just what I was looking for. Truly these are awesome. Thanks so much." –*Director Inpatient Oncology, Providence Saint John's*

"Thank you for taking the time and driving to Torrance to present at the Nursing Research and EBP class. I know the staff found it valuable and I learned a lot as well. Your **passion for this work is evident and contagious**. I appreciate it!" – *Nursing Research Coordinator, Little Company of Mary*

"I wanted to let you know how much I appreciate your help! I'm really grateful to have you on our side to try and figure out a **solution for our patient**. That's a great idea for thinking outside the box!" – *Pharmacy Resident, PPMC*

"Thank you for sharing your historical knowledge of St. Pat's with the Magnet escorts last week. We all learned so much about this great hospital, not only for ourselves, but also to share with our Magnet appraisers this week. I am very appreciative of the time you took to assist with site visit." – *Nurse Educator, St. Patrick Hospital*

"You are my new **hero**. Thank you for your help." –*Infection Prevention, PSJH*

"Wow!!! You are AMAZING! I can't thank you enough!" – *RN/Student, Covenant Medical Center*

"I can't tell you how appreciative I am. I hope to finish the Lit search before I go out on leave for my project at work. Thank you for helping make it **successful to improve lives!!**" – *RN, Covenant Medical Center*

"YOU ARE THE BEST!!!! Thank you so much for all of your help! You always **improve my work efforts!** I am lucky I am able to combine school projects with work projects so that our care in the NICU is improved! Thank you so much!" – *RN, Covenant Medical Center*

"You are amazing; I couldn't have provided the level of support HR needed without your expertise. Thank you for making my day!" – *Nurse Educator, Providence Health Care (Spokane)*

“This is very helpful, thank you for your prompt and thorough attention to this inquiry. Our library services continue to be **the best I’ve ever experienced anywhere.**” – *Medical Director, Providence Oregon*

“Prompt and efficient service as always. The library service you provide is a fantastic asset to anyone practicing at Sacred Heart!” – *Physician, Providence Sacred Heart*

“You and your team have been a wonderful help to me. I am astonished and thrilled by how helpful, friendly, and fast everyone is, and by the **breadth and quality of the research accessible** through this incredible resource. Thank you for all that you do!” – *Providence Home Services, Oregon*

“Fabulous work -- per usual! I am going to try and launch a pilot program for this at PMH (retired nurse as first volunteer!) Wish us well.” – *CNO, Providence Milwaukie*

“Thank you for your comprehensive and insightful appraisal of the DIRE search! I will make a note to myself to add the article to Digital Commons once published. Also thank you so much sending the articles of interest. There were three cases in two articles (Otsubo et al., Sarofim and Winn) that met our definition for inclusion, so that was very helpful!” – *Surgical Research Fellow, PPMC*

“Thank you so much, I can’t wait to dig in to these. Your turnaround time is so appreciated!” – *Quality, PHS Oregon*

“Thanks again (so much!) for spending your valuable time with us last week. I think the students were surprised about the many ways librarians support nurses and could clearly see how everything we’ve been discussing really does happen in a professional context.” – *Faculty, Concordia University*

“I thank you for your efforts. They have enabled me to figure out the sequence of events that lead to the 16-year-old's death. Without all the articles you supplied, the death would remain a mystery.” – *Pathologist, Covenant Medical Center*

“This is AMAZING! Thank you so much for your help and getting it done so quickly! Thanks again!! **I'm so excited. :)**” – *Program Specialist, Population Health*

“You always turn my requests around so quickly and deliver more than I could have ever expected. Thank you! You save me hours of time with your amazing skills and understanding of exactly what I am looking for (I believe **you know what I need before I do most of the time** 😊). Simply the best.” – *Director, Clinical Academy*

“Wow this is excellent work in a short amount of time.” – *Medical Director, Tarzana*

“Thanks for all you have done to support our compassion work over these past several years. The info you have found has really **help create an evidence based foundation** for the culture work we are doing. Your good spirit and funny funny sense of humor have made the work more fun... so appreciated.” – *Physician, PPMC*

“She is amazing and sent a number of articles for a presentation I gave this week. Honestly I don't know where we would be without the library team!”

“You are the best...I distribute many of these articles to key Providence stakeholders.” – *Physician, PSV*

“These are great articles! Thank you so much I had planned to have 2 of them pulled You were right on it So much did I appreciate you fast response It made all the difference in **helping to solve a complex case**. WoW you guys rock!!!!”

“Awesome! We are working on developing a fall prevention program for patients with behavioral health issues; this is very helpful.” – *Nurse Educator, PSV*

“Oh, thank you! I am so happy to read and share this. I was so curious as to the questions they posed to the 21 patients and the variety of responses. The library and research service of Providence remains one of the **best service offerings in our entire system**.”

“Wow that was fast and you are good!!!! Thank you again. This really, really helps us to **care better** for the clients we serve”

“Ladies, you are all AMAZING and I really appreciate you! Talk about **Easing My Way!**” – *RN, PPMC*

“Thank you so much for finding this information for me and in such a timely manner! I truly appreciate it!” – *Nursing Instructor, Covenant School of Nursing*

“Awesome!!! I have used, probably 80% of the last three sets of articles!” – *Director, Clinical Academy*

“You get **A+ for efficiency!!!!**” – *Physician, Children’s Hospital of Orange County*

“Thank you for all this amazing information on croup and end tidal monitoring! Have an awesome weekend and thank you for being so magnificent! I am so grateful for you and your expertise!” – *Quality, Children’s Hospital of Orange County*

“Thank you for putting together the Perinatal and Neonatal resources page. This will be an excellent resource for our caregivers and bring more users to SLS resources!”

“Thank you so much!!! I just read one of the pdf articles and skimmed the others. I am **smiling ear to ear**. This helps! Thank you to a great resourceful person!” – *Community Health Educator, Children’s Hospital of Orange County*

“Thank you. I know if you can’t find it, then, it does not exist!” – *RN Informaticist, SJO*

“Thank you, my **patients and I benefit** so much from your help!” – *Physician, SJO*

“Thank you so much for this wealth of excellent information. This is all very useful.” – *Santa Rosa Memorial Hospital*

“First time I have used your service, and I am impressed! Thank you!” – *Physician, Eureka*

“Thank you so much for all your help with the presentation I gave this week. It went really well thanks to all the articles you were able to get for me. Appreciate all you do.” – *Clinical Pharmacist, Providence Medical Group*

“Wow, this was quick. Thank you. This will provide some research data, helping in the writing of my article.” – *Manager, Spiritual Care, St. Patrick Hospital*

“I never replied to you about this, but it was such a great article and one that I will definitely use personally and will also share as a reflection sometime! It is exactly what I was looking for to drive home a point I’d like to make in some **leadership training** with our charge nurses. Thanks again for your response to all my requests!” – *Nurse Educator, St. Patrick Hospital*

“I greatly appreciate your references. There was a 6 year old who likely fit some of these **rare presentations.**” – *Physician, St. Patrick Hospital*

“You are such an asset to our organization. We are very blessed to have you on the team. You are a strong supporter of our EBP and Research council. As we **Journey to Magnet**, we would not have been able to accomplish all that we have without your support and expertise!” – *Nurse Leader, Providence St. Joseph*

“Thank you for all of the articles. Thanks to you I now know a lot more on this subject.” – *Physician, St. Patrick Hospital*

“I wanted to thank you again for your help with the search. Also thank you for going over with me how to utilize our resources at work and how to do a thorough search. It was all extremely helpful. Thank you!” – *St Jude*

“Thank you for all of your help! I gave my Grand Rounds this morning and it was very well-received.” – *Physician, St. Patrick Hospital*

“Just wanted you to know how thankful I am because we have someone around to help us. I had some articles regarding appropriate respiratory care that I wanted to share with my team but I could not locate them. [She was] able to get me a copy of all the articles. She is such an **asset to our organization!** Thank you for having her available to help us.” – *Dir Imaging Services, St. Jude Medical Center*

“I wanted to share with you both how helpful it is to me, personally, to receive the eTOC journal abstract reviews. Thank you for the time that you spend sending these out via email! I made a personal commitment to find at least one article from each of these that I review (and usually there are several that peak my interest!). It can be difficult to make the time to seek out the **latest and greatest** information/EBP on nursing care and on how to best educate nurses; this process puts it in front of me by landing in my inbox – that is so helpful! I am certain it helps me to be a better nurse educator.” – *Nurse Educator, St. Patrick Hospital*