

Showcasing the Impact of Health Libraries in England

Jenny Turner
Head of Library Services
East Sussex Healthcare NHS Trust

Dominic Gilroy
NHS LKS Development Manager
Healthcare Libraries Unit North - HEE

Developing people
for health and
healthcare

www.hee.nhs.uk



Using impact evidence

This presentation covers:

- What local NHS library and knowledge services do with their impact data
- How impact data is collated centrally by HEE
- What HEE LKS Library Leads do with the impact data nationally

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

Local use of Impact Data



Annual Report

2016-2017



Illingworth Library
Supporting your Knowledge for Healthcare

Impact



The Illingworth Library is required to provide evidence for the Library Quality Assurance Framework (LQAF) on impact of library services.

"Evidence that a variety of methods are used to systematically gather information about the impact of library/knowledge services and that the information that has been gathered has been used to demonstrate the impact of services." (Standard 1.3 LQAF)

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. (Impact Toolkit, Knowledge for Healthcare.)

Below are some examples of feedback from our users on the value and impact of literature searches that we have done for them.

Information used to compile a case report to submit for publication in a journal

Saved me time to update the guideline quickly & effectively for use within the trust which will inform staff

Led to development of a treatment

Establish an audit

Information will be used for evidence-based document of psychological interventions within Tier 4 services

Used to prepare an IFR request for funding

OUR FOCUS & PURPOSE

Vision
Mission

We will continue to be committed to deliver and sustain the highest level of service in the delivery of safe, high quality care that uses the community's skills.

By providing the right knowledge and systems at the right time, in the right place, we enable the highest possible standards of clinical care, excellent patient experience, safety, health and well-being, and sustainability.



Who do we provide services too?

Our services are provided to:

- Patients
- Staff
- Community
- Partners

Our  Board

CURRENT WORK

WHAT OUR CUSTOMERS ARE SAYING

TEAM PROGRESS

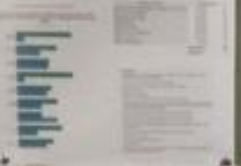
TURN YOUR IDEAS INTO ACTION



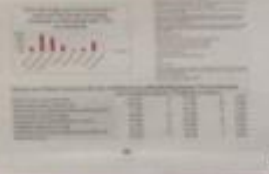
Library Survey Results 2017



Impact of evidence searches



Evidence Alerts



Textual content, possibly a list or detailed report, located in the center of the board.

Every Day Lean Ideas
Library Staff



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



How the information, knowledge or skills gained helped



*Useful discussion
points when
visiting teams in
the Trust*

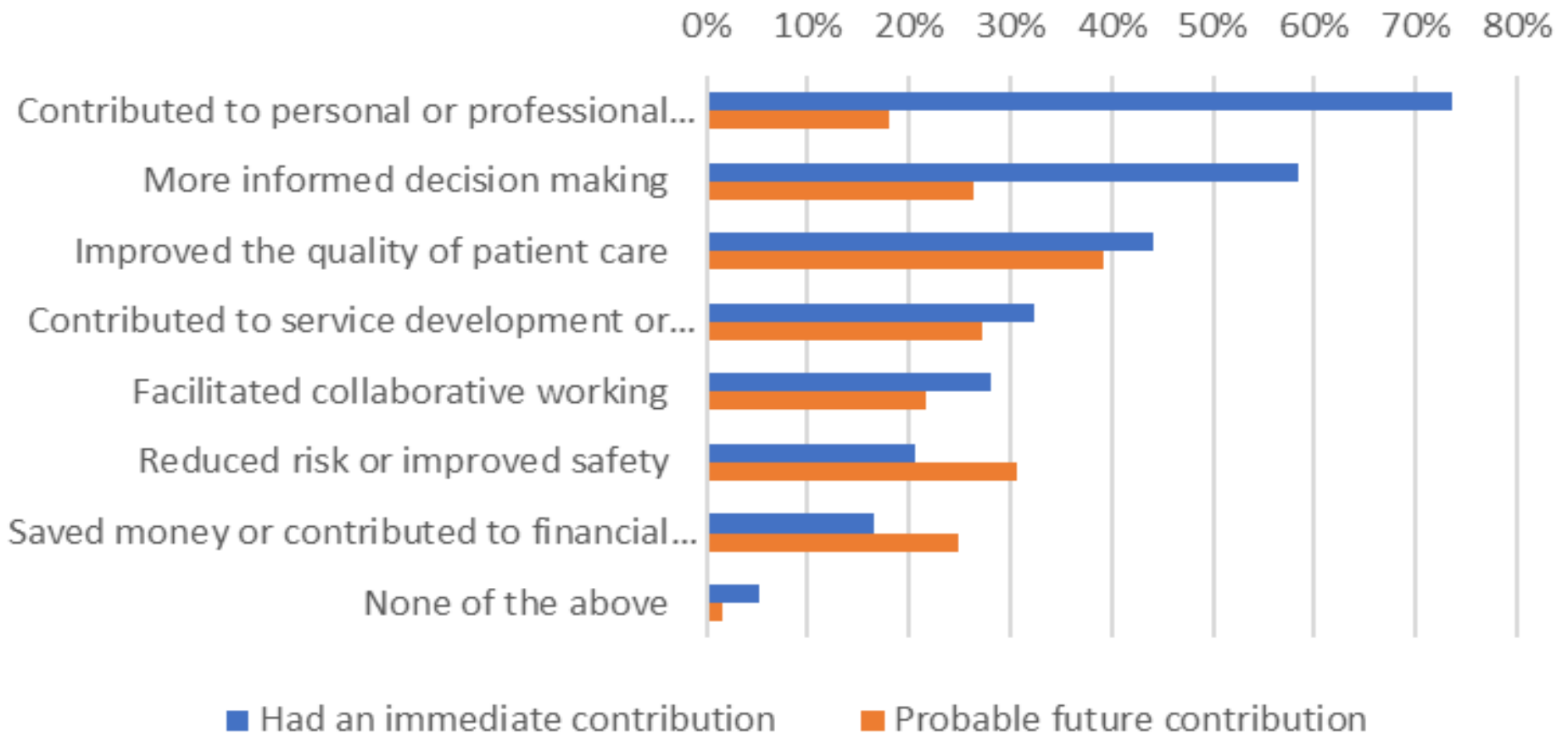
*Promotional
tailored emails to
specific staff*

Use in presentations
e.g. at our Trust's
leadership welcome
day

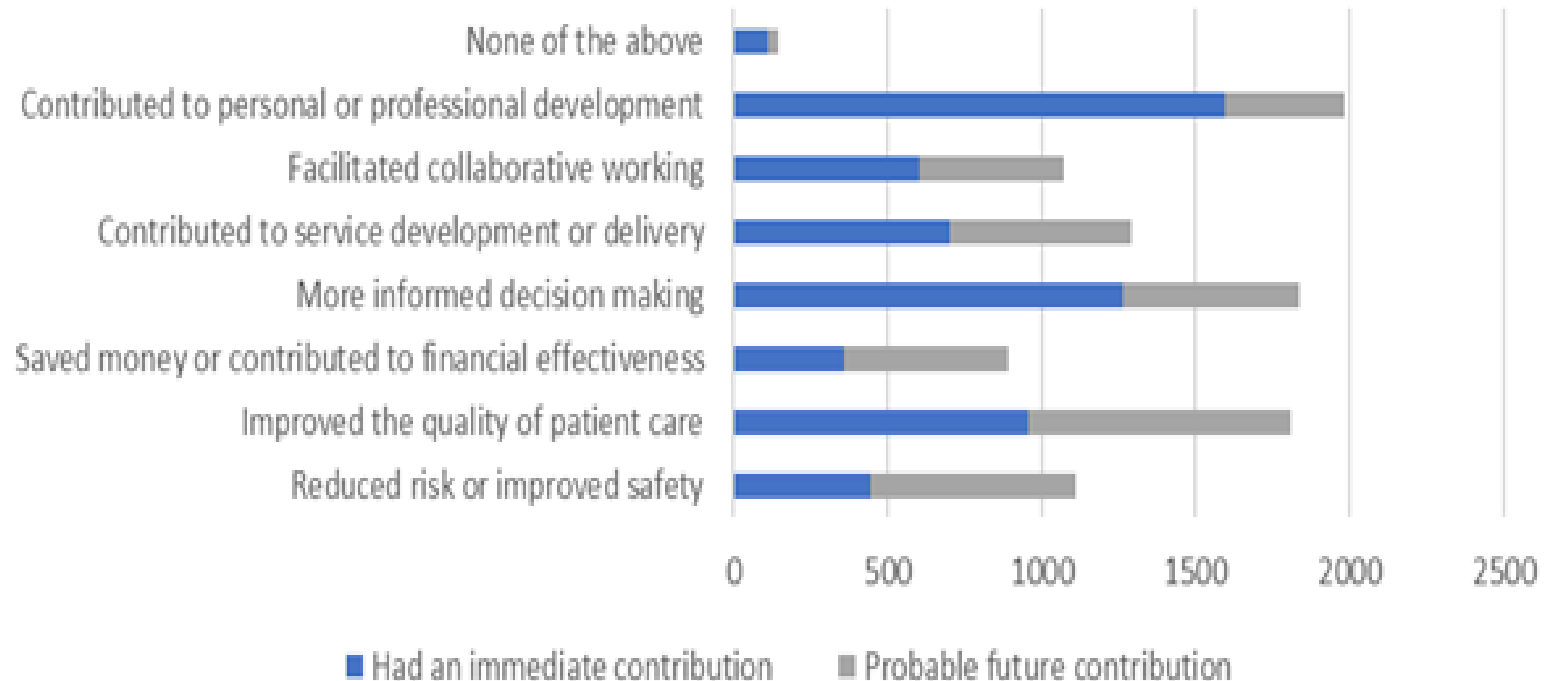
Meeting with exec
members,
decision makers
and senior staff

National use of Impact Data

To which impacts did LKS contribute?



Which impacts did the LKS contribute to



National use of Impact Data



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

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 efficiency savings by reducing emergency admissions, A&E attendances and GP consultations.

"I am impressed with the quality of the work. It was a pleasure to be asked if we could have the library symbol, I don't think we could have done without your excellent support."

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

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

The clinical evidence search provided papers documenting the Diabetes Nurse Specialist Outreach Service. This service involves the healthcare professional visiting offenders in prison where their ongoing care is held. The hospital treatment within the secure facility avoids the security issues and distance associated with transferring offenders and subsequently reduces missed appointments resulting in a cost saving of around £48,500.

"Following the service our provider improved patient care for offenders. They are determined on being transparent, the service offering's tailored and appropriate care and the nurse is able to see all patients."

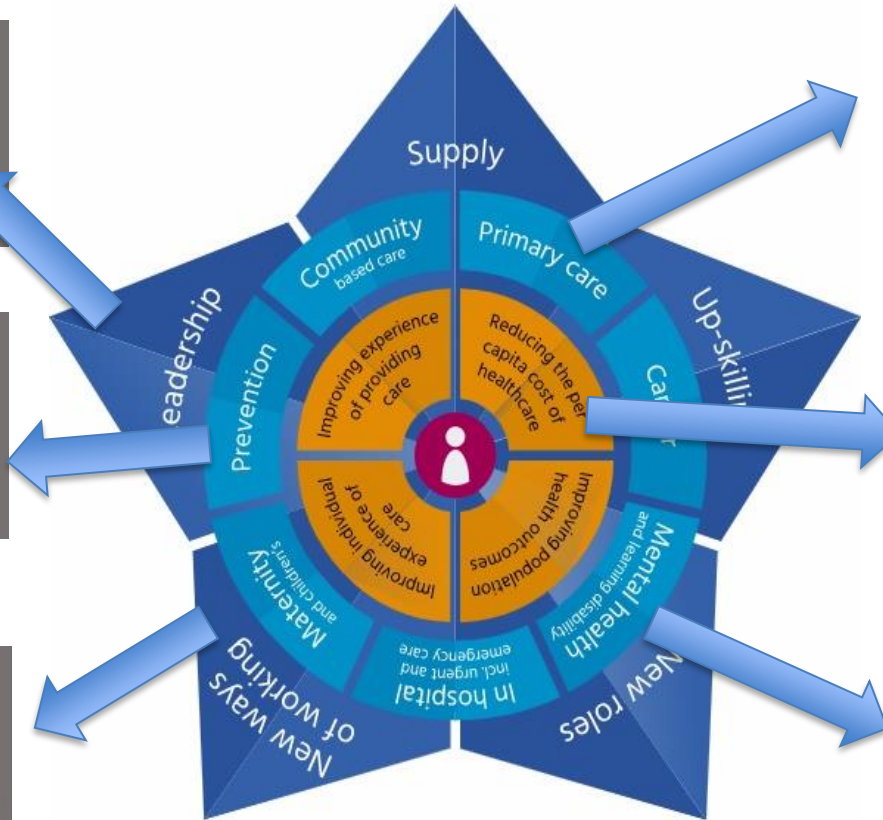
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

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 this of direct patient benefit. If the library service did not carry this evidence search our team would be looking at how we could do even better for this myself and have to contact patient clinics"

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions



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 metrics and 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, to improve patient care, the whole health economy."

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

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 for 1 week.

"The service gave the opportunity for culture, autonomy, and good the experience to be a useful support which makes it so much easier for me to get them into practice."

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

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

The librarian was able to provide evidence base to support the use of Cognitive Behavioural 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.

"I 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 my service, and will ensure future patients presenting with this unusual condition."

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

Financial Savings



An evidence base for cost reduction in procurement

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Clinical Procurement Manager
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Time Savings



British Obesity & Metabolic Surgery Society (BOMSS) guidelines

The National BOMSS Working Group approached library staff at Leeds Teaching Hospitals to undertake an evidence review to inform work being undertaken to update the national BOMSS Guidelines.

Using the experience and expertise of the librarian took the burden of searching away from the working group, saving them time and effort.

“ It saved me a HUGE amount of time. It was also reassuring to know that a comprehensive literature search had been undertaken by someone much more skilled in this than me. ”

Mary O’Kane, Consultant Dietitian, working with library staff at The Leeds Teaching Hospitals NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions



National use of Impact Data

I am currently working with CCGs and other key partners in Nottinghamshire on re-shaping services and access to evidence. To support discussions, I have used some of the impact case studies.

These have been very well received and I think will help us to come to a positive outcome for access to evidence, particularly in commissioning, in Nottinghamshire.



Ruth Carlyle

Head of Library and Knowledge Services, HEE Midlands and East

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