

Impact of a Hospital Library Service at a Regional Health Service in Australia

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Objectives:

- (1) Discover users' views on the impact of library services for clinical decision-making,
- (2) Discover the impact of library services on patient care,
- (3) Discover the impact of library services on professional development,
- (4) Explore areas for service improvement.

Results:

Library services & facilities used in last 12 months

Online articles or ebooks	67.19%
Literature search service	55.47%
Supply of articles or documents	52.34%
Online databases	50.78%
Online drug resources	50.00%
Research & reference queries	32.81%
Current awareness and/or table of contents service	32.03%
Book loans	21.88%
Study space	17.97%
Other online resources. Eg. standards, consumer health information	16.41%
Computer workstations	15.63%
Purchase of books/subscriptions for department or self	10.94%
Photocopier/printer/fax services	7.81%
Training sessions	4.69%
Loan of device (laptops/projectors etc.)	3.91%

Results:

Impact of information obtained

Modified clinical practice	65.57%
Updated governance processes e.g. policy or procedure	50.00%
Advice given to patient	43.44%
Choice of medications	27.87%
Diagnosis	22.13%
Choice of tests	13.11%
Length of patient stay	12.30%

Results:

How the library has helped

Gained new knowledge	93.70%
Confirmed prior knowledge	74.80%
Generated new ideas	57.48%
Improved my confidence	56.69%
Saved time	55.91%
Updated skills	51.97%
Gained new skills	31.50%

Results:

Impact of library services

	Significant Impact	Some Impact	Little Impact	No Impact	Unsure
Effective patient care	51.97%	43.31%	0.79%	0.79%	3.15%
Consumer health literacy & patient information	26.98%	51.59%	11.11%	1.59%	8.73%
Informed decision making	56.69%	33.86%	3.94%	0.79%	4.72%
Financial effectiveness	29.27%	26.02%	10.57%	12.20%	21.95%
Effective teamwork	32.54%	33.33 %	14.29%	7.14%	12.70%
Reduced risk or improved safety	48.03%	37.80%	6.30%	2.36%	5.51%
Improved policy development	52.00%	25.60%	5.60%	1.60%	15.20%
Personal or professional development	76.91%	19.84%	1.59%	0%	2.38%
Learning and education	78.74%	17.32%	1.57%	0%	2.36%
Research	62.90%	24.19%	7.26%	1.61%	4.03%
My ability to perform my role efficiently	58.27%	33.86%	4.72%	1.57%	1.57%

Positive anecdotes:

“I believe that the literature search service provided by the BHS Library is integral to the provision of 'best' care to our patients. It has supported me to access up-to-date and relevant literature in order to inform service development projects and the creation of new organizational protocols and procedures based on the current evidence-base. This allows me to undertake my roles more effectively and efficiently as it saves me significant time in completing literature searches.”

“Access to information on medications accessible at any computer workstation in the hospital is critical to ‘point of care’ and real-time decision making.”

“The BHS Library has allowed me to spend more time with my patients and use my time effectively, as well as providing suggestions to assist in my research development and supporting changes in clinical practice.”

Service improvements:

- Raising awareness
- More resources
- Patient access
- Improving remote access

Take homes:

- Demonstrating a direct impact on patient care helps position the Library to ensure that they are seen as an essential service
- Impact may not have immediate, tangible or direct outcomes which can easily be measured
- Building confidence improves competence, which in turn impacts on patient care
- High impact in the personal or professional development; learning and education; and research space
- Libraries and their staff are integral to healthcare organisations for effective patient care

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Thank you