

# **Rounds, Rounds, Rounds, We Go!**

## **Diverse models of clinical librarianship**

OLA Superconference, January 29, 2020



# Our Goals Today

- An understanding of different models of clinical librarianship.
- Ways to demonstrate the value that librarians bring to an organization that go way beyond usage statistics.
- An awareness of some of the challenges in implementing embedded or clinical librarian programs.

# UHN Fast Facts



1,300 Beds

444,251 Inpatient Days

1,110,499 Outpatient Visits

\$2.2B Annual Budget

4 Hospitals (9 Sites)

1 Integrated Education Institute

10 Clinical Programs

14,000 Learners

7 Research Institutes

350+ Digital Applications



# 7 Libraries across UHN Campuses

St. Patrick Campus



Toronto Western Campus



Princess Margaret Campus



Toronto General Campus



Toronto Rehab Campus



*Education programs and resources supporting staff and students across UHN*

# Clinical or Embedded Librarianship at UHN

- Over the course of 15 years, clinical librarians (CL) were embedded within nine hospital programs
- Of the nine, only one clinical library role was discontinued (Genitourinary Tumor Board Rounds).
- The needs and mandates of the individual programs vary.
- Despite their variance, each clinical librarian program supports the institution to be a learning organization, and contributes to evidence-based patient care and safety.

## Our Panelists

- Melanie Anderson
- Jessica Babineau
- Marina Englesakis
- Ashley Farrell
- Rouhi Fazelzad
- Ani Orchanian-Cheff
- Maureen Pakosh





**Melanie  
Anderson**

# Consultation Liaison Psychiatry

**CL Psych** is the team that is called when medical or surgical teams have a psychiatry related query

## Rounds:

- Daily, Monday - Friday
- Meeting to discuss new and existing consults with supervising psychiatrist
- Supervising psychiatrist and some/all of team visit patients/teams as needed

## Clinical Librarian:

- Attend 1 rounds meeting per week
- Take any questions that come up, run searches and send the team the results



Jessica  
Babineau



# ECHO Ontario Chronic Pain & Opioid Stewardship

- Project Extension for Community Healthcare Outcomes (Project ECHO™) is an innovative clinical education and telementoring model that aims to democratize knowledge and to build capacity in the healthcare workforce
- ECHO uses a "hub and spoke model" using telehealth technology to connect primary care practitioners (Spokes) to an interprofessional hub team (Hub)
- ECHO Ontario Chronic Pain & Opioid Stewardship first replication of the ECHO model in Canada & first to include a Librarian as a hub member



## Benefits of Becoming a Partner in the ECHO Movement

ECHO partners acquire new skills and competencies. They become part of a community of practice and learning, increasing their professional satisfaction while their feelings of professional isolation decrease.

- Better access for rural and underserved communities
- Reduced disparities
- Better quality and safety
- Rapid dissemination of best practices
- Promote consistency in care and practice
- Greater efficiency



## Including:

- Hepatitis C
- HIV
- Substance Use Disorders
- Diabetes and Endocrinology
- Chronic Pain
- Tuberculosis
- Autism
- Palliative Care
- Crisis Intervention Training
- Assistive Technologies in Education





**Jessica  
Babineau**



# ECHO Ontario Chronic Pain & Opioid Stewardship

## During sessions

- Attend weekly sessions (1.5 hours/week)
- Provide evidence-based resources via online chat during sessions to address information needs

## Outside of sessions

- Support hub members in finding evidence for upcoming didactic presentations.
- Developing canned searches to provide an RSS feed or alerts on a certain topic of continuing interest to hub and spoke members.
- Consult for determining which/how journal articles or other documents can be distributed according to copyright.





**Marina  
Englesakis**

# General Surgery Quality of Care Rounds

- After failed pilot placement in Kardex Rounds, moved to General Surgery Quality of Care Rounds
- Started March 2005 and ongoing since that time
- Changed over time:
  - Volume of work – originally many “case” related questions, but that dropped with the change in the head of the department
  - Type of work – I used to draw the PICO charts & Venn diagrams, and present the searches; I don’t any longer
  - Positions with whom I work
  - 2007 and 2008: invited to speak on EB Searching & PubMed at **Annual Update in Surgery** – to 350 surgeons!
- More focused now; tied to:
  - Still answering “case” related questions, but to a lesser degree
  - “Caring Safely” – patient safety initiative
  - Process and Practices – looking for safety, effectiveness, and efficiencies, especially costs
- One Lesson learned: Get to know the residents and their interests; you never know when they will return as staff surgeons!



**Ashley  
Farrell**

# Bariatric Rounds

**Bariatric surgery – surgical procedures performed on the stomach or intestines to induce weight loss.**

- Fall 2016 – Present (previously attended by another Information Specialist since 2011)
- Biweekly (1.5 hours), Toronto Western Hospital
- Bariatric Rounds assesses preoperative eligibility and manage postoperative patients
- Librarian support: literature searches, search alerts, training sessions





**Ashley  
Farrell**



# ECHO Ontario Bariatric Network

- September 2019 – March 2020 (pilot)
- Biweekly (1.5 hours), Toronto Western Hospital
- TWH is 1 of the 7 Bariatric Centres of Excellence participating in this pilot
- ECHO OBN focuses on the management of obesity and obesity related diseases.
- Librarian support: provides evidence-based resources via chat, literature searches after rounds for more complex questions that's posted on the OBN website, support for the didactic presentations





**Rouhi  
Fazelzad**

# Multidisciplinary Cancer Conference (MCC)

## Multidisciplinary rounds

### Currently participating in 2 disease site MCC's

- Surgical Oncology: Gynecology- Princess Margaret Cancer Centre
- Breast Surgical Oncology- Princess Margaret Cancer Centre

### Staffed by

- Surgical Oncologists
- Medical Oncologists
- Radiation Oncologists
- Radiologists
- Pathologists
- Geneticist
- Allied Health
- Residents/Fellows
- Medical Students



**Rouhi  
Fazelzad**

# Breast and Gyne MCC

## My Participation

- July 2017
- Bi-weekly

## My Role

- Finding evidence-based information on reported rare patient cases and present them at the MCC (Breast MCC)
- Presenting on library resources and services
- Conducting literature searches as requested
- Delivering customized workshops for fellows/residents





**Ani  
Orchanian-  
Cheff**

# Family Inpatient Service

- General medical inpatient unit
- Staffed by
  - family medicine attending physicians,
  - elective medical students,
  - PGY-1 and PGY-2 family medicine residents
  - PGY-3 enhanced skills residents
- Weekly librarian involvement since 2005 (Library Tuesdays)
- Change in format in 2017



**Maureen  
Pakosh**

# Toronto Rehab – North Site

## **Site Situation:**

- Leaside location, 3 separate buildings (LC, RC, RN)
- Library located in RC; Embedded situation in LC
- Team: Neural Engineering & Therapeutics (NET)

## **Embedded Format:**

- Information Specialist provided with a Research Office
- My on-site availability: Every Tuesday afternoon from 1 – 4 pm
- “Drop-in” or scheduled appointments possible
- My role is to provide:
  - Consultations
  - Literature/systematic review searches
  - Training sessions: skills & resource based

## **Research Department Requirement:**

- All new researchers and research students must attend a general library orientation

# Toronto Rehab – North Site



**Maureen  
Pakosh**

## Value:

- Proximity does make a difference
- Mandatory library orientations - An opportunity to:
  - Establish a positive, friendly, and productive relationship
  - Explain the Information Specialist role
  - Introduce the varied library products/resources available
  - Discuss the additional workshops that are available and book the ones that are of interest
  - Learn about the researchers particular area of interest



# Questions for Our Panelists



[illegible]





**Jessica  
Babineau**



## ECHO Ontario Chronic Pain & Opioid Stewardship

### Quality improvement survey (Nov. 2015)

- Distributed to both hub members (n=13) and spoke PCPs (n=27)
- Ten (76.9%) hub members and 22 (81.5%) spoke members answered yes to the question “Should we continue to offer clinical librarian services during ECHO sessions?”
- Babineau, J., Zhao, J., Dubin, R., Taenzer, P., Flannery, J. F., & Furlan, A. D. (2018). *The Embedded Librarian in a Telehealth Continuing Medical Education Program*. Journal of Hospital Librarianship, 18(1), 1-14.

### Ongoing Quality improvement surveys *do not* have specific question on embedded librarian

- *“Sharing of helpful resources in the comments section”*
- *“Lots of evidence & studies. I will look them up!”*
- *“The resources today were wonderful”*
- *“I loved the list of resources”*

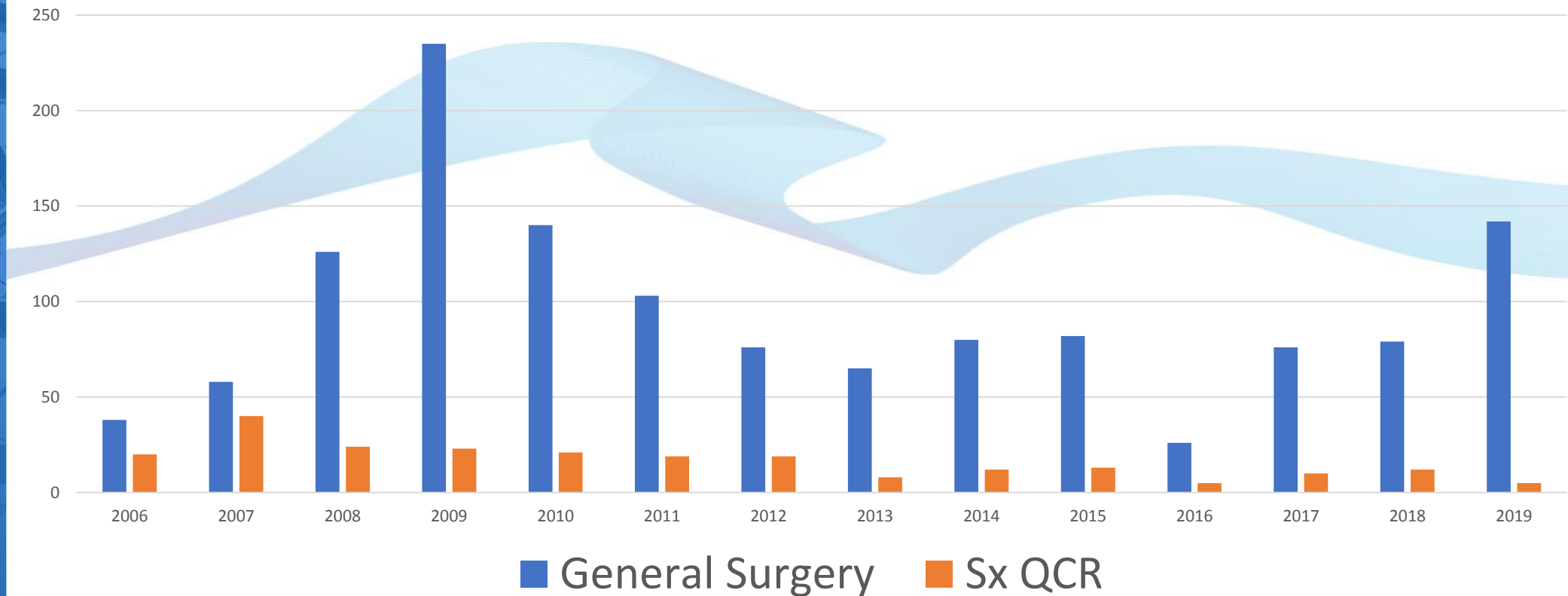




**Marina  
Englesakis**

# Impact on Searching for General Surgery

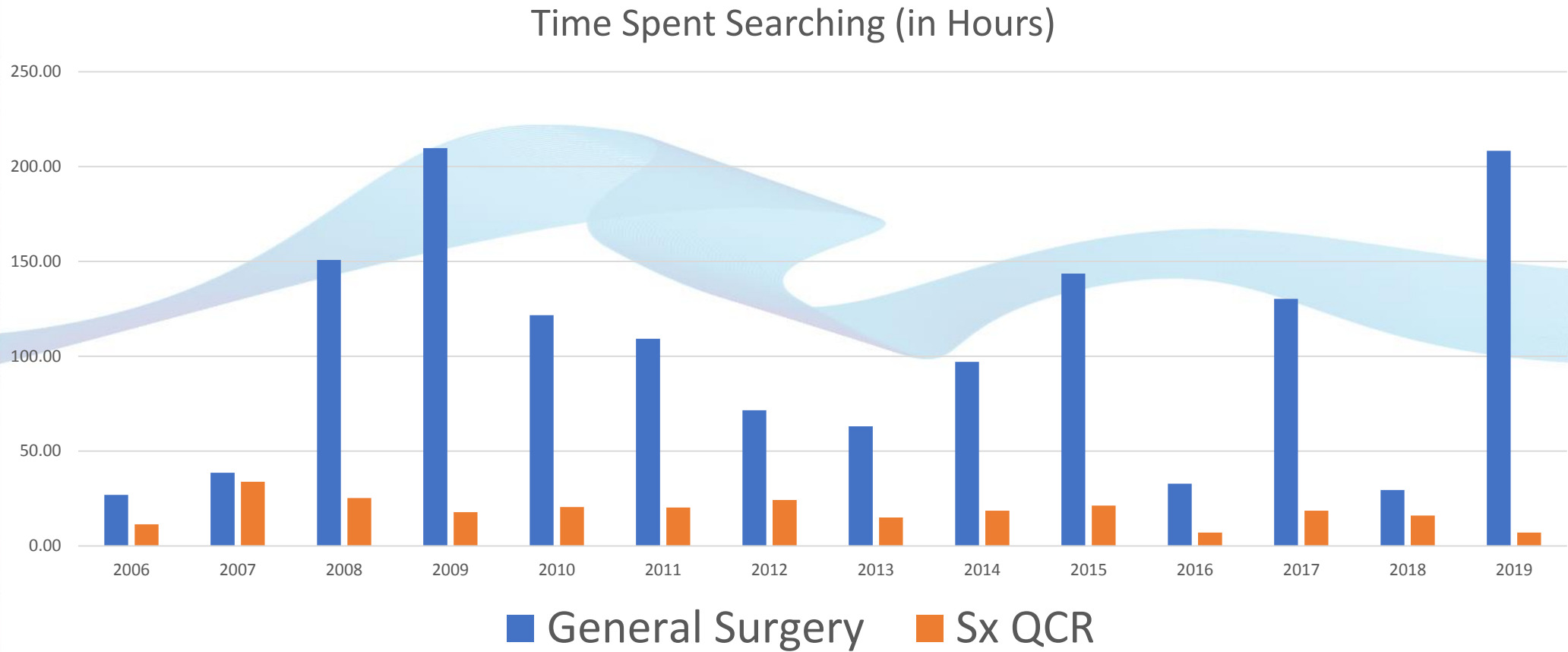
Number of Searches Over Time





**Marina  
Englesakis**

# Time Spent Searching for General Surgery





**Marina  
Englesakis**

# Clinical Librarian Survey 2007

	YES	NO	unanswered
Awareness of Clinical Librarian (CL):	11	2	
Worked with CL from QOC topics:	4	9	
Worked with CL not from QOC topics:	6	7	
CL is useful:	9	2	2
Does the CL help change your practice:	11	2	

	YES	NO
More aware of resources:	7	6
More aware of CL role:	5	8
Continue with CL:	11	2

Greco E, Englesakis M, Faulkner A, Trojan B, Rotstein LE, Urbach DR.

**Clinical librarian attendance at general surgery quality of care rounds (Morbidity and Mortality Conference).** Surgical innovation. 2009 Sep;16(3):266.



**Marina  
Englesakis**

## Clinical Librarian Survey 2007

- Respondents said they would like to see:
  - Better integration of the CL
  - More teaching opportunities
  - More face-to-face interactions between the CL and residents
- Changes made in response:
  - CL given 5 minutes to present search strategies during Rounds
  - Residents would 'drop by' wherever I was to review the search, or structure their presentation, or get help to find full text articles
  - CL was introduced at each resident rotation

Greco E, Englesakis M, Faulkner A, Trojan B, Rotstein LE, Urbach DR.

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**Rouhi  
Fazelzad**

# Breast and Gyne MCC

## Outcomes

- Increased visibility of the library resources and services
- Cultivated strong relationship with the tumour boards team
- Enhanced my knowledge of cancer care at Princess Margaret Cancer Centre

## My Future Goal

- To evaluate the impact of clinical librarian participation in MCC



**Ani  
Orchanian-  
Cheff**

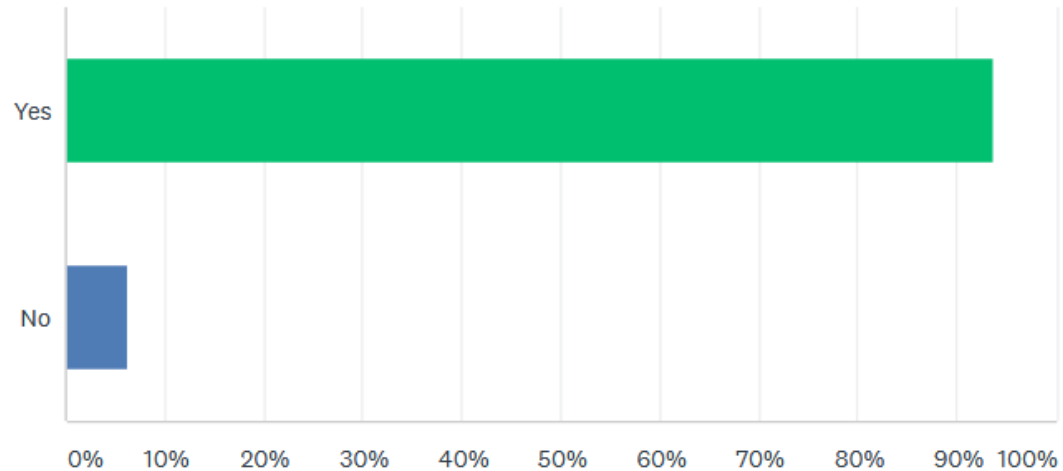
# Family Inpatient Service

Q3



Has Library Tuesdays impacted your practice?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	93.75% 15
No	6.25% 1
Total Respondents: 16	



**Ani  
Orchanian-  
Cheff**

## How has Library Tuesdays impacted your practice?

- “Has provided awareness on how to find information otherwise not found on up to date.”
- “More efficient with searching at POC.”
- “More confidence in POC searching of quick clinical information. Also more critical evaluation of literature review.”
- “Now know credible, easy to use sources to use at the bedside.”
- “Learned about lots of resources that exist that I didn’t know about.”
- “It was helpful to have to demonstrate a recent search, kept me engaged.”
- “Have more of these kinds of sessions.”



# Toronto Rehab – North Site



**Maureen  
Pakosh**

## Outcomes:

- Increased visibility for my role within Library Services
- Senior researchers send their junior researchers/students to me to learn the “basics” and be introduced to relevant libguides
- I get to know the sub-interests of researchers and will pass on content of interest and/or recommend the creation of auto-alerts
- Increased collaboration with systematic review teams

# Challenges

## ***Increased Services (and therefore workload)***

- All roles generate literature searches to support their programs.
- Increased requests for training and systematic reviews.

## ***Scheduling***

- Some librarians needed to alter their work schedule.
- Library needs to accommodate reduced staffing during CL activities.

## ***New and Changing Programs***

- Grew from 2 initiatives in 2005 to 9 (maybe 10) initiatives as of today
- One role was discontinued due to underutilization.
- Will we need to start prioritizing CL services? How?
- Variety of programs needs a variety of evaluation frameworks.

# Benefits

## ***Job Satisfaction***

- Making a real difference in patient care.

## ***Demonstrating Value***

- Based on questionnaire results of ECHO hub and spoke members, the CL role is valued.

## ***Raising Awareness***

- CL roles provide extra opportunities to promote library services and resources.

## ***Improving Patient Care***

- CL interventions make clinical staff better at finding relevant information at the bedside.



# Thank you!



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**UHN Libraries**  
@UHNLibraries

#DYK The original York (Toronto) General Hospital was built in \*1820\* as a two-story red brick building on the North West Corner of