Informationists create context; context creates informationists

A case study of an informationist service model

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The informationist creates the context

The context creates the informationist

Surgeon
Scrub nurse
Librarian
1. Understand the current state of the informationist model in clinical settings
2. Describe how one academic health sciences center library established an informationist service model
3. Identify value added services offered by the informationist
4. Identify skills/competencies that contribute to success

At the end of this session...
<table>
<thead>
<tr>
<th>Defining attributes</th>
<th>Additional attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Formal training</td>
<td>• Technology/knowledge management/content integration</td>
</tr>
<tr>
<td>• Understanding work culture</td>
<td>• Training/education</td>
</tr>
<tr>
<td>• In-context work</td>
<td>• Other team roles</td>
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<tr>
<td>• Appraisal/analysis/synthesis</td>
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</tbody>
</table>

Clinical informationist models

Adapted from Figure 1, Rankin JA, Grefsheim SF, Canto CC. The emerging informationist specialty: a systematic review of the literature. J Med Libr Assoc. 2008;96(3):194-206.
Common Goals

- Support best clinical practices
- Support decision making
- Rapid & quality turn around
- Facilitate navigation
- Appraise and summarize
Summary of services & skills

Services

• On demand information support
• Selection & summary of literature
• Synthesis of evidence
• Creation of tools to aid information dissemination and sharing
• Teaching
Skills

- Knowledge
  - Research design & analysis
  - Technology
  - Information environment

- Functional
  - Critical appraisal
  - Information synthesis
  - Information management
  - Instruction
The experience at Emory

Academic health science center

Hospital administration looking for ways to increase efficiency and economy

Medical staff working with residents looking for way to have real-time searching and presentation of evidence during case discussions
Committee identified & prioritized services
Stakeholders shared expectations/needs
Library administration determined mission critical services

**Mission:** To support hospital’s provision of quality healthcare and SOM postgraduate training

- Provide tools & instruction in knowledge management
- Support evidence-based practice
- Support hospital initiatives
Services at EUH

Clinical informatics
- Morning report
- Clinical consult
- Guided searches
- Research clinics

Nursing informatics
- Evidence-based practice tools
- Consults
- Research classes

Core collection

EUH Branch service desk
How has the context created the informationist?

• Support by a champion
• Resource availability
• Identified need to integrate knowledge into practice
• Multidisciplinary team environment
• Commitment to sustained effort
• Commitment to lifelong learning
How has the environment affected the informationist—namely me?

New skills

• Understanding the information environment: speaking the language
• Fitting into the culture
• Appraising evidence
• Summary & synthesis
• Use of technology to disseminate information
Morning report
- Blog
- Other interactions

1,509 hits in 10 months

From Chief Resident:
- Provides real time answers
- Furthers the breadth of references available
- Blog is a valuable learning tool

89 emails from chief resident and attending physicians

How has the informationist affected the environment?
• Group & individual instruction
  o Using resources
  o Planning research
  o Knowledge management

• Creation of guides & tools

How has the informationist affected the environment?
• Assessing needs
• Acquiring/sharpening competencies
• Extending service
• Using technology
• Evaluating impact

How will the informationist-context interaction continue?