Informationists create context; context creates informationists

A case study of an informationist service model

Amy Allison
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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...

Defining attributes

- Formal training
- Understanding work culture
- In-context work
- Appraisal/analysis/ synthesis

Additional attributes

- Technology/ knowledge management/ content integration
- Training/education
- Other team roles

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

Summary of services & skills

Skills

- Knowledge
  - Research design & analysis
  - Technology
  - Information environment
- Functional
  - Critical appraisal
  - Information synthesis
  - Information management
  - Instruction

Summary of services & skills

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

The experience at Emory

- Committee identified & prioritized services
- Stakeholders shared expectations/needs

Reading & refining the context (environment)

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

Creating the service model

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

WHSCL Services

EUH Branch Services

Electronic Resources

Reference

Serials

Clinical informatics

Circulation

Reference

Technology assistance

Serials

Nursing informatics

Document delivery

Instruction

Collection maintenance

Facility maintenance

Document delivery/ interlibrary loan

Acquisitions

Cataloging

- 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 context created the informationist?

New skills

- Understanding the information environment: speaking the language

- Fitting into the culture

- Appraising evidence

- Summary & synthesis

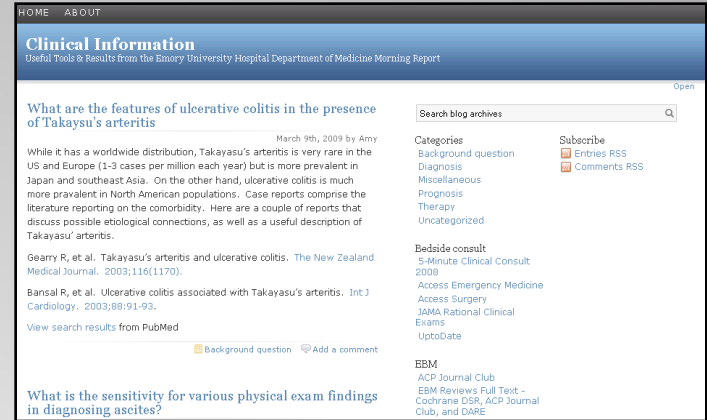- Use of technology to disseminate information

How has the environment affected the informationist—namely me?

- **Morning report**   1,509 hits in 10 months
  - Blog
  - Other interactions

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?