Enhancing Work Processes and Communicating Service Impact with REDCap

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About Children’s Healthcare of Atlanta

- Not-for-profit organization
- 1,000,000+ patient visits annually at 3 hospitals and 28 neighborhood locations
- Largest health care provider for children in GA; one of the largest pediatric clinical care providers in the country
- 638 licensed beds and more than 11,000 employees
- 2,600 physicians; 70+ pediatric specialties; 2,800 registered nurses
**REDCap**

- Created in 2004 by Vanderbilt University; officially launched in 2006
- Used by 3200+ institutions for a multitude of data collection purposes
- User-friendly web-based interface that is easily created and editable
- Free of charge to not-for-profit institutions if the institutions can meet certain technical support and infrastructure requirements
- A growing interest in using REDCap for medical libraries:
  - IRB data collection
  - Quality improvement studies
  - Measuring the impact of library instruction
  - Tracking user statistics

**Needs Assessment**

- In early 2018, the team of three librarians responsible for the entire system was reduced to two positions, due to the retirement of a colleague
- The previous years’ statistics showed increase of search requests from 453 in 2013 to 543 in 2017
- Current workflow processes were assessed and reconfigured so:
  - Requests were handled in a timely manner
  - Work load was equally distributed between the librarians
- Also needed, a more streamlined process for user statistics to facilitate real-time capture and decrease the amount of data entry by librarians
Implementation

Reasons for choosing REDCap:
- Children’s has a dedicated RC department within IS&T that provides solutions for the system
- Its ability to generate user stat reports for leaders that demonstrated the library’s value

Our project requirements:
- An enhanced front-end request form
- The ability to import a controlled terminology (MeSH) for indexing search requests
- Better user statistic reporting
Children's Healthcare of Atlanta

Role

Location

Your Department

Type of request

How much information would you like on this topic?

Do you have specific limitations for your search?

Database searching covers 1966 present. Search to cover these years:

Purpose of request

Results needed by:

Provide a detailed description of your request.

Researching best practice for pediatric oncology patients wearing surgical masks while admitted in the hospital. Current practice is for all high risk (HAP/ABX) patients (HAP = MRSA) to wear masks while sulfadone their patient room during admission. I am seeking evidence on best practice regarding high risk admissions patients wearing surgical masks while in the hospital. Are they effective? What are the benefits? Do they prevent infection?

Results

There is a fair amount of data around healthcare workers wearing masks for their safety and safety of their patients. Also, there’s the question of how effective surgical masks are in general.

"On the other hand, the efficacy of a number of (often) recommended interventions, such as wearing face masks or the use of alcohol-based hand rubs to reduce the transmission of respiratory viruses, is not well established numerically and needs to be urgently addressed by large scale randomized clinical trials.”

else if other noise

McStI

MegSw

Cross Index

Infection Control

Need to add an additional McStI term?

Yes

Need to add an additional McStI term?

Yes

URL

Reporting

Outcomes

Workflow improvements included:

- Keeping better track of requests and providing a quicker response time to the patrons
- Easier to communicate with each other and with patrons about the status of requests
- Compiling reports quickly to demonstrate the libraries’ return on investment as needed for leadership
- Added value of reporting: # of articles requested, people trained, and literature searches completed in support of system goals and initiatives
Challenges

• The searching capabilities of REDCap are limited, created a workaround for mining the MeSH terms
• The solution:
  – Generate a standing report that would pull all records indexed with MeSH
  – Execute the Find command to search for terms
• Remembering to check REDCap for previous relevant searches was a change to the librarians’ usual practice
• The need to remind patrons to use the new form, especially long-time library users

Conclusions

• The librarians benefit from a shared and streamlined workflow
• Department leaders appreciate the proactive and accurate reporting
• Library users transitioned easily to the new request form
• The resources were available to make it successful:
  – Both REDCap and SAS support were already in place within the system.
  – Librarians made best use of already existing resources, practicing good financial stewardship
Thank you!

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