



Enhancing Work Processes and Communicating Service Impact with REDCap

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Clinical Librarians



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

Ask A Medical Librarian

Request Date
 Today M-D-Y

First name
* must provide value

Last name
* must provide value

Email (Results will be sent to this address.)
* must provide value

Role
* must provide value

Location
* must provide value

Your Department
* must provide value

Type of request
* must provide value

are of Atlanta

Role
* must provide value
RN

Location
* must provide value
Scottish Rite

Your Department
* must provide value
Hematology/Oncology

Type of request
* must provide value
Literature search request

How much information would you like on this topic?
10-20 article citations

Do you have specific limitations for your search?

- No age restrictions
- All child (birth-18)
- Newborn (to one month)
- Infant (1-23 months)
- Preschool child (2-5 years)
- Child (6-12 years)
- Adolescent (13-18 years)
- Young Adult (19-24 years)
- English only
- Review articles only

Database searching covers 1966-present. Search to cover these years: 5 years

Purpose of request
* must provide value
Policy

Results needed by:
* must provide value
Within one week

Provide a detailed description of your request.
* must provide value
Researching best practice for pediatric oncology patients wearing surgical masks while admitted in the hospital. Current practice is for all high risk leukemia patients (ALL, AML) to wear masks while outside their patient room during admission. I am seeking evidence on best practice regarding high risk leukemia patients wearing surgical masks while in the hospital. Are they effective? What are the benefits? Do they prevent infection?
Thankal

anta

Journal Club
 Morning Report/Blog
 Question Safar
 Presentation
 Policy
 Publication
 Program set-up
 Attending M&M, Safety Council meeting
 Other

Save & Exit Form
Save & ...
-- Cancel --

Results

I'm not finding anything definitive about the effectiveness of hem/onc patients wearing masks outside their rooms. There's a fair amount out there about 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 frequently recommended interventions, such as wearing face masks or the use of personal protective equipment, has not been demonstrated to date and remains a matter of controversy.

links and other notes

MeSH terms
Masks D009397

MeSH terms
Cross Infect x Type to begin searching
[D003428] Cross Infection

Infection Control D017053

Need to add an additional MeSH term?
 Yes

MeSH terms
Hematologic Neoplasms D019337

Need to add an additional MeSH term?
 Yes

URL
https://www.ncbi.nlm.nih.gov/pubmed/29140516,28314678,280391

URL #2

inta

Reporting

Number of results returned: 485
Total number of records queried: 1,186

MeSH report

early ambulation

Record ID	MeSH terms	MeSH terms	MeSH terms	MeSH terms	MeSH terms
Record ID	meSH_term1	meSH_term2	meSH_term3	meSH_term4	meSH_term5
93 Egleston	04-17-2018, Walking (D016138)	Early Ambulation (D004434)	Postoperative Period (D011184)		
162 Egleston	05-15-2018, Early Ambulation (D004434)	Intensive Care Units, Pediatric (D015278)	Physical Therapy Modalities (D026741)		
28 Egleston	06-19-2018, Early Ambulation (D004434)	Intensive Care Units, Pediatric (D015278)	Physical Therapy Modalities (D026741)		
368 Egleston	07-14-2018, Early Ambulation (D004434)	Intensive Care Units (D007362)	Education (D004493)		
1091 Egleston	01-30-2019, Early Ambulation (D004434)	Intensive Care Units, Pediatric (D015278)	Physical Therapy Modalities (D026741)	Intensive Care Units (D007362)	

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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