



Use of the SHALL online toolkit for impact assessment: TEWV LIS's impact study

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Background

- Impact on patient care a key measure of health library effectiveness along with educational benefits
- Need to demonstrate to users, managers and funding bodies; a requirement of LQAF
- Difficult!!! Often relies on indirect measures
- Earliest efforts in US: Marshall (1992)
- Very little work in mental health libraries

SHALL impact study

- Based on work of Christine Urquhart et al. at the University of Aberystwyth – modified and simplified by NHS South Central
- Available at www.libraryservices.nhs.uk

Used three components without modifications:

1. Questionnaire survey – can be online
2. Schedule for semi-structured interviews
3. Questionnaire for requesters of mediated literature searches – very similar to main survey

Did not use case study template

Ran at TEWV LIS November 2010 – April 2011

Methodology: 1

- A 'spare' Nurse in Medical Education assigned to LIS October – December 2010 – not involved with LIS - methodologically sound
- Transcribed surveys on to SurveyMonkey (directorate has Professional account – can produce reports / analyses)
- Compiled mailing lists:
 - Registered library members
 - People for whom we had conducted searches
- Arranged and conducted interviews with people who indicated their willingness to take part:
50:50 had used / had not used library when seeking information

Methodology: 2

- Established required sample size for 95% confidence level and 5% confidence interval using standard calculator (= 357)
- No questions mandatory – a mistake!
- Did not attempt to stratify sample of trust staff by professional group, though professional group was identified in results
- Members and search ‘customers’ circulated via email – with one chaser
- Survey featured in trust e-bulletin four times - with varying legend - and on intranet library pages
- Prize draw offered!
- At <https://www.surveymonkey.com/s/G923V99>

Response rates / sample sizes

~**5000** staff in TEWV:

- Interview participants: **15**
- Responses to lit. search survey: **18**
- Responses to main survey: **463**

Did the information you found influence any of the following?

4. Did the information you found influence any of the following? Please tick all relevant responses.

		Response Percent	Response Count
Advice given to colleagues		35.2%	94
Commissioning		1.9%	5
Contracting		0.4%	1
Funded research		3.4%	9
Audit		7.1%	19
Service development and planning		23.2%	62
Managing costs		3.4%	9
Legal or ethical issues		12.0%	32
Confirmed proposed patient care or treatment		34.1%	91
No, it didn't influence any of these		33.0%	88
		answered question	267
		skipped question	196

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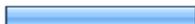
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Did the information you found lead you to CHANGE some aspect of patient care or treatment?

5. Did the information you found lead you to CHANGE some aspect of patient care or treatment? Please tick all relevant responses.			Response Percent	Response Count
Quality of life for patients or family	<input type="checkbox"/>		23.8%	87
Advice given to patients or carers	<input type="checkbox"/>		37.4%	137
Reduce the length of hospital stay	<input type="checkbox"/>		3.0%	11
Diagnosis	<input type="checkbox"/>		9.0%	33
Choice of drugs or other treatments	<input type="checkbox"/>		16.7%	61
Choice of tests	<input type="checkbox"/>		3.8%	14
Guideline or pathway development	<input type="checkbox"/>		22.1%	81
Avoid unnecessary treatment, tests or procedures	<input type="checkbox"/>		4.9%	18
It did not change any aspects of patient care or treatment	<input type="checkbox"/>		30.3%	111
			Other (please specify)	48
			answered question	366

Did the information you found have any impact on your learning or teaching?

6. Did the information you found have any impact on your learning or teaching? Please tick all relevant responses.			
		Response Percent	Response Count
It confirmed my prior knowledge or belief		32.4%	125
It refreshed my memory of the topic		48.2%	186
I used it for course work or a dissertation		28.0%	108
It satisfied my curiosity		18.7%	72
I learned something new		48.4%	187
I shared the information with colleagues		40.7%	157
I used it for supervision		13.2%	51
I used it for teaching purposes		19.4%	75
No, it didn't impact on my learning or teaching		6.0%	23
		Other (please specify)	10

Observations from TEWV survey data

- Response rate from nurses is high in absolute terms, though not in relation to their numbers within the trust
- Response rates from both training grade and career grade doctors were low
- ‘No impact’ frequently reported for influence on professional activities and patient care (~30%); less often on learning or teaching (23%)
- Advice given to colleagues, service development and planning the most commonly reported influences
- Most commonly reported impact on change of practice = advice given to carers

‘Please tell us about anything you did differently ...’

- ‘The information increased my skills as an educator and in turn benefited the student’
- ‘The information was used to help decide a patient's treatment’
- ‘I was able to write better-informed reports and assessments’
- ‘I need to be able to research effectively on a regular basis and library staff have helped me to do this’
- ‘I use the library resources to keep myself updated on current best practice’
- ‘Prescribed different medication’
- ‘I became more patient focused with regard to processes’

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‘Please tell us about anything you did differently ...’

- ‘I was able to discuss his treatment with a very anxious patient with a degree of knowledge which gave him the confidence to persist with a treatment he was finding difficult’
- ‘Looking at writing a protocol/standard for effective supervision practice of medical staff’
- ‘It has started me on the process of networking with other specific professionals working in the same clinical setting as me in order to increase my knowledge and share practice’
- ‘Used information to support behavioural intervention with family’
- ‘Nothing I’m afraid, colleagues did not take the research seriously’

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Emerging themes from TEWV interview data

- Positive feedback about quality of library service, especially speed of carrying out mediated searches, knowledge of staff – but low staffing levels and restricted opening hours a problem
- Delivery of resources to workplaces is greatly appreciated
- Many users previously unaware of range of library services available
- LIS needs to raise its profile in clinical areas through advertising

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‘Impact’ of the impact study to date

- Presentation to Durham CAMHS – were interested in Weightman and Williamson’s systematic review as well as our own study – led to interesting discussion as to how LIS can support CAMHS
- Presentation to Faculty Development Team – on the basis of the results asked them to act as ‘evangelists’ for the LIS
- ‘Good news’ paper for EMT – to preface documentation for clinical librarian project
- Full report not yet written!



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