



*The Academic Health Sciences Library and
Quality Improvement Techniques: Using QI
Techniques to Identify New Opportunities for
Traditional Clinical Services*

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Objectives

- Identify opportunities for program/ service redesign
- Identify process improvement opportunities and tools

Why now?

- New Care Management and Population Health position – 1.5 Clinical Librarians
- Process Improvement courses
- Support for transformation of healthcare



*Need a study to help us
define our way forward*

Healthcare Reform: The Triple Aim



<http://www.ihl.org/Engage/Initiatives/TripleAim/Pages/default.aspx>

Accessed 4/28/2016

Our study process

- Identify target audience (Month 1)
- Hold focus groups (Month 2)
- Analyze data - apply PI tools (Month 3)
- Develop new/ revised services (Month 3-12)

Focus Groups

- How can we, the library and librarians support UW Medicine in its goal of attaining the Triple Aim?
- Residents, physicians, nurses, QI, and ACO
- 20 – 60 minutes
- Qualitative analysis

Theme: Lack of Awareness

- Participant suggestions:
 - Scenario-based training
 - Embedded links (EHR) and librarians (Surg)
 - Pushing/ sharing information/ maintaining currency
- Library response
 - Develop scenario-based training tied to maintaining currency
 - Committee engagement
 - Social Media
 - Consider embedded librarian
 - Marketing revamp

Theme: Clinical Relevance

- Participant suggestions
 - In-person training
 - Tutorials
 - Rounding
- Library response
 - Connect w/departments
 - Video short shots
 - Consider embedding
 - “Grand Rounds” presentations

Theme: Librarians as Experts

- Participant suggestions
 - How to find the best evidence
 - Information management assistance
 - Keeping up in specific clinical area
- Library response
 - E&T redesign/ increased promotion
 - Video tutorials
 - Emphasize alert options
 - Provide information management training

Value Analysis

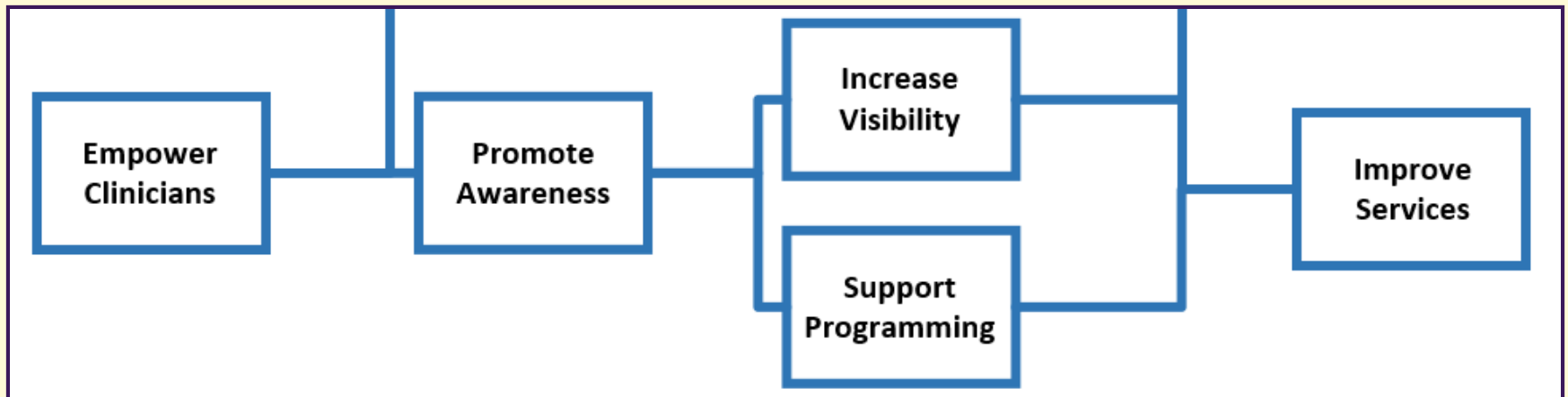
- A function-oriented, systematic, team approach to add customer value
- Start by defining the Basic Function – that thing that must happen

Empower Clinicians

FAST Model

Function Analysis System Technique

Answering the How and the Why



Brainstorming: *Increase Visibility*

- Embedded intranet links
- Library newsletter
- Post to dept/group blogs/sites/newsletter
- Orientations
- Skills Days
- Committee participation
- Unit coffee cart
- Contact depts/ get on agenda
- Contact Unit Practice Councils
- Social media
- Revise LibGuides
- Enhance HSL website

Logic Models

- A tool used to evaluate the effectiveness of a program
 - Resources
 - Activities
 - Outputs
 - Outcome
 - Goal

Share Knowledge

RESOURCES	ACTIVITIES	OUTPUTS	OUTCOME	GOAL
Librarians UW Medicine Ed Contacts Camtasia software <u>Powerpoint</u>	Conduct face-to-face training at UW Medicine educational events (Nursing EBP Bootcamp, Grand Rounds, Morning Report, etc) Develop 3-4 minute tutorials on EBP topics.	Total number of attendees at training events Total number of "hits" for tutorials and EBP course Formative assessment of	Clinicians who attend/complete the training will be able to formulate a clinical question using PICOT Clinicians who attend/complete	Clinicians will obtain basic skills in EBP, specifically formulating a clinical question and searching

What happens next?

- Focus Group work continues
- Video Production Task Force
- Process Improvement continuation

Wrap up

- Process improvement tools can be applied to any service
- Redefine your services to support the transformation of healthcare



Thank you

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