Ascension Wisconsin Library Services
Literature Search Survey Annual Report
2017 (Compiled March 2018)
INTRODUCTION

In 2016, Ascension Wisconsin Librarians began collecting feedback on the research (literature searches) we provided to our patrons. Librarians invited their research customers to fill out evaluations on the quality and impacts of the research provided. This feedback helps us understand how that information was used system-wide. This survey data was saved to a QuickBase App where we could compile and present the data visually.

This report shows the impact Library Services has on Ascension Wisconsin’s QUADRUPLE AIM:

1) Delivering high quality care 2) Better patient and 3) provider experiences and 4) lowering overall costs

The word cloud above illustrates just SOME of the research projects that Your Librarians have worked on in 2017.

Research demonstrates that Librarian-led information services improve clinical decision making and patient care outcomes. Library Services and quality health information can:

- Reduce hospital costs, length of stay
- Prevent Hospital Readmissions
- Improve diagnosis, patient care outcomes and clinical decision making
- Further their institution’s mission and goals through expert searches, teaching health professional literature searching skills, providing community outreach programs, supporting innovation and research, and disseminating the best medical and business practice information.
- Contribute to a culture of inquiry and quality improvement by teaching nurses, physicians and staff information literacy and literature searching skills
- Help avoid adverse events
- Save health professionals' time
Questions, Comments, or Requests? Please contact your Librarians:

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Also available via Outlook.

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The top 5 REASONS people ask Ascension Librarians to do research are:

1) Patient Care
2) Education
3) Preparing for a presentation
4) Professional Development
5) Quality-Risk issue

This is consistent with 2016, and 2017 appears to be on the same track.
Most of the research Ascension Librarians did in 2017 provided patrons with NEW Knowledge or reaffirmed existing knowledge.
For 2017, the top responses for the Change-of-Practice Report were as follows:

1) Other
2) Improvement
3) Change in Medications
4) Increased Productivity
5) Change in Diagnosis
6) Change in Test Choice
7) Changes Length of Stay
For 2017, the Top 5 Responses describing the impact of research provided by Ascension Librarians were as follows:

1) Patient Care  
2) Change in Practice  
3) Improved Patient Outcome  
4) Policy  
5) Performance Improvement
In 2017, the research done by Ascension Librarians helped to avoid the following adverse events:

1) Other (Impact not realized yet)
2) Avoid Surgery
3) Avoid Unnecessary Procedures
4) Avoid Infection
5) Avoid Mortality
6) Avoid Admission
In 2017, customers seeking research done by Ascension Librarians were extremely satisfied with the quality of the research provided, overall.

Info used in my work
and Contributed to better quality care.
In 2017, the overwhelming majority of respondents said the Ascension Librarians saved them time by doing the research for them.
Number of Ascension Wisconsin Librarian-intermediated Searches done

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<td>Total</td>
<td>698 Lit Searches done</td>
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A single literature search takes a professional Health Sciences Librarian on average about 90 minutes to complete. She usually consults 3-4 databases such as PubMed/Medline, Cinahl, Cochrane, Clinical Key, the Library catalog, and even Google. Some searches can take even longer and involve contacting experts in the field.


The Ascension Wisconsin Librarians spent more than 1047 hours doing research for the organization in 2017. This frees up time for associates to spend on patient care and other duties.

What our Library Customers said about us in 2017:

Richard Shimp, CMO, Physician: Thanks again for the articles! Great having this level of service in our system. Know this directly impacts patient care decisions. You touch thousands of lives!

Kaye-Eileen Willard, Physician: I use Library Services routinely in my work as a clinician as well as an administrator and our Librarian, Elissa Kinzelman has been an outstanding resource in aiding my search for information in regards to sometimes arcane themes. She not only saves me time, but has the expertise to use keywords which link various aspects of the topics I am researching.

Dr. Larry Donatelle, Physician: Michele does a great job of assisting in finding up-to-date clinical and process improvement information
J. Rod Gimbel, Physician : The library service is ESSENTIAL to the practice of medicine and continued life-long learning and the delivery of high quality care. Substituting a comprehensive accessible library service with "Up-to-Date" is not desirable.

Lynda Moses, Physician : Thank you for your help in providing educational assistance, teaching and learning modules. Your assistance helps me to improve my quality of patient care and also plays a role in medical risk reduction.

Margie LaBarge, Nurse / Community Member : Michele did an excellent job of getting the search needs and delivering the best possible reference articles. This information may save a patient's life and/or extend her current life expectations

Stephaney Lichter, Patient Experience : This literature search helped All Saints vamp up their current Purposeful Rounding protocols in the inpatient environment.

Wayne Winistorfer, Regional Director of Rehab Services : Our Library Information Service is a wonderful tool. I am so thankful that we have access to this level of resource and expertise!

Matthew Krueger, Physical Therapist : Saved tremendous amount of time finding research articles used to improve post-operative patient care to best practices.

Mary Rowe, RN : [The Librarian] was so very helpful with our policy updates. All references were located and her help was very much appreciated. Thank you again.

Ann Deckers, Nurse : Patient called back to express his gratitude for all who were involved in getting his medication approved.

Tracy Herrewig, Cardiac Pulmonary Rehabilitation Coordinator : The Librarians are fantastic--knowledgeable, committed to helping, and a valuable resource. She is very attentive to all my inquiries and helps me use the information in the literature to improve patient care and department operations. She allows me to dig further into new research/published findings that enhance patient care and allows me to teach other professionals

Ann Neale, Clinical Nurse Specialist : Very prompt and responsive to my requests. Saves me many hours of hunting for information. Able to provide articles from lesser known publications. Helped me better understand a rare event.

Ann Patek, Nurse, Director of Palliative Care : I so appreciate this essential service. Having access to experts in locating/accessing information helps us improve process, service delivery and patient outcomes.

Caitlin Obry, Nurse : The lit reviews that Elissa provided were exactly what we were looking for to help with patient [specimen] collection. We are bringing this to our council meetings to see if we need to make changes in collection process in our department.

Karla Boho, Nurse Practitioner - Director of Care Management for Ascension Wisconsin : The Library service with the professional staff there have always been absolutely wonderful. I have asked for EBP for a variety of things and my experience has shown me that the services are thorough, providing current research and review of the literature. There have been a number of clinical improvement processes that have been initiated or updated as a result of this service.
Lindsey Kerley, Nurse: I've used the library services multiple times in the past few years always with great satisfaction. Not only has it been a time saver but really helped to improve patient satisfaction and outcomes. The librarian provided a HUGE amount of help with doing research to change multiple policies in the ICU.

Dawn Auclair, Nurse, Hospital Coordinator: Was very satisfied with the speed in which the Librarian provided the information and with her personal attention in educating me on how to get the most out of the resources provided.