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

- Improve Patient Experience
- Improve Health Outcomes
- Reduce Healthcare Costs

http://www.ihi.org/Engage/Initiatives/TripleAim/Pages/default.aspx
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

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