Exploring the impact and promoting the value of LIS research in the UK: what next?

Alison Brettle, Professor in Health Information and Evidence Based Practice, RIVAL event, Edinburgh Napier University, 11 July 2018
Outcomes, effectiveness and evidence
To being evidence based..

- Considering practice from a curious and questioning perspective with a view to continuous improvement
- Gathering or creating evidence (through research or evaluation) if we don’t have it already
- Using information or evidence wisely
  - To help make decisions about practice or our services
  - To help others make decisions about our services (by demonstrating our effectiveness, value, impact or worth)
Impact

• The influence of libraries and their services on individuals and/or on society. The difference or change in an individual or group resulting from the contact with library services (3.25);

Outcome

• Direct, pre-defined effect of the output related to goals and objectives of the library’s planning (e.g. number of users, user satisfaction levels) (3.44);
• Consequences of deploying services on the people who encounter them or the communities served (Markless and Streatfield, 2006, p7)
Or very simply....

- Does it work (effectiveness)
- Does it make a difference (impact)
- …Measured by outcomes

- = Evidence
Problems with measuring impact

- Cause and effect???
- Intangible contributions

- Libraries need to define outcomes relevant to their institution and assess the extent to which they are met (Oakleaf 2010)
North West Clinical Librarians Group

• Systematic review on the impact of clinical librarian services (Brettle et al, 2011)
  • Highlighted 4 models of service provision
  • Demonstrated CLs are effective in saving time, providing relevant, useful information and high quality services AND have a positive effect on clinical decision making (contribution to better informed decisions, diagnosis, choice of drugs)
  • Study quality is improving – could be better
  • Critical Incident Technique useful approach for impact
  • Group systematic review good way of teaching research skills and building confidence
The impact of clinical librarians on patient care (Brettle, Maden, Payne 2016)

- Measure specific CL impact on organizational and patient outcomes
- Robust mixed methods study building on previous work (practicing CLs key)
- Clinical Librarians contribute to a wide range of long and short term outcomes which reflect NHS priorities
  - Eg choice of intervention, diagnosis, increased patient involvement in decision making, risk management, cost savings financial planning
Value and impact of CL work

- Winners of Practitioner Researcher Award – LIS Research Coalition (now LIRG sponsored award)
- Ongoing study – across UK and also in Australia (UK component presented at EAHIL 2018)
- Further collaborations and leadership relating to impact
- Advocacy for Knowledge for Healthcare and Health Libraries
Value and Impact Toolkit

Value and impact toolkit for library and knowledge services

This toolkit is provided by the HEE Knowledge for Healthcare Programme following work by the Impact and Value Task and Finish Group. The toolkit provides access to a set of KfH Impact Tools including a generic questionnaire and case study templates which we are particularly keen for library and knowledge services to make use of. There is also a resource which brings together a range of materials useful in measuring value and impact, together with a guide on what to use when.

Introduction to the Value and Impact Mapping Tool

The KfH Impact Tools were developed by the Value and Impact Task and Finish Group from the Quality Work Stream of the Knowledge for Healthcare programme and are based on previous tools developed by NHS South Central and National Library for Health in 2009. This presentation developed for EAHIL in 2017 explains the development of the impact toolkit, highlights how some of the tools can be used, and includes the impact data from London Libraries who have used the questionnaire.
Impact data from questionnaire

To which impacts did LKS contribute?

- Contributed to personal or professional...: Had an immediate contribution (80%) and Probable future contribution (20%)
- More informed decision making: Had an immediate contribution (70%) and Probable future contribution (30%)
- Improved the quality of patient care: Had an immediate contribution (60%) and Probable future contribution (40%)
- Contributed to service development or...: Had an immediate contribution (50%) and Probable future contribution (50%)
- Facilitated collaborative working: Had an immediate contribution (40%) and Probable future contribution (60%)
- Reduced risk or improved safety: Had an immediate contribution (30%) and Probable future contribution (70%)
- Saved money or contributed to financial...: Had an immediate contribution (20%) and Probable future contribution (80%)
- None of the above: Had an immediate contribution (10%) and Probable future contribution (90%)

Legend:
- Blue: Had an immediate contribution
- Orange: Probable future contribution
Local use of impact data

‘The results from your search stopped us putting indwelling catheters into every patient helping us save £1995 per patient and improving their care.’
Take a look at our @UHCWLibrary Impact Case Study 1: Laser retinopexy for retinal breaks! It highlights the value of having an embedded information specialist in the clinical setting! Well done Anna! #HEElks #library #NHS #Ophthalmology #UHCW #evidencebased #ebm
How information, knowledge or skills gained have been or planned to be used

How the information, knowledge or skills gained helped
National use of impact data

Evidence is drawn from comprehensive and key government, Centre Sustainability and Transformation Plan Activity Panels. The research has highlighted the key areas of impact that could be addressed to improve outcomes for citizens (and their carers) and organizations (including health and social care systems). Impact that is informed by evidence is more likely to deliver valued outcomes and strengthen moving towards the aspirational impacts of the STP Plan.

The National Nursing Workforce Development and Integration (NNWDI) program is working across the country to train, retain, retrain and relocate nurses so they can better serve their local communities. The program is aimed at making sure nurses are in the right place at the right time and that they have the skills and experience to do their job.

Reducing the rate of hospital admissions and readmissions of people with COPD by building and strengthening a workforce of health and care professionals who can better support people to manage their condition in the community.

The National Health Service (NHS) has a key role to play in improving the health and well-being of the population. It is our responsibility to ensure that our services are available to all who need them, and that they are delivered in a way that is safe, effective and efficient. To achieve this, we need to work together with our partners in government, local authorities and the third sector to make sure that the NHS is able to provide the highest quality of care possible.

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National use of impact data – financial savings

An evidence base for cost reduction in procurement

The clinical librarian is a member of the Product Selection Committee where the purchasing of clinical products is discussed providing live searches during the discussions. Quality, safety and patient experience are very important and the work ensures that any changes are based on the latest evidence. The group is also tasked with identifying time-management efficiencies and opportunities for cost reductions achieving savings of £1.9 million during 2015/16.

“The clinical librarian is an essential part of this. I would recommend that all change management committees consider including a member of staff from the Library and Knowledge Service in their meetings.”

Clinical Procurement Manager
Brighton and Sussex University Hospitals NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions
National use of Impact Data

The NHS invests £50m a year in NHS library and knowledge services in England.... Data is great but a story is powerful beyond any graph or table. It is absolutely vital to have impact stories to-hand, in our back pocket, ready to tell...

Sue Lacey Bryant
Senior Libraries Advisor – HEE

David Stewart
Director of Healthcare Libraries Unit North
Building up an evidence base

- Contribute to CPD
- Value for money
- Risk/Safety
- Quality of care
- Service Development

Legend:
- NW Clinical Librarians
- All South London library services
- Pilot
Research evidence

• What evidence is there to support the employment of professionally trained library, information, and knowledge workers? A systematic scoping review of the evidence.

Methods

• Systematic Scoping Review
  • Identifying the question
  • Identifying the studies
  • Selecting the studies
  • Charting the data
  • Collating, summarizing and reporting results
Results

Potentially relevant citations identified through searching n=7188 citations

Studies excluded after abstract review n=6760

Studies included after title and abstract sifting n=428

Studies excluded after reading full text n=293

Total number of studies included in review 135

Public n= 15
Academic n=49
Health n=47
Schools n=14
Health librarians contribute to:

- Improving quality of patient care
- Improved clinical decision making
- Improving patient centred care
- Aiding risk management & safety
- Assisting healthcare professionals in pursuit of CPD
- Helping to demonstrate efficiency/cost-effectiveness
- Health service development or delivery

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Academic librarians contribute to:

- Better research, researchers and research achievement
- Better grades or degrees
- Improved skills for coursework, assessments or research
- A good return on investment for the University
- Improved retention
Helping people improve sense of belonging to a community

Helping people improve education & employment prospects

Improved attitudes to reading

A good return on investment

Helping people improve their health

Public librarians contribute to
Schools librarians contribute to:

- Improved student achievement
- Improved reading skills
- Facilitating student learning
- Positive pupil engagement
Popular types of research evidence

- Public
  - Contingent valuation (ROI)
- School
  - Correlations, Surveys (CIT)
- Health
  - Systematic review, RCT
  - Surveys/Mixed (CIT)
- Academic
  - Correlations, quasi experiments
(CILIPs) areas for future research

• Research that focuses on the value of staff rather than the services provided
• Studies that compare the value of professionally registered staff v non registered
• UK studies
• Studies in other library sectors
What next from CILIP

• Developing a sector wide research and evidence base: portal scoping project – Dalton and McNichols, 2018

• Developing a sector wide research and evidence base: round table meeting June 2018

“We’re excited about the potential for a joined-up approach to the use of Research and Evidence across the Library and Information sector – it could deliver real-world improvement for information users.

We’re open-minded about what it might look like, how it could operate and who should be involved.

It won’t work unless we work together.”
What next to develop the evidence base and skills

• Brettle, Hall, CILIP research bid
• Network to develop research skills through systematic reviews of the library literature
• Building on experience of CLs, UofS and US projects
Over to you?

• Grab your mobile phone or laptop
• Log on to www.menti.com
• Enter the code 91 51 20
Finally

- Practitioner research, evidence and impact go hand in hand

- 10th Evidence Based Library and Information Practice Conference – University of Strathclyde week of 19 June 2019 #EBLIP10, @ConfEblip

- Join LIRG
References


• Koufogiannakis D and Brettle A (2016) Being evidence based in library and information practice. London Facet