

Library and eLearning Services support to Trust Vision and Strategy Objectives

Service Overview – 2018

The LKS plays a key role in supporting efficient and effective hospital operations by providing information and knowledge services to clinicians, decision makers, and healthcare staff throughout the Trust. The service has been key in assuring a well-trained and well-informed clinical work force through supporting clinicians with information to support their care of patients. The LKS provides a current awareness service in the form of current awareness bulletins to keep staff up to date with the new evidence in a variety of areas of interest across the Trust. Targeted current awareness bulletins have been created for Paediatrics, NICU, Haematology & Oncology, Obstetrics & Gynaecology, OPM, Emergency Medicine, Endoscopy and Quality Improvement. The LKS provides expert searches for clinical and non-clinical teams, minimizing the amount of time they spend in finding relevant diagnostic and treatment information. The LKS provides staff with knowledge-based information services to meet accreditation standards, disseminating information on best practices to reduce corporate risk and organizational expenditures, managing copyright compliance and fostering institutional attractiveness for all staff members. This is complemented by support from the Clinical Librarian team which is embedded in clinical areas. The LKS provides support to both clinical and management decision making through horizon scanning and tailored updates from knowledge share to provide them with a foresight of the current trends within their work portfolios. The LKS in collaboration with R&I has initiated a “Reuse Knowledge in the Trust” project to collate and disseminate all research published within the Trust. A Research database has since been developed and made available to all staff through the LKS webpage.

The LKS works in partnerships with key stakeholders to enrich the information offered to the public, patients and carers. This is an initiative to enable them to better manage their health and wellbeing while at the same time empowering them to make fully informed decisions about their health, treatment and care. The LKS has developed links with the Public Libraries in Portsmouth to facilitate support for public and patient (outpatients) information. The LKS supports patient care, service management and CPD through training in evidence search skills to all clinical and non-clinical staff. The LKS also conducts joint locality Induction programmes for the junior doctors in psychiatry from both Solent & Southern Health at St Marys Hospital. This is part of the Hampshire & IOW STP/ICS joint collaborative training initiative. The LKS plays a pivotal role in the running of local Trust induction as well as in the provision of ESR support to all staff and works tirelessly in creating new eLearning courses to ensure that staff are competent in their work.

LKS support to Trust Vision and Strategy Objectives

Working together - for Patients - with Compassion - One Team - Always Improving



Fulfil our role for the communities we serve



Support safe, high-quality patient-focused care



Take responsibility for the delivery of care now and in the future



Invest in the capability of our people to deliver on our vision



Build the foundations on which our team can best deliver care



Fulfil our role for the communities we serve

Local ◇ Regional ◇ Military



- Access to Care**
- ◆ Collaboration STPs ICSs
 - ◆ Patient Public Involvement
 - ◆ Alternative models of care
 - ◆ Self care Prevention



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Objectives

- Fulfil our role as a provider of timely, accessible care to the Portsmouth and South East Hampshire communities
- Work with partners, leading in the provision of the right specialist services in the region
- Strengthen our relationship with Defence Medical
- Services



Library & eLearning Service

We help the Trust address/meet the objectives through; **Collaboration STPs ICSs, Patient Public Involvement, Alternative models of care, Self care Prevention**

- By being an integral part of the clinical care team and embedded throughout the organization for the maximum benefit of clinicians who are dedicated to evidence-based practice.
- Providing support to hospital staff, STP/ICS partners and social workers in the community to provide needed information, helping families locate community support services.
- Supporting disaster preparedness and emergency response programs in hospitals and communities.
- Working together with STP, professional colleagues, ensuring that information about care providers and community health resources are easily accessible through collaborative efforts.
- Providing services that create value for the organization, thereby enhancing the hospital's role as a trusted hub of learning and community.
- Providing quality patient and consumer information tailored to a wide range of cultural, educational, and language needs.
- Offering education programs to help improve the lives of community members through outreach programs.
- Working with Clinical educators in hospitals, STP/ICS and social workers in the community to provide needed information, helping families locate community support services assuring that information about care providers and community health resources are easily accessible through collaborative efforts such as Dynamed and MedlinePlus.



Support safe, high-quality patient-focused care



Information & decision making

- ◆ Access to accurate up-to-date information
- ◆ Using research –lead in translational care



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Objectives

- Get the basics right - deliver high quality care across all clinical services
- Build an environment and culture where patients, families and carers can take the lead in meaningful care
- Utilise research, development and academic opportunities to support our core purpose



Library & eLearning Service

We help the Trust address/meet the objectives through; **Information & decision making and providing access to accurate up-to-date information**

- Searching for the best evidence to support both clinical decision making and development of policies and procedures related to clinical care.
- Regularly alert clinicians to new knowledge about clinical practice and collaborate with nurses and other health professionals to develop patient education materials that reinforce the verbal explanations and instructions essential to the patient care process.
- Providing a service that creates value for the organization, thereby enhancing the hospital’s role as a trusted hub of learning and community.

Using research –lead in translational care

- Developed systems to acquire, organize, and disseminate essential resources that promote clinical learning.
- Assistance to clinicians in providing excellent clinical care.
- Providing support for clinical researchers during the initial stages of their research. Searching for collaborative innovation partners and other subject experts, mining data, and filtering information can all contribute to reducing the time researchers spend locating information, providing more time for data analysis.
- Providing information necessary to prevent duplication of research efforts and provide support for writing research proposals.
- Assisting researchers and clinicians by locating and disseminating information to facilitate the translation of bench and clinical research into clinical practice.



Take responsibility for the delivery of care now and in the future



Cost-based information resources and tools with Evidence Search Support for

- ◆ Individual Patient Care
- ◆ Guidelines
- ◆ Competencies
- ◆ Research



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Objectives

- Be financially sustainable, identifying opportunities for nonclinical income where appropriate
- Empower staff to be responsible for service sustainability



Library & eLearning Service

We help the Trust support these objectives by assisting Management of operations through;

Promotion of sound management decisions

- By providing background information for planning and performing expert searches for quality improvement teams.
- Providing knowledge-based information services to meet accreditation standards.
- Disseminating information on best practices to reduce corporate risk and managing copyright compliance.
- Reducing organizational expenditures and fostering institutional attractiveness for current and future staff members.

Increasing profitability

- By minimizing the amount of time and money health care professionals spend finding relevant diagnostic and treatment information, providing clinicians with information to support their care of patients, including reduction of patient lengths of stay and by freeing up the clinicians' time to concentrate on direct patient care.
- Providing advanced comprehensive expert searching skills including finding, organizing, and critically evaluating research and evidence-based information which in turn helps health care providers decrease unnecessary diagnostic tests, positively affect treatment decisions, and improve patient care.

Supporting Quality improvement projects

- By providing comprehensive literature searches on requested topics, by serving as members of QI teams and providing a QI current awareness service.

Reduce corporate risk

- By disseminating information to support evidence based practice, compliance with changing government regulations and adherence to corporate and copyright compliance.
- By assisting with integrating knowledge-based resources into electronic medical record systems, enabling improved access to information at the point of care, and subsequently reducing the risk of malpractice and improving patient satisfaction.



Invest in the capability of our people to deliver on our vision



Workforce Planning

- ◆ Essential skills
- ◆ Evidence skills Training



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Objectives

- Embed a culture that supports the achievement of our vision
- Adopt workforce models that reflect new models of care and service needs
- Support the development and capability of our people and value our staff



Library & eLearning Service

We help the Trust support these objectives by assisting Management of operations through; **Support for both health care professionals and staff, helping them develop and maintain proficiency in core competencies.**

- Providing support to continuing education (CE) for all professional disciplines; play a role in preparing staff for licensing, certification, and recertification examinations.
- Providing technical and educational support for employees who are completing mandatory annual review compliance.
- Providing access to onsite and electronic health learning resources.
- Partnering with hospital educators to develop and manage online and web-based computer-aided learning content.
- Managing and providing technical support for computer training facilities.
- Creating systems and repositories for managing learning objects and curriculum resources.
- Working with medical and health educators, to develop competency based curricula for instruction in evidence-based information retrieval.
- Providing discipline specific instruction on formulating the research question, developing search strategies, and evaluating resources for levels of evidence and methodological rigor.

Communicating and transferring research results into clinical, public health, and human service practice

- By providing services that facilitate the adoption of new practices and technologies in the hospital setting.
- Providing support for clinical researchers during the initial stages of their research.
- Searching for collaborative innovation partners and other subject experts, mining data, and filtering information all contribute to reducing the time researchers spend locating information, providing more time for data analysis.



Build the foundations on which our team can best deliver care



Workforce Planning

- ◆ Essential skills
- ◆ Evidence skills Training



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Objectives

- Optimise our estate portfolio and equipment
- Enhance IT and information systems
- Embed improvement in how we work



Library & eLearning Service

We help the Trust support these objectives though;

Supporting evidence-based medicine (EBM) accompanied by evidence-based management (EBMgt) i.e. organizational strategies and structures that enable clinicians to put new clinical evidence into practice

- Providing services that facilitate the adoption of new practices and technologies in the hospital setting.
- Supporting the organization’s ability to improve, learn, and innovate is tied directly to its long-term value.
- Promoting and facilitating the adoption of new practices and speed the diffusion of new technologies in the hospital by helping eliminate the barriers to information dissemination.
- Providing continuous alerts and updates about new practices and information demonstrating how new technologies and practices have been used in other hospital settings.
- Through comprehensive literature searching and retrieval of benchmarking data, to uncover comparative information on Trust innovations that help administrators and clinicians evaluate the soundness of their actions before wasting valuable time and money.



Health Education England

Library Quality Assurance Framework (LQAF)



Library and Knowledge Service
Portsmouth Hospital NHS Trust

93% compliance for 2018

HEBingham

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Developing people for health and healthcare

www.hee.nhs.uk