



Return to Community

Creating and Implementing a Regional Health Information Network Outreach Program

Session D23
May 31, 2009
8:30 am – 10:00 am

Speakers

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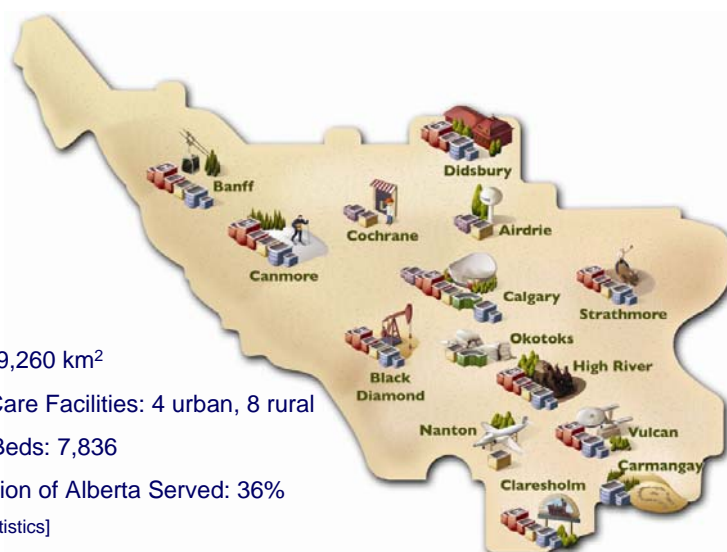


Health Information Network Calgary

- Background of the Region
- Contract History
- What is the Health Information Network?
- Outreach Workteam
- Literature Review
- Taylor Family Digital Library



Background of the Region



Area: 39,260 km²

Acute Care Facilities: 4 urban, 8 rural

No. of Beds: 7,836

Population of Alberta Served: 36%

[2005 Statistics]

Contract History

- Beaumont Report (1998)
- Making Information Count (2003)
- Needs Assessment

The Health Information Network



Service Goals and Outcomes

“I can acquire the information I need to do my work”

- Acquire the information needed to make good decisions around patient health

Service Goals and Outcomes

“I can use the physical and/or virtual spaces to complete my work”

- Provide the spaces (physical and virtual) to support different user needs

Service Goals and Outcomes

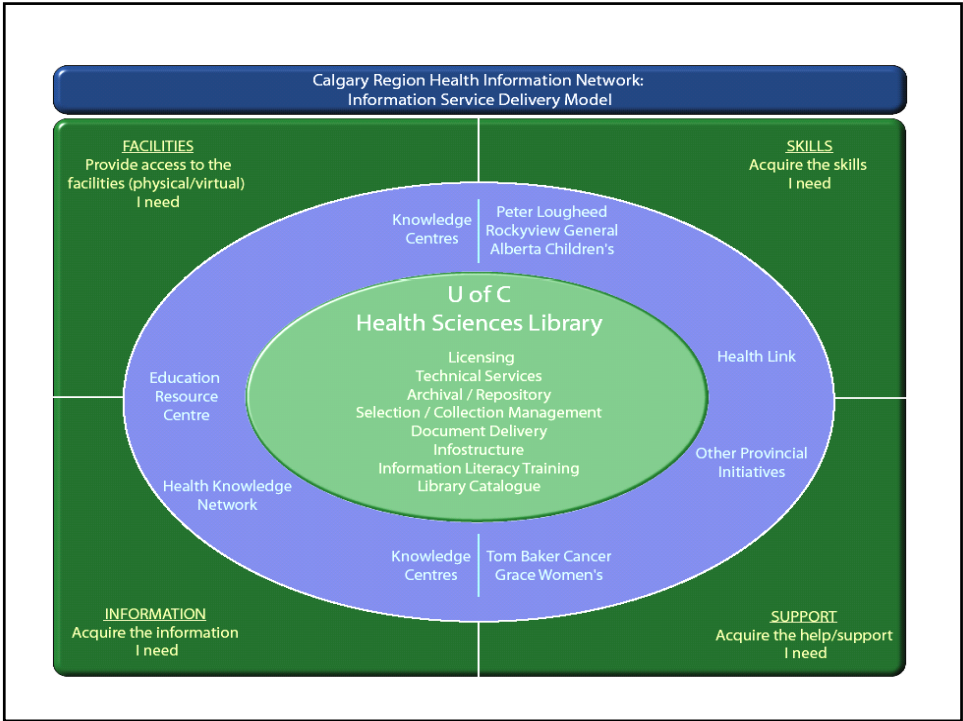
“I can identify, locate, retrieve and manipulate information to make good decisions around patient health”

- Acquire the skills needed to identify, retrieve and manipulate information to make good decisions around patient health

Service Goals and Outcomes

“I can obtain the help I need in using any Health Information Network product or service”

- Acquire the help needed through quality information and technology services that enable interaction with and use of information to make informed decisions around good health



HIN Workteams

- Communications
- Circ/DDS
- Continuing Education (staff)
- Collections
- Research
- Outreach
- Instruction
- Reference
- Technical Services
- Consumer Health
- Website

Outreach Workteam

- What we did
- Defining “Outreach”
- Service Mapping
- Library Services Road Show

Defining Outreach

Inside outreach: a challenge for health sciences librarians
By Jane Fama, M.L.S.
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projects, they hesitated to judge projects in those terms. So, in the final survey, the group instead asked respondents to discuss some obstacles to success. Appendix B contains the survey in its final format.

RESULTS

As this was a qualitative survey, the group identified trends and patterns in the responses and defined categories to quantify the results.

Questions about outreach

What was each institution's definition of outreach? The survey returned many definitions of outreach. Some focused on specific audiences, others focused on specific types of activities, and others focused on a particular theory or philosophy. Some examples of definitions follow:

- "It depends on when you ask."
- "Outreach is serving unaffiliated users for a fee."
- "Extending the provision of library services beyond the physical boundaries of the library."
- "Any outside of the library activities on or off campus with the intent to provide support to staff, students, and faculty."
- "Provide information skills training to health professionals and/or consumers through training, [interlibrary loan] (ILL), document delivery, and quality-filtered Websites."

What outreach projects were being done? The group identified six categories of projects from the seventy-six projects listed by survey respondents. Some projects had goals in more than one category. The categories are:

- Training (forty-two projects): delivering instruction
- Consultation/Research (twenty-one projects): offering traditional library assistance and services, such as reference, research, and interlibrary loan
- Marketing (nineteen projects): increasing the library's visibility
- Technical Expertise (fifteen projects): contributing expertise to help other groups with technical projects, such as setting up a Website, an email list, or a network of computers
- Liaison (nine projects): assigning library representatives to specific departments in the home institution

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HIN Definition of Outreach

- The provision of information skills training and library services to Calgary Health Region staff beyond the physical boundaries of the Knowledge Centres through the extension of library services

Literature Review



Logic Model

Recommendations:

Target Audience:

Goals & Objectives:

Rationale:

Primary Contact(s):

Potential Outreach Partner(s):

Activities/Tasks	Activity Performed By	Resources/ Assets Required	Timelines	Outputs (Deliverables)	Short-Term Outcomes	Long-Term Outcomes	Other Considerations/ Assumptions

Logic Model – An Example

Recommendations: Instruction

Target Audience: All staff

Goals & Objectives: To teach staff how to use the library resources available to them via the Network

Rationale: Create awareness of how to use the resources

Primary Contact(s):

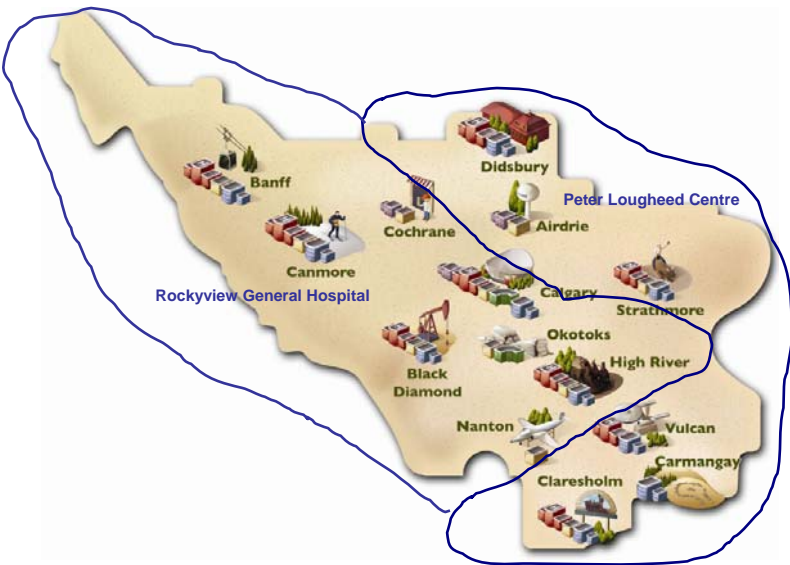
Potential Outreach Partner(s): Current contacts within Region, Physician Education Services, Faculty of Medicine – Continuing Medical Education, Rural Physician Action Plan, Nurse Educators

Activities/Tasks	Activity Performed By	Resources/ Assets Required	Timelines	Outputs (Deliverables)	Short-Term Outcomes	Long-Term Outcomes	Other Considerations/ Assumptions
Provide instruction sessions to staff, e.g. how to search the catalogue, etc.	HIN staff, dependent on location	Teaching area Laptop & projector Screen Handouts					Need to arrange time with managers & educators
Create tutorials for staff who cannot attend instruction sessions, e.g. how to search Medline, CINAHL	Instruction Workteam? Librarians?	Tutorial creation software, e.g. Breeze, Viewlet Builder, Illuminate, Camtasia	6-12 months	Tutorials	Staff improve knowledge about resources available to them	Staff will report using databases to find health information	Will staff be able to view tutorials on Region computers? Learning styles – some staff may not learn best by this type of instruction Can tailor tutorials for specific groups, e.g. Mental Health

Portfolio Breakdown

DRAFT ONLY – Year One Planning			INTERNAL DOCUMENT ONLY	
This document is intended to give you a sense of where staff should be referred to. If there is a department or program missing from this list, please contact Taryn.				
<div>ALBERTA CHILDREN'S HOSPITAL Child & Women's Health Portfolio<ul style="list-style-type: none">Dept. of PediatricsChild Health ProgramsMedical GeneticsSouthern Alberta Child & Youth Health Network (SACYNH)School Health ProgramChild & Youth Community Health ServicesWomen's Health (clinical)Aboriginal HealthSE Community Portfolio<ul style="list-style-type: none">Rehabilitation & Specialized Clinical ServicesRural Health (see in with communities breakdown)NE Community Portfolio<ul style="list-style-type: none">Medical ServicesInfection Prevention & ControlChronic Disease ManagementDept. of Psychiatry & Mental HealthSW Community Portfolio<ul style="list-style-type: none">Dept. of SurgerySurgical InpatientsTrauma CareDept. of AnesthesiaDept. of Cardiac ServicesNW Community Portfolio<ul style="list-style-type: none">Dept. of Emergency MedicineUrgent CareDept. of Diagnostic ImagingDept. of Critical CareAdmitting & Transition ServicesOther<ul style="list-style-type: none">Community Health CentresBone & Joint ProgramPediatric Home Care</div>	<div>PETER LOUGHEED CENTRE Child & Women's Health Portfolio<ul style="list-style-type: none">Dept. of Obstetrics & GynecologySE Community Portfolio<ul style="list-style-type: none">Rehabilitation & Specialized Clinical ServicesRural Health (see in with communities breakdown)NE Community Portfolio<ul style="list-style-type: none">Medical ServicesInfection Prevention & ControlChronic Disease ManagementDept. of Psychiatry & Mental HealthSW Community Portfolio<ul style="list-style-type: none">Dept. of SurgerySurgical InpatientsTrauma CareDept. of AnesthesiaDept. of Cardiac ServicesNW Community Portfolio<ul style="list-style-type: none">Dept. of Emergency MedicineUrgent CareDept. of Diagnostic ImagingDept. of Critical CareAdmitting & Transition ServicesOther<ul style="list-style-type: none">Pain ServiceMen's HealthDrug Information CentreFamily Therapy Training Program (Health on 12th)Living WellTransition ServicesMental Health & Addictions w/ RGH</div>	<div>ROCKYVIEW GENERAL HOSPITAL Child & Women's Health Portfolio<ul style="list-style-type: none">Dept. of Obstetrics & GynecologySE Community Portfolio<ul style="list-style-type: none">Home CareSupport Living ServicesSenior's Health & Palliative CareRural Health (see in with communities breakdown)Medical Officer of HealthNE Community Portfolio<ul style="list-style-type: none">Medical ServicesInfection Prevention & ControlDept. of Psychiatry & Mental HealthSW Community Portfolio<ul style="list-style-type: none">Surgical InpatientsNW Community Portfolio</div>	<div>WOMEN'S HEALTH CENTRE Child & Women's Health Portfolio<ul style="list-style-type: none">Women's health (consumer collection)SE Community Portfolio NE Community Portfolio SW Community Portfolio<ul style="list-style-type: none">Surgical InpatientsNW Community Portfolio</div>	<div>HEALTH SCIENCES LIBRARY Child & Women's Health Portfolio<ul style="list-style-type: none">Dept. of Obstetrics & GynecologyMedical GeneticsSE Community Portfolio<ul style="list-style-type: none">Health Protection/Infectious DiseasesNE Community Portfolio<ul style="list-style-type: none">Medical ServicesInfection Prevention & ControlSW Community Portfolio<ul style="list-style-type: none">Dept. of SurgerySurgical InpatientsTrauma CareDept. of AnesthesiaDept. of Cardiac ServicesPACUSNW Community Portfolio<ul style="list-style-type: none">Dept. of Emergency MedicineUrgent CareDept. of Diagnostic ImagingDept. of Critical CareHQRE ProgramDept. of Pathology & Lab MedicineSouthern Alberta Transplant ProgramAdmitting & Transition ServicesOther<ul style="list-style-type: none">FertilityElectronic Health Record</div>
Last Modified: 2009 February 18				

Dividing Rural Areas



Library Services Road Show

The Health Information Network invites you to celebrate the enhanced library services now available to the Calgary Health Region.

Library Services Road Show

Health Information Network Calgary
hinc.ucalgary.ca

Vulcan Community Health Centre
Wednesday, January 16 1:00 pm - 3:30 pm

Have Some Cake!
Win an iPod Nano

Find Out About Services Available for Staff
Sign Up for a Library Card
Learn About E-Journals, E-Books and Other Online Tools

Library Services Road Show

Health Information Network Calgary
hinc.ucalgary.ca

Library Display

Sheldon Chumir Centre

Tuesday, March 10
11:00 am - 1:00 pm
Main Foyer

The Health Information Network Calgary (HINC) provides library services and access to current medical research to Calgary Health Region and Tom Baker Cancer Centre staff and patients.

As satellite libraries of the University of Calgary, Knowledge Centres in the Calgary area hospitals provide expanded access to the University's online collections.

HINC provides library resources and services, as well as the training to help you use them effectively. Small group learning sessions can be hosted at the Knowledge Centres or at your site.

Discover new resources at your desktop. Go to hinc.ucalgary.ca.

Patients and their families can also find valuable health resources for their information needs.

For more information, email us at hinc@ucalgary.ca

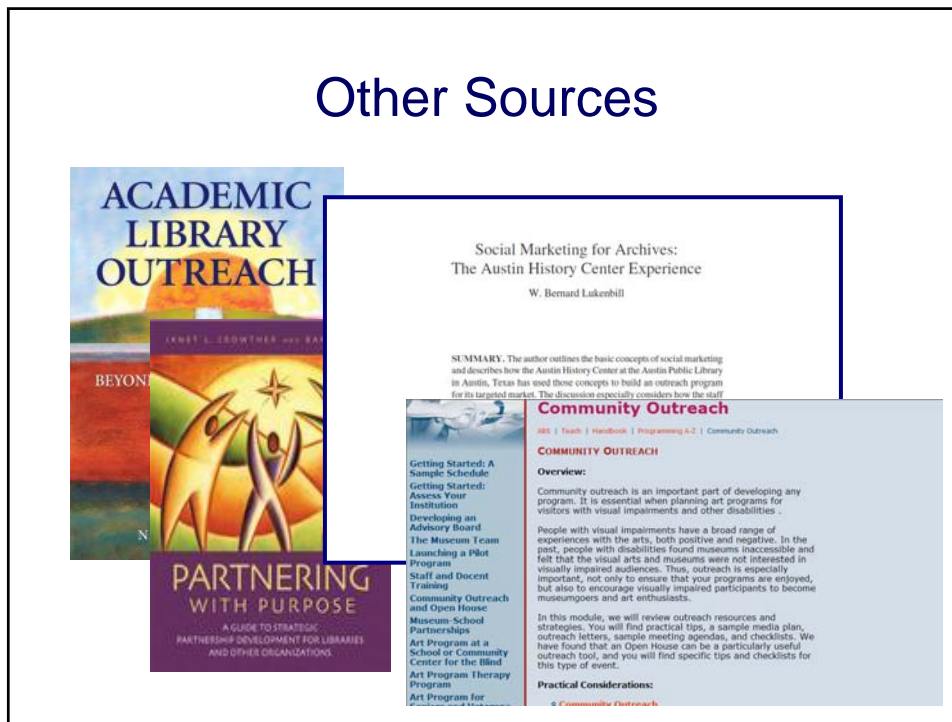
Evaluation of service implementation/Discussion

- Staff we reached
- Challenges
- Extension of services and contract
- Next steps

Taylor Family Digital Library



Other Sources



Contact Us

- Renée D. Reaume
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- Taryn Lenders
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National Network of Libraries of Medicine Resources

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