Australian health libraries’ contributions to hospital accreditation and the National Safety and Quality Health Services (NSQHS) Standards: results of the Health Libraries for National Standards (HeLiNS) research project

Project team
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Cecily Gilbert - Project Officer

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Outline

1. What is the HeLiNS research project?
2. Results
3. Next steps
HeLiNS

Health Libraries for the National Standards
ALIA research grant 2016 awarded to:

• Health Libraries Australia
• Health Libraries Inc.

Purpose: to explore and record the contribution that health libraries make to the achievement of hospital accreditation.
HeLiNS Project Team

• Project Coordinators: Ann Ritchie & Michele Gaca
• Study 1 Leader: Gemma Siemensma
• Study 2 Leader: Jeremy Taylor
• Project Officer: Cecily Gilbert

National Reference Group

• 13 members representing all states & territories
Objectives

1. **Explore** ways in which health libraries assist their organisations in achieving accreditation

2. **Design** expert searches that will assist organisations in keeping current with the latest research-based literature (evidence) pertinent to the NSQHS Standards

3. **Assess** the availability of resource materials referenced in NSQHS Standards documentation
Australian health library landscape 2016

1322 hospitals Australia-wide\(^1\)
  - 698 public / 624 private
  - 6 states / 2 territories

328 health libraries (95 in hospitals)\(^2\)
  - Metropolitan – regional – rural
  - Size: L, M, S

1250 health library workforce\(^2\)

1. AIHW 2015
2. ALIA HLA Census 2014
National Safety & Quality Health Services
Methods

Two component studies:

**Study 1**
- Survey of hospital library services asking how they contribute to their hospitals’ accreditation.
- In-depth case studies (interviews) to explore some of the notable examples

**Study 2**
- Assessment of availability of resource materials referenced in NSQHS Standards documentation
- Designing of live literature search strategies across a range of NSQHS standards
Study 1: results

- 67.37% response rate (64 of a possible 95\(^1\))
- All states represented
- Metropolitan (63%), regional (32%), rural (5%)

1. ALIA HLA Census 2014
Activities supporting Standards

Traditional library services

• Lit searches (n=25)
• Collection management (n=20)
• Training (n=19)
• Doc Del (n=19)
• Alerts (n=16)

Multiple mentions

• Research support
• Reference
• LibGuides
• Dedicated subject guides for each standard
• Evidence summaries
## 8 detailed case studies

<table>
<thead>
<tr>
<th>Case Study</th>
<th>Relevant Standard/s</th>
<th>Organisation</th>
<th>Key words</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin Health Research Online (AHRO)</td>
<td>1</td>
<td>Austin Health, VIC</td>
<td>Clinical Governance, Information Services, Publications, Research Report</td>
</tr>
<tr>
<td>Health Literacy Champions Program</td>
<td>2</td>
<td>Barwon Health, VIC</td>
<td>Health Literacy, Consumer Health Information, Patient Participation</td>
</tr>
<tr>
<td>Health Literacy in Children’s Health</td>
<td>2</td>
<td>Redland Hospital, QLD</td>
<td>Consumer Health Information, Health Literacy</td>
</tr>
<tr>
<td>Medicines Information Resources - Library &amp; Pharmacy collaboration.</td>
<td>4</td>
<td>Ballarat Health Services, VIC</td>
<td>Drug Information Services, Medication Errors, Library Collection Development</td>
</tr>
<tr>
<td>Antimicrobials Guideline</td>
<td>1, 4</td>
<td>Northern Territory Health</td>
<td>Medication Errors, Patient Safety, Clinical Governance</td>
</tr>
<tr>
<td>Search filters in the CINAHL and JBI databases</td>
<td>1, 2, 3, 4, 8, 10</td>
<td>Cabrini Health, VIC</td>
<td>Databases, Bibliographic, Information Seeking Behavior, Information Services, Librarians</td>
</tr>
<tr>
<td>Twilight Talks: engaging health consumers with public lectures</td>
<td>2</td>
<td>Toowoomba Hospital, QLD</td>
<td>Health Literacy, Consumer Health Information</td>
</tr>
<tr>
<td>Words for Wellbeing</td>
<td>2</td>
<td>Ipswich Hospital, QLD</td>
<td>Bibliotherapy, Consumer Health Information</td>
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</table>
Study 2: Methodology

Library Services were asked to indicate if the 322 resources which were referenced in the NSQHS Standards documentation were accessible to staff via the library’s collection.

Population = 95 hospital libraries in Australia

Sample stratified proportionately within 8 states/territories by size (S,M,L) and location (metro/rural/regional):
→ 54 libraries invited to participate
→ 32 responded, approx = 60% RR

1 HLA Census 2014
State-wide portals provide between 25% and 80% of references
Less than 50% references are available on OA (Cochrane is the only nationally subscribed resource; may be some overlap with OA data)
Comparison of models: national and state

The research did not analyse:

- Portal’s purpose and collection policies
- Cost per clinician
- Performance
- Library services eg. doc del
Live Search Strategies

Topics

- Advance care planning
- Blood management
- Clinical handover
- Delirium
- Deteriorating patient

- Falls prevention
- Infection prevention
- Medication Safety
- Partnering with consumers
- Pressure injuries
- Wound management
<table>
<thead>
<tr>
<th>Topic</th>
<th>PubMed Base Search</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVANCE CARE PLANNING</td>
<td></td>
<td>This is a targeted search for references about advance care planning in a hospital setting, in English, for the last 5 years.</td>
</tr>
<tr>
<td>BLOOD MANAGEMENT</td>
<td></td>
<td>This is a targeted search for references about blood management in a hospital setting, in English, for the last 5 years.</td>
</tr>
<tr>
<td>CLINICAL HANDOVER</td>
<td></td>
<td>This is a targeted search for references about clinical handover in a hospital setting, in English, for the last 5 years.</td>
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<tr>
<td>DELIRIUM</td>
<td></td>
<td>This is a targeted search for references about delirium health care in a hospital setting, in English, for the last 5 years.</td>
</tr>
<tr>
<td>DETERIORATING PATIENT</td>
<td></td>
<td>This is a targeted search for references about the deteriorating patient in a hospital setting, in English, for</td>
</tr>
<tr>
<td>FALLS PREVENTION</td>
<td></td>
<td>This is a targeted search for references about falls prevention in a hospital setting, in English, for the last 5 years.</td>
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</tbody>
</table>

More Options:

- More searching options (including reviews and Australian context) are available [here](#).
Advance Care Planning: More Searching Options

Last 12 Months Only
Search here for the targeted set of references in English, in a hospital setting, from the last 12 months only.

Broad Search
Search here for a more extensive set of references on the general topic of Advance Care Planning. (Note: not limited by language, date or setting.)

Australian Context
Search here to limit results to those in an Australian context. (Note: this is the more specific search, limited to an Australian context. Not limited by date.)

Guidelines
Search here for references for guidelines on Advance Care Planning. (Note: this is the broad search, limited to guidelines. Not limited by date.)

Quality Improvement
Search here for references about Advance Care Planning with a focus on health service quality improvement. (Note: this is the more specific search, limited to a quality improvement focus. Not limited by date.)

Reviews
Search here to limit results to Advance Care Planning studies that are reviews. (Note: this is the more specific search, limited to reviews. Not limited by date.)
Next steps

- Talking with ACSQHC to get live search strategies on their website
- Develop more live search topics
- Maintain live search topics into the future
- Make in-depth case studies available for others to use as a peer-to-peer tool
- Look at incorporating elements of version 2 of the NSQHS standards (beginning January 2019)
- Disseminate results of the research widely
Conclusion

• Health libraries in Australia make a **substantial contribution** to support their organisations in successfully achieving accreditation.

• Health libraries are **integral to hospital quality and safety**, but it’s not a level playing field.

• Hospitals **without a health library** may be at a **disadvantage** when undergoing NSQHS accreditation.
Acknowledgements

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