

**TECHNOLOGY IMPROVEMENT AWARDS  
FINAL REPORT OUTLINE**

**COVER SHEET**

1.	Title of the Project	Library Website Enhancement to Improve Health Information
2.	Period of Performance (project start and end dates)	August 1, 2009 – July 30, 2010
3.	Library Name (if applicable)	Library Services
4.	Name of Organization	Providence St. Peter Hospital
5.	Organization Address	413 Lilly RD NE, Olympia WA 98506
6.	Name, Mailing and E-Mail Addresses, Voice and Fax Numbers, of Person Submitting Report	Isaac Huffman 413 Lilly RD NE: DDH08, Olympia WA 98506 <a href="mailto:Isaac.Huffman@providence.org">Isaac.Huffman@providence.org</a> Voice: 360-493-7222 Fax: 360-493-5696
7.	Date Submitted	August 27, 2010

## NARRATIVE DESCRIPTION

1. Executive Summary (200-500 words):

Provide a summary about how funding from this award was used. Include an overview of the new or improved health information service or program that was implemented. Identify the hardware and/or software purchased to support this project.

The Technology Improvement Award entitled "Library Website Enhancement to Improve Health Information" allowed Providence St. Peter Medical Library to achieve a number of goals during the year long grant period ending July 30, 2010.

For our grant we received \$3,587. With the funding we purchased 1 HP Compaq dc 7900 desktop workstation with 2.93 Intel Core 2 vPro processor and 4gb of ram, a compatible graphics card, HP LP2065 LCD monitor, Microsoft Office SharePoint Designer, Microsoft Visual Studio 2008, Adobe Captivate, Adobe Creative Suite 4 Design Premium, and SnagIt 9. The equipment was purchased in October 2009 and was finally delivered to the Library in February 2010. The final total for the computer build was \$3,712 with the remainder of the funds being covered by our standard IS budget.

We used that equipment to complete new library tutorials including a ZynxEvidence guide with screenshots from snagit 9 and a nursing resource guide that includes 4 video modules finished with Adobe Captivate. These modules covered hospital and library resources available for the treatment of Sepsis as well as critical decision making.

The library was able to implement a small Microsoft Sharepoint site for the Library Medical Education committee (LME). We created our first document library to store resources for the committee as part of this site. This site also has a news feed feature for the LME Blog.

We created two HTML 5 style image galleries to present a slide show and create a dynamic news style navigation to get the word out about various library projects. We also created a small actionsript gallery to advertise library features. This Adobe Flash gallery utilizes XML to load a number of images in a very visually appealing manner. The library also has created a few videos, most notably a series of sepsis education videos highlighting the need for early identification of sepsis and library resources available.

The library used a very organic process to promote new features. Under the guidance of the LME committee we undertook a number of small projects to produce cross promotion. We helped with an image gallery on the new "Inside SWSA" site in exchange for a link to the library medical education committee's blog. We helped in the development of a more nursing centered intranet environment in exchange for library site and resources to be featured prominently. We helped with screenshots for hospital alerts in exchange for referrals to library resources.

In June 2010 we conducted a survey to assess how the new features, resources and services

were being utilized by our medical staff. 62.3% reported using the library website up from 45.1% in survey predating the grant period.

2. Information needs:

Identify the main audience(s) that were intended to benefit from the proposed technology improvements. Did this project help to meet their information needs?

The primary audience for this grant was the employed and community physicians and the nurses to whom Providence St. Peter Medical Library provides service. The users of our library resources are in seven Western Washington Counties including King, Snohomish, Thurston, Mason, Thurston, Lewis, Gray's Harbor and Pacific.

We dealt with the information needs of this population in two ways. First, we produced subject specific guides and information points about need to know topics as identified by the library medical education committee. These included sepsis resources, Zynx evidence, UpToDate, and infection control resources.

We also produced separate portal sites for specific audiences including nurses and Library Medical Education Committee and we upgraded our community site DrProv.com to include the ability to host video, have an RSS feed, and integrate more directly with our internal resources.

3. Training:

As indicated in our grant proposal given the large numbers and diverse geographic locations, it was impractical to provide in person or on site education to each of our users.

4. Training sites:

Provide a brief description of the locations where you provided training.

Only online.

5. Exhibits:

If applicable, list all the exhibits, poster sessions, and/or professional presentations connected with this project. Include the meeting name, dates, location, estimated number of contacts made, demonstrations given and general impressions of success.

Not applicable.

6. Evaluation :

Describe whether and how the new or enhanced service accomplished the desired outcomes originally proposed. Or, if the originally proposed outcomes were not observed, what happened, instead? Include specific data that supports the evaluation results described, and how the data was collected.

The original goal of this project was “to increase website features available to our audience to include online video, news feeds, and rapid updating.”

We reached the desired outcome by providing videos on library resources, integrated an RSS feed onto our community practitioner portal [http://Dr Prov.com](http://DrProv.com) and adding this RSS feed to a number of sites including the LME SharePoint site.

For evaluation we looked to a mix of hard statistical data as well as more qualitative measures. We measured data from our intranet statistical package. The statistical measure we were most interested in was “unique visits.” As of July 30, our unique visits totaled 11,028. If we annualize this for the year, we will have approximately 18,900 hits in 2010, well beyond our target of 15,000 visits, and almost double from the unique visits in 2009 of 11,401.

For our qualitative measures we conducted a survey using a survey monkey in May 15<sup>th</sup>-June 20<sup>th</sup> to review knowledge of library resources. 62.3% reported using the library website in the last 30 days while 74% reported using the library website or library blog in the past year. The comments indicated a greater knowledge of library resources for patient care and education.

7. Problems or barriers encountered:

Provide details on problems encountered. If you were to start all over again, what, if anything, would you change about the project?

One lesson we learned was not to count on stable technology. A number of the resources purchased were intended to be used to help develop a new library website on the Microsoft SharePoint platform. Although all the documentation said the intranet would be converted to the new platform by May of 2010, the project has been delayed to 2012. Although we have been able to build a small library medical education committee site on the new platform it was smaller in scope than what we had originally planned.

Getting the word out is always very difficult. After failing to gain much interest with library emails to the medical staff and nurses we found that library resources are paired well with general CME and Nursing education nurses. In the hospital environment we are finding that pairing resources together creates greater use. For instance, we created a video on hand hygiene and used it to promote the library informational website <http://drprov.com>. Outreach through multiple partnerships has been a successful strategy in promoting library services and we continue to strive for opportunities to expand with current projects.

8. Impact:

Include information on the perceived and actual impact of the project on the library or organization. This can include the effect of the project on the library’s image, increased utilization of the library, etc.

In June 2010 we conducted a survey to assess how the new features, resources and services

were being utilized by our medical staff. 62.3% reported using the library website up from 45.1% in survey predating the grant period. Respondents also had an improved understanding of consumer health sites by identifying more trusted resources for consumer education information than in the previous survey.

We have also increased traffic to the library website. With 11,028 unique visits year to date, we are well on our way to reaching our goal of 15,000 unique visits.