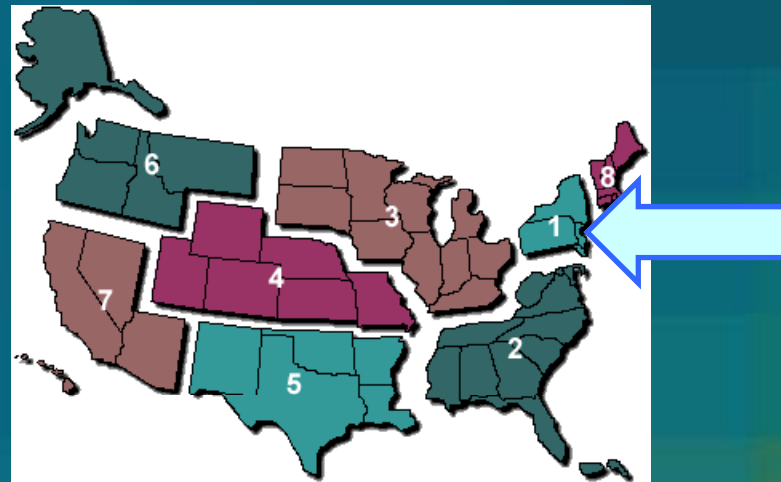


MAR Value Study: Where we are and where we're going



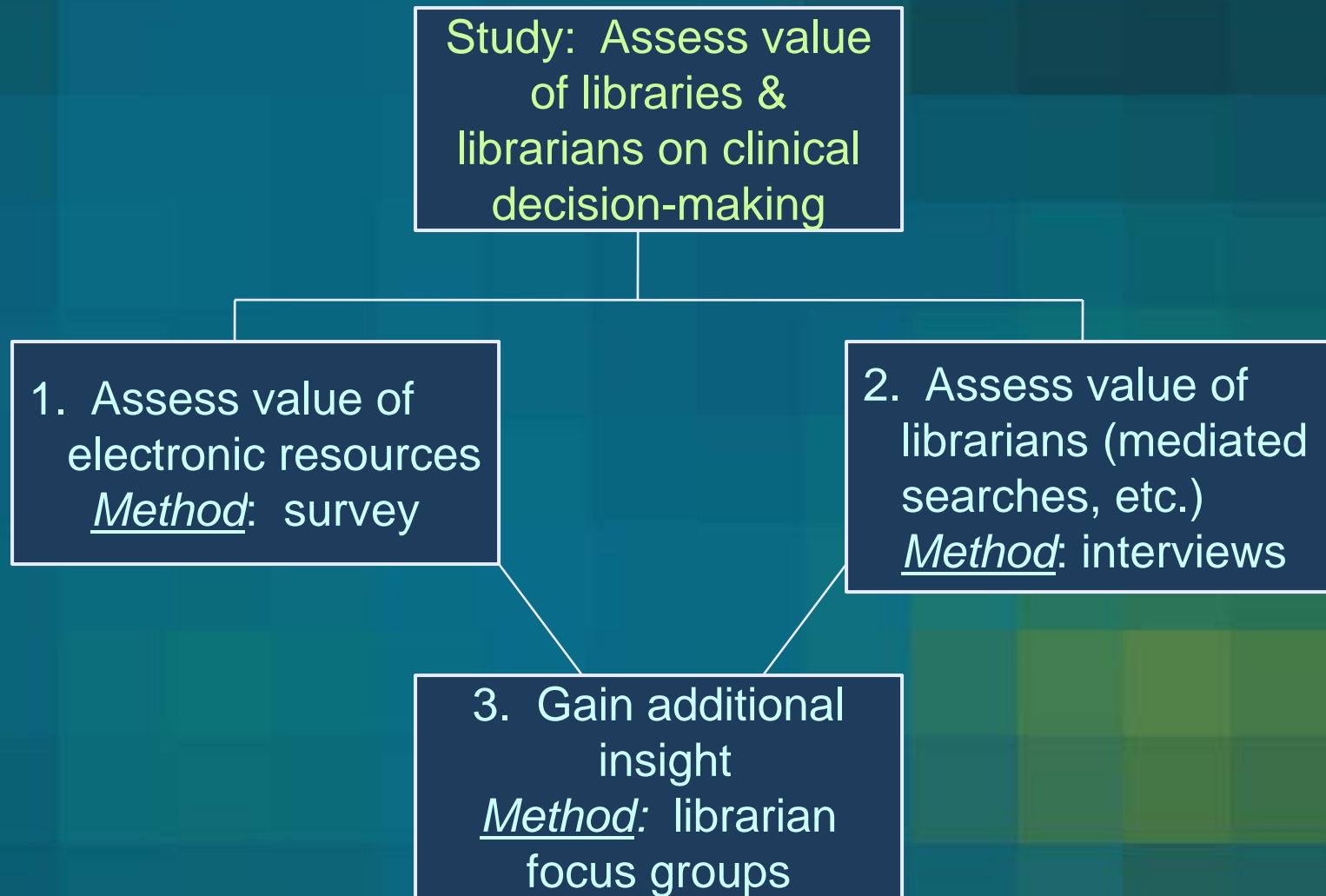
Julia Sollenberger

Director, Health Science Libraries
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Planning/Implementation Committee

- Karen Brewer – NYU and MAR
- Susan Cavanaugh – UMDNJ Camden, Cooper Hospital
- Kathel Dunn – NLM (formerly MAR)
- Sharon Easterby-Gannett – Christiana Care, Newark, DE
- Mary Lou Klem – U. Pitt.
- Lynn Kasner Morgan – Mt. Sinai
- Julia Sollenberger – U. Rochester
- Joanne Marshall – UNC – Consultant

Study Design



Research Study Overview

- Survey
 - Sent by librarians to physicians, residents, nurses
- Interviews
 - At selected institutions
 - Limited number of interviewees
- Librarian focus groups



Survey

- Use of information for patient care decisions, no matter where information came from
- “Critical Incident”
 - Think of one occasion during past month when respondent needed info related to patient care.
 - Answer based on that occasion



Survey Questions

- What type of information did you need?
 - Drug info
 - Diagnosis info
 - Patient safety
 - Etc.
- What resources did you use?
 - List to choose from (check all that apply and add others not listed)

Survey Questions

- How did you get to the resources you used?
 - In your institution's library
 - On institution's library web site
 - Intranet
 - Search engine such as Google
 - Etc.

Survey Questions

- From what physical location did you conduct your search?
- Did you find the information you needed?
- Which resources(s) contained the information (choose from list)

Survey Questions

- Agree or Disagree with statements. Information:
 - Was relevant, current, etc.
 - Refreshed memory, provided new knowledge, etc.
 - Resulted in better informed clinical decision, higher quality of care, etc.
 - Saved time

Survey Questions

- As a result of the information:
 - Did any of these change?
 - Diagnosis, choice of tests, choice of drugs, advice given to patient, etc.
 - Were any of these avoided?
 - Hospital admission, readmission; surgery; language/cultural misunderstanding; hospital-acquired infection, etc.

Survey Process

- Univ. North Carolina researchers
 - Working with survey programmer
 - Writing instruction manual for library participants
 - Getting “blanket” IRB approval from UNC
 - Analyzing data, writing reports
 - Making overall results available on web

Survey Process

- Library Participants
 - ALL MAR hospital or academic health center libraries will be invited to participate
- Must have support of an institutional “champion” – a high-level administrator

Survey Process

- Librarian participants will:
 - Register and complete library profile
 - Sign agreement
 - Possibly, arrange for incentives (still not sure how this will work)
 - Get additional IRB approval if required by institution (with UNC instructions)

Survey Process

- Librarian will send survey invitation via email to physicians, residents, nurses
 - Will contain survey URL (specific to each participating library)
 - Must follow through with reminders
- Librarians will receive results report specific to their institutions

Research Challenges

Research Best Practices	Real World Implementation
Need email addresses of all physicians, nurses at hospitals	Number emailed is (maybe) possible, but not lists themselves
<ul style="list-style-type: none">• survey co. emails survey invitations directly• physicians, nurses log in to survey with personal credentials• survey co. does individual follow-ups & reminders	<ul style="list-style-type: none">• librarian sends invitation and reminders to all on list• no log in; would create barrier• track participants with separate URL for each participating library
No bias: physicians, nurses contacted only by survey co.	Potential positive bias because librarians sent out survey invitation

Research Challenges

Research Best Practices	Real World Implementation
Use incentives for participants	Hard to do; participants spread out across many hospitals and only contact is via group email
Know total potential respondent group from beginning; could randomize	Don't know how many hospitals will participate, or how many physicians, nurses at each hospital
IRB approval needed; UNC can give "blanket" approval	Individual institutions may require separate IRB approval

Pilot Survey

- Prior to actual survey, need to pilot registration and survey process
- Recruit some specific libraries, to be sure to cover variations
- Spring/Summer 2009
- Pilot results will be analyzed along with actual survey results

Actual Survey

Fall 2009



Second Study

Component: Interviews

- Interviews of 4 individuals (physicians, nurses) per selected institution
 - 2 users of mediated searches
 - 2 user of e-resources (without using mediated services)
- Seeking more in-depth insight into information-seeking behavior
- Interview questions not yet finalized
- Will be conducted by Univ. North Carolina researchers

Third Study Component: Librarian Focus Groups

- Gain additional insight



Questions, Comments?

- Funding – Karen
- Cost Benefit/ROI Tool
- Other