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Hospital Library Awards: Demonstrating the Value of the Hospital Library

DIXIE REGIONAL MEDICAL CENTER (IHC), St. George, Utah

Target Population

• Who is the target population?

The target population is about 70 newly graduated RNs per year (fall and spring semesters) recruited as nurse interns at the Dixie Regional Medical Center in St George, Utah. A Nurse Internship Program was designed to address the problem of recruiting trained nursing personnel in the Southern Utah area.

The Dixie Regional Medical Center (DRMC) has been affiliated with Intermountain Health Care since 1976. In November 2003, a new 420,000 square foot facility was opened to complement the original hospital serving the greater St George area, licensure for 196 beds. Employees numbered 1,587 in 2003.

A 950 square foot Medical Library was opened in February 2004 under the direction of the first ever professionally-trained fulltime librarian, a significant commitment on the part of DRMC. The Medical Library holds about 850 current titles and about 35 print serials. Electronic subscriptions significantly expand the Medical Library’s access to about 2,500 fulltext journals and many reference books. The Medical Library is an integral part of the Education Department at DRMC. Classes, in-service training sessions and tutorials in the use of library resources are regularly offered. The Medical Librarian also offered a CME (Continuing Medical Education) presentation on the topic of Online Journal Searching; the DRMC CME program is accredited by the Utah Medical Association.

Nursing staff members at DRMC have shown a willingness to learn how to use library resources and do their own searches much more so than the medical staff itself. Nurses seem to enjoy being able to self-service but will call on the services of the Medical Librarian when topics are complex. Because nurses have responded well to such training, the Education Department decided it would be worth developing and designing a detailed program for them.

• What difference will this project make for the target population?

The proposed project will get the Nurse Interns accustomed to utilizing information resources available at DRMC Medical Library, and inculcate habits of up-to-date information seeking behaviors which can make a difference in patient care. As Nurse
Interns may not have had training in specific specialty areas (for example cardiac rehabilitation) during the course of their academic studies, it is essential for them to be able to access information quickly if they need it when dealing with a patient with special needs.

The proposed project will demonstrate that DRMC has many resources available for nursing staff and is committed to training and continuing education. (See attached Policy/Procedure: Identification and Provision of Continuing Education for Associates \dixie-bs1\data\Groups\DRMC Policies\ADMPOL\236.doc ). Hopefully, this will make DRMC more competitive in attracting newly-graduated nurses to accept regular employment rather than at other nearby hospitals.

**Goals/Objectives/Methodology**

- What are the goals of the project?

The goals of the project are to evaluate the information needs of Nurse Interns and design services and training sessions to meet those needs.

- What are the specific objectives for achieving the goals; what are the expected outcomes?

There are dual objectives to achieve the goals, both cognitive and affective.

In order to take advantage of all the information resources offered by the DRMC Medical Library, nurse interns will be oriented to: PubMed and other resources from the NCBI, subscription versions of MEDLINE, CINAHL, fulltext journal collections (EBSCO), MD Consult, and Micromedex. Nurse interns will become aware of how to verify that information from the databases or the worldwide web is from a credible source.

While it is very important to provide training in skills and knowledge towards information literacy, of equal importance is that nurse interns develop self-confidence in using electronic and other library resources. An affective end, a positive experience from the training program will encourage habitual use of library resources and thus lead to competence.

- How were the objectives determined?

Nurse educators at DRMC identified a general ignorance / unawareness among many nurses, not just interns, to how to search for online information; for example, some recent graduates have never heard of the CINAHL database and just enter a keyword in “Yahoo” to search online. Nurse Educators indicated to the Medical Librarian that elimination of this unawareness should be a goal of the Medical Library’s Training Initiatives.
Also, due to the nursing shortage, it was determined that the Medical Library should be proactive as part of DRMC’s overall effort to make DRMC an attractive place to work for newly-graduated nurses. In addition, as noted above, Nurse Interns may not have had training during the course of their academic studies in specific specialty areas where they may be placed, so it is in DRMC’s best interests that they be able to access information when dealing with a patient with special needs.

However, all individualized training programs are very labor-intensive which is why assistance in the form of a grant is needed.

- How are the objectives to be accomplished (methodology)?

Nurse interns will be given an orientation to print resources in the physical library (standard nursing texts and journals). Then, using PowerPoint, the Medical Librarian will describe online subscription resources available from the DRMC intranet and other free (but reputable) sources from the Internet. Training tools developed by other libraries within the MCRML network such as Marty Magee’s PubMed for Nurses will be incorporated.

Nurse Interns will then have an opportunity for hands-on experience under the supervision of the Medical Librarian and Nurse Educators. Nurse Educators will incorporate 2 information seeking activities within the overall Internship Program; for example, Nurse Interns may be assigned to locate a recent review article on a particular topic and a patient handout/consumer information for a fictional patient.

The PowerPoint will be made available as an online tutorial for review at any time. There will also be online follow up quizzes. Nurse Interns will also receive a booklet of training materials for future reference.

After successful completion of this training, Nurse Interns will be encouraged to visit the physical library and use the virtual resources from the Intermountain Health Care/ Dixie Regional Medical Center intranet and Internet.

- When will activities of the project be conducted (timeline)?

Activities will be scheduled and delivered during the 10-week long Nurse Internship Program (which varies according to graduation dates in June and January each year).

- What data will be collected?

A pre-training survey will be administered consisting of 2 parts:

1. Self-confidence in ability to use library resources (Likert Scale)
2. Information-seeking behavior and knowledge of library resources
A post-training assessment on both the above areas will also be administered and the results compared and compiled into a report.

Usage data after completion of the training will also be collected according to logins on the library pages on the intranet and a gate count of physical library visits (which is done on a regular basis anyway).

- How will data be collected, stored, evaluated?

Pre- and post-training surveys will be administered hard copy or online. Data will be compiled and stored on the DRMC network drive and in hard copy.

Data will be evaluated according to changes in both affective and cognitive skill levels as reflected in pre- and post-tests. Statistical analysis (appropriate measures such as Chi Square, t-test, standard deviations etc) will be performed.

Electronic usage data can be monitored for subscription database usage (which is done anyway due to site licensing issues).

- How will the submitter know if the goals/objectives have been accomplished?

Results of the post-session survey and quizzes will be evaluated and compared against the goals and objectives.

Nurse interns will use DRMC online resources on a regular basis in their working environments whenever an information need arises. Supervisors will be made aware that nurse interns are expected to do this and will be given a feedback instrument for reporting on observed behaviors.

- When will the project be completed?

The planning, curriculum and materials development will be started three months before the interns arrive. The training portion of the project will be completed within the time frame of the interns’ assignments at DRMC (January and July). The evaluation will be ongoing for 1 year after completion of the training.

- How will ongoing needs be met after project completion?

The program can be repeated twice annually whenever a new group of Nurse Interns is recruited at DRMC. Refresher or more advanced courses could be offered if there is a need and demand.
Outcomes

- What are the expected outcomes? What tools will be used to gather outcome data? survey, pre/post test, control group?

The expected outcomes are both cognitive and affective.

Nurse interns will become aware of the resources available to them from DRMC electronic subscriptions. They will be able to choose the best sources for their purposes and be able to access information from them. It is not expected that they will become expert users but that they will have foundation level skills and knowledge.

Secondly, nurse interns will become comfortable, habituated users of the resources and services. Possibly their ease with using the library resources will encourage other DRMC staff (under/non-users) to do so as well.

Either MS Excel or Access will be used for data summary.

An informal control group of staff already working at DRMC will be recruited by volunteerism. An article in the DRMC in-house newsletter and promotional emails from the DRMC intranet will call for volunteers.

- Who will be interested in the results of the project?

Administrators at all levels at DRMC, other medical libraries within the IHC Group as well as any hospital in Utah and the Mid-Continental region with a nurse internship program would be interested in this project. Institutions with degreed nursing programs might be interested in this project as well.

- Who will be the source of the data to be collected? all members of target audience? random sample? target and control group?

All nurse interns will participate; there will be no random sample or control group. However, as noted above, the information seeking behavior of nurses already working at DRMC (self-selected volunteers) can be monitored and compared with that of the nurse interns who complete the program.

- How will the project be monitored during the implementation?

The Director of Education and members of the Education Department will monitor this project during implementation.

- How will hospital administration learn of this project and the results?
The Medical Librarian will forward a copy of the proposal, ask for feedback, keep administration informed of the progress, and write a report after completion of training. Outcomes after 6 months and 1 year will also be shared in the way of a report.

- Is this project worthy of being duplicated?

Yes, if the expected results are obtained.

**Project Personnel**

- Who will oversee the project?

  The Director of Education at DRMC, Rebecca Holt, MA, RN

- Who will carry out the project?

  The Medical Librarian at DRMC, Pamella Asquith, MLS, MA

- What is the expertise of the project personnel?

  R Holt has an MA in Nursing with 17 years of experience as a nurse with 11 years as a nurse educator. P Asquith has a Master of Library Science degree and a Master of Arts in Linguistics with 14 years experience as a teacher, curriculum developer and materials writer for English as a Second/Foreign Language programs both in the US and abroad and 2.5 years as a reference and training librarian. For the College of Nursing at the University of Arizona, Tucson, P Asquith was the library liaison and research assistant for the Online PhD in Nursing program.

- How much time will be committed to the project?

  Planning and development of training materials (Meetings, PowerPoint, handouts, scheduling) = 50 hours

  Delivery of training (Pre-test, training, post-test) = 40 hours

  Followup, data analysis and writing journal article = 60 hours
Budget

• What funds are being requested: supplies, travel, equipment, training, communication infrastructure, telephone?

$ 3,000 Professional Time: Medical Librarian,

$ 1,000 Professional Time: Director of Education

$ 300 Professional Time: Nurse Educators

$ 200 Professional Time: IT support

$ 200 Printing of handouts and booklets

$ 300 Towards $2500 stipend to nurse interns

$ 5,000 Total

• How does the expenditure of these funds contribute to the achievement of the project goal(s)?

Funds for this project will mean that DRMC personnel can focus on it and dedicate adequate time for development and planning as well as follow up study.

The funds would also allow time for the Medical Librarian to write an article about the project for publication in a professional journal.