

**FINAL REPORT FOR
SUBCONTRACTS**

“Planning for the Future of the Via Christi Libraries”

Via Christi Libraries

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Inclusive Dates of Final Report: December 2004- May 5, 2006.

Date Submitted: May 25, 2006.

(Reviewed by B. Jones 5/30/06)

NARRATIVE DESCRIPTION

1. Summary/Introduction:

Our goal was to do a needs assessment survey within our Wichita community to help us design a strategic plan for the next 5 years. We hired a consultant, Dr. Cathy Perley, from Emporia University to help us design and do a needs assessment survey. We had a great response for our print and web-based surveys. We had stated in the grant that we would plan on getting a minimum response of 720 print and web-based surveys returned and we actually got 1295 surveys returned! Additionally, information was collected from 75 telephone surveys and 2 focus groups, all conducted by Dr. Perley. Dr. Perley evaluated and summarized the data collected from all of these events. She then wrote “Needs Assessment to Support Strategic Planning by the Via Christi Libraries; Consultant’s Report”, dated December 14, 2005. On that same date, she gave us copies of the report and the results were discussed as to what they might mean for the Libraries’ plans. See Appendix A for the Executive Summary.

After we reviewed the final report with Dr. Perley, we met during January, February and March of 2006 to write and finalize our 5 year strategic plan. The executive summary for the final version of the “Via Christi Libraries Strategic Plan 2005-2011” follows as Appendix B.

Finally, this strategic plan was presented by me to Larry Schumacher, President and CEO of the Via Christi Wichita Health Network, during a meeting on May 5, 2006. I had been told we would only be allotted 20 minutes of the meeting time but Mr. Schumacher asked many questions and 40-45 minutes of the meeting was devoted to discussing the Libraries. I considered the meeting quite successful.

2. Geographic region/number of counties: Not applicable

3. Collaborations/Partnerships: Not applicable

4. Training: Not applicable

5. Training sites: None

6. Exhibits: None

7. Resource materials: None

8. Web sites: A temporary web site was developed by Dr. Perley for the “User’s Needs” survey. It no longer exists.

9. Document delivery and reference services: None

10. Approaches and interventions used: We didn’t do any training sessions.

11. Evaluation:

The goal of the project was to create a strategic plan for the Via Christi Libraries which could

then be presented to the administration. This has been done. I presented a copy of the “Via Christi Libraries Strategic Plan 2006-2011” and talked about the Libraries’ 5 year strategic plan with our CEO, Mr. Schumacher. It is possible that we may not be getting more money, although this is unknown right now. Our CEO asked intelligent questions and showed interest in the Libraries. He also talked about the Libraries as ‘a portal to everything’. We will see what the future brings, but I feel sure in saying that our project was a complete success.

12. Problems or barriers encountered:

We expended an enormous amount of time and mileage to get the survey returns that we got. We visited all 5 of Via Christi’s Wichita locations, and we also handed out surveys on all three shifts at the three major facilities. Also, to get physician participation in a focus group, we spent many hours composing and mailing letters to every third physician on the Via Christi medical staff, with a resulting 9 physicians participating in one focus group.

The telephone surveys were not as well received as we had hoped. Possibly when people signed a ‘Consent to participate’, they didn’t realize that a telephone survey would take some time. Or, since everyone worked in healthcare, it was very difficult to find a convenient time to participate in the telephone survey.

13. Continuation plans:

Now that the 5 Year Plan has been established, we will move forward to implement it. We may receive additional funding from our institution, but that is not known yet. However, if staffing remains at current levels, we believe our plan is achievable. As stated in our strategic plan, we will apply for grants to help fund some of our projects. There is a local Volunteers group that funds Via Christi projects and I believe we can be confident that some monies will be granted by them to the Libraries.

14. Impact:

The perceived impact, because of all the surveys done, and the publicity that preceded them, is many more Via Christi employees are aware of the Libraries and what we can do to help them with their information needs.

The eventual impact on the Libraries’ patrons should be improved information services which will be revamped and based on the input given us during the survey period.

And, finally, we got to spend 40 minutes with our CEO discussing the Libraries’ future. This would not have happened had it not been for this grant. The work done for this grant is really helping the Libraries move forward...

15. Recommendations for improvement: None. We are all very pleased with the outcome of this project.

FOLLOW-UP QUESTIONS

1. Were your original project goals and objectives met? If not, why not? Yes.
2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?

This was not an outreach project.

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?

We wouldn't change anything.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

This was not an outreach project.

Executive summary

This report documents a study conducted on behalf of the Via Christi libraries for the purpose of developing an evidence-based, user-centered long-term plan. The consultant's recommendations are based on the results of the study and are organized to address the primary questions: How can the Via Christi librarians best serve their patrons, given realistic limitations on time, resources and personnel? and, given these limitations, how can they best assist the medical center in terms of improving patient care and outcomes?

Recommendations related to the question, "How can the Via Christi librarians best serve their patrons, given realistic limitations on time, resources and personnel?" include the following:

Recommendation 1. Keep doing what you're doing.

Recommendation 2. Streamline library resources. Keep the ones people can and do use.

Recommendation 3. Recruit advisory groups from key stakeholder groups and ask for their ideas. Make use of what they tell you and report back to them on the success of these efforts.

Recommendations related to the question, "Given these limitations, how can they best assist the medical center in terms of improving patient care and outcomes?" include the following:

Recommendation 4. Create specific service profiles to represent various levels of library services available.

Recommendation 5. Market library services to those able to make use of them.

Recommendation 6. Collaborate with key stakeholders within the organization for the purpose of developing innovative, "doable" solutions to existing, system-wide information needs. Pursue additional grants to fund these activities.



This project was funded by a grant from the National Network of Libraries of Medicine MidContinental Region/University of Utah, with additional support provided by Via Christi Volunteers-Partners in Caring.

Appendix B

Executive Summary

In September of 2004, Via Christi Libraries began a project to develop and implement an evidence-based, long-term strategic plan that would fulfill the Via Christi Libraries mission as well as the mission and vision of our parent organization, the Via Christi Health System.

An information needs assessment of Via Christi healthcare professionals was conducted in order to answer the following questions:

1. **How can the Via Christi Libraries best serve their patrons, given realistic limitations on time, resources and personnel?**
2. **Given these limitations, how can they best assist the Via Christi Health System in terms of improving patient care and outcomes?**

Two grants were awarded to Via Christi Libraries in order to fund activities related to the needs assessment. A consultant was hired to design assessment tools and analyze the data gathered. Six recommendations based on the results of the information needs assessment were given to the Via Christi Libraries in December of 2005.

Based upon the consultant's recommendations, the Via Christi Libraries mission, and the mission and vision of the Via Christi Health System, six strategic goals were established to provide a framework on which we can build our future.

Via Christi Libraries Strategic Plan 2006-2011

- Goal 1:** The Libraries will provide information services that adapt to and expand with an ever-changing health environment.
- Goal 2:** The Libraries will create and sustain effective communication with key stakeholders in order to promote continuous quality improvement of library services.
- Goal 3:** As part of the OneIndeed initiative, the Libraries will actively promote and provide information services to all Via Christi Health System entities.
- Goal 4:** In alignment with the Via Christi mission, the Libraries will partner with the Via Christi Health System in its community outreach efforts.
- Goal 5:** The Libraries will effectively utilize financial resources by seeking additional funding opportunities and partnerships for special projects.
- Goal 6:** The Libraries will demonstrate service value to the Via Christi administration.