Quarterly Report

St. Louis Children’s Hospital in partnership with Becker Medical Library
One Children’s Place
St. Louis, MO 63110

Continuity of health Information: Integrating the Medical Library into Hospital Emergency Planning

Betsy Kelly and Lauren Yaeger
kellyb@wusm.wustl.edu 314-362-2783
yaegerl@wusm.wustl.edu 314-454-2768

Reporting period end date: April 22, 2011

Publicity:
The culmination of the past year’s project is in Lauren attending Unit Based Joint Practice Team meetings with a new laptop, rolling cart and projector all purchased for emergency library use to give a brief informative presentation to make staff aware the medical library has been wired for emergency power, now has a red power fail phone and is integrated into the hospital’s emergency plan.

The response has been overwhelmingly good. Not only are the UBJPT’s happy to invite me to present, people are impressed with my rolling cart/projector set up and often times when presenting I see the ‘light bulb’ go on in people’s faces indicating they never thought to make use of the library in this manner but it makes sense.

This has also given me the opportunity to reiterate the resources offered in the library. Usually at the end of each presentation I get a few questions that lead to at least one teaching session being scheduled.

Two posters have been displayed. One large poster is in front of the medical library 3N34 and one in front of the SLCH cafeteria. Each unit gets a single page sized laminated copy of the poster to hang on their unit to remind everyone of the library’s emergency services and bookmarks with the library’s information are being handed out as well.

Goals, Outcomes, Objectives:
The main objective of integrating the medical library and librarian into St. Louis Children’s Hospital’s emergency plan has been met. The medical librarian, Lauren Yaeger, is an active member of the SLCH Emergency Preparedness Workgroup and an active participant in emergency drills where the library’s resources are mentioned in command center during drills because of her presence.
Because of the new emergency lights and power that have been run to the physical library both print and internet resources are now available to clinical teams during periods the SLCH Emergency Operations Plan is activated. A red power fail phone has been installed in the medical library and the cost is being covered by the hospital’s emergency budget. This will allow staff members to contact family in the event of non-emergency phone service failure.

The medical librarian is familiar with and able to educate hospital staff about WISER (http://wiser.nlm.nih.gov/) and CAMIO (http://cameochemicals.noaa.gov/), both of which are available from the medical library.

No official statement has been made outside of SLCH but the proposal to post something in BERRT - Bi-State Emergency Resource/Response Tool will be discussed at the next meeting of the Emergency Preparedness Workgroup.

Two laptops have been purchased as well as two mobile carts so they can be made available and easily move in the instance of an emergency. A projector has been purchased as well to enable the medical librarian to teach in almost any location.

Mention of the medical library as a resource in the event of an emergency is being added to the online and print Emergency Preparedness Manual at the next update. There is also discussion about adding a plastic clipboard type manual with very basic emergency information to each fire extinguisher station. This would provide immediate and concise information throughout the hospital. The library would be on a map in that manual as a staff station with power and information resources.

Lauren completed the NN/LM 10-Step Approach to Service Continuity Planning and created an emergency toolkit for St Louis Children’s Hospital Library.

**Evaluation:**

No formal evaluation activities were carried out during this quarter, however, observations during presentations have indicated very positive impacts both in the area of information access during emergencies and during regular day to day patient care.

**Impacts and Observations:**

The hardest part of integrating the medical library into St. Louis Children’s Hospital’s Emergency Preparedness Plan was getting the physical work such as wiring and lighting completed on time. The Emergency Preparedness Workgroup is more than happy to have the addition of a medical librarian and the team that runs drills and command center feel the same way.
I’ve found things change slowly in the hospital. While at this point the concept of the library being an emergency resource is well received it will take ongoing education and work on my part to truly change the culture to think of the library especially in times of distress.

In spite of the difficulties the effort has been worthwhile. The library and the librarian are more visible throughout the hospital and the librarian has made connections with groups that would not otherwise have been among her regular contacts. The opportunities to present to the Unit Based Joint Practice Teams has both raised awareness of information access during emergencies and also of basic library services.

**Ongoing involvement:**

Lauren will remain a member of the SLCH Emergency Planning group. The results of this project will be shared with the members of BERRT and her work will be included in emergency planning documents going forward. Lauren will continue to present to UBJPTs, work with Residents and other hospital staff and will promote both her regular and emergency services.
NN/LM 10-Step Approach to Service continuity Planning

1. **Assess Risks**

Stories about emergencies/disasters at SLCH:

Fire in the atrium resulted in a building evacuation. Sprinkler system in that area went off, killed the fish in the fish tank. In that instance I’d be used as manual labor to move and transport patients.

A volunteer fainted in the hallway outside the library and a code had to be called. In that case if I was the first to see her I’d call the code.

A pipe broke in the volunteer office and flooded the office. It had to be gutted and rebuilt. At the time all they could do was call maintenance.

There was a salmonella outbreak in the hospital. It took weeks of taking health histories, culturing feces, and dietary history to find the source was the cafeteria. FRC handed out specific patient care information to this outbreak, answered phones in the command center. The cafeteria was shut down for a few days.

When there are severe weather warnings they announce it throughout the hospital over the loud speaker. Patients are moved away from windows depending on the type of weather threat.

Once there was a huge blizzard and everyone was snowed in the hospital so anyone in the building had to help others complete whatever task is needed. There was limited food and sleeping areas.

Water and phone outages happen occasionally then the hospital goes to water limitations and using foam to sanitize.

Once a man with a gun ran off of Kingshighway and into the hospital. Everyone takes a position and keeps watch until the threat is neutralized.

Occasionally (usually) due to construction phones and pagers go down. Announcements are made over the loud speaker.

There was an oxygen fire in an operating room where a child died. Being in the library I have nothing to do with this kind of emergency.

2. **Protect yourself, your staff, and your patrons**

   a. The emergency manual covers our emergency procedures, meeting places and we run drills from time to time.

3. **My major services would center on gathering pediatric specific information and then disseminating it to the proper people. Also, manning the library and maintaining our emergency services. Keeping working computers open to staff to communicate with home if needed or keep abreast of the unfolding event. If man power is needed I’m also available as needed.**
4. **Create procedures for remote access to core services**

As an example, a school bus of grade school aged children crashes on its way to school at 7am with multiple injuries to the kids. I’m not in the library and because it was such a large accident outside help is being brought into the EU to admit the injured children. Some of the first responders aren’t comfortable writing up pediatric pain medication dosages and setting pediatric bone injuries. In this instance I am available by phone and I can either walk someone through getting the needed information online (Redbook) or come in to the hospital. At this point I will have educated enough staff in the hospital someone will be able go to the library, pull up the needed information and distribute. Or I can do the search myself at home and email links to command center where someone can then send the needed information to the correct people. The most important element to getting the information to those that need it is someone identifying the need and asking for help.

A “Tips and Tricks” card with database information and searching tips has been created and distributed with extra copies available in the library. When the librarian is not available this is basic information made available to any hospital library user.

5. **Determine your core electronic resources.**

The Becker Medical Library homepage is a gateway to library resources [www.becker.wustl.edu](http://www.becker.wustl.edu). From there, the user can access all the online resources available. Because Becker provides so many resources for students, physicians and faculty a ‘clinical portal’ is available to guide the user to the best resource for his or her need. I teach PubMed, CINAHL, SCOPUS, Stat!Ref, Nursing Reference Center, how to use the catalogue and UpToDate to my community. These are general skills and databases from which one can easily search and obtain literature. I would probably recommend UpToDate or First Consult in the event of an emergency because it has direct medical information about conditions and etiology that is more point of care clinically applicable then PubMed or SCOPUS. Stat!Ref or Access Medicine are good point of care resources because they house resources such as text books and MedCalc 3000 as well as a medical dictionary. Most likely in the event of an emergency frontline staff aren’t looking for an excess of information, just what they need to know to get the job done.

In the event that the internet is compromised the library is now wired for emergency power so there is enough light to use the hard copy texts. The first place information seekers should go is the reference shelf. Housed there are drug dosage handbook, pediatric resuscitation handbooks, information on poisoning and medical dictionaries. It is not likely my patrons even use the catalog in the best of circumstances, and if then they use the online version. My library has labeled sections to help one find what they are looking for as well as the SLM classification chart on the wall.

Develop a continuity of access plan for your essential electronic resources.

The library is equipped with emergency power, it is also equipped with a red power fail phone and two lap top computers with back up batteries and satellite cards. If a situation arises where a floor needs/ patient care area needs power and it’s a limited resource the library will be one of the first
areas shut down. There is ongoing education throughout the hospital teaching resources, use and access of databases and library resources.

The library door automatically locks after 5pm until 8:30am with a magnetized lock. In the event of a power failure this lock is disabled and the library is accessible to everyone.

6. Identify your core print collection.

Since St. Louis Children’s Hospital is a pediatric hospital our print collection is pediatric focused which makes it an invaluable resource in the event of an emergency because children are the most vulnerable population to harm.

The print collection at SLCH is mostly made up of back issues of journals. The text book collection is a wonderful resource if the internet is down. Some of the most important texts would be the pediatric dosage handbooks, drug interaction information, general medicine and the rest would be determined by the nature of the disaster.

**Core Print Collection**

Nursing 2009 Drug Handbook

Poisoning & Drug Overdose *edited by Kent R. Olson*

Pediatric Dosage Handbook

Redbook

Nelson’s Pediatrics

7. Identify your unique or highly valued resources.

All of our resources specifically for pediatrics are the most highly valued and unique. SLCH’s library also carries more nursing focused materials than Washington University’s Becker Medical Library making those resources are unique and valuable.

Our computers are much needed and used on a daily basis. Depending on the nature of emergency or disaster, the computers may become our more highly valued resource. Access and communication hold a very high value.

The SLCH library is more functional than anything and devoid of costly artwork, historical treasures or other unique and valuable items.

8. Proactively plan for the recovery of your unique and highly valued resources.

Due to the location of the physical library the most likely destruction of property would come from fire or flood damage. Because the hardcopy collection is elevated from the floor by shelf design, it
would have to be a significant amount of water to damage more than the lower level of books. If the sprinkler system is activated the damage will be more widespread. In that case we will recover what we can and probably only purchase core pediatric medical texts and slowly assess what’s needed and rebuild the collection as needed. In the event of having the library’s print collection completely destroyed key library stakeholders would meet and discuss print vs. online collections.

The loss of computers would be a resource we would immediately find the money to replace. We might not be able to replace all nine computers at once, but there will most likely 2-4 up and running within a week of the loss. Our computers are gateways to our online resources. Much of what is in print in the library can be found online. The computers also provide access to real time information that in the event of an emergency or disaster is necessary. Getting our computer network back up and running would be first priority after cleaning up.

If something were to happen to our texts the reference section would be the first to be replaced. Some of the core texts are online hence the importance of the computers.

One of the most valued resources is the librarian. No one knows the collection better than the librarian nor can many rival her ability to find and disseminate information swiftly. In the event something happens while she is not in the hospital and she is needed efforts will be made to contact and bring her in. If she is at the hospital and is injured she will be attended to, then hopefully can return to her post. It is important that the medical research librarian focus on teaching the hospital staff HOW to get to the information and where to find it because if she isn’t there someone else needs to be able to use the library resources knowledgably.

9. Know how to obtain outside assistance

Becker Medical Library and librarians are available to give advice and the library houses a much larger collection and is within walking distance of SLCH.

Emergency paper clean up service in the area

**NN/LM (National Network of Libraries of Medicine):** (800) DEV-ROKS or 1-800-338-7657 (business hours): DOCLINE, coordination of emergency response among members, resource sharing in emergency, possible funding for replacement equipment.

**Lyrasis:** (800) 999-8558 (24/7): Territory: southeastern/northeastern/mid-Atlantic states—advice about saving collections, health and safety measures in an emergency, referrals to commercial salvage companies, etc. Onsite assistance available through volunteer network

10. Be Prepared at Home

As the medical librarian the best I can to prepare myself at home is to have a Go Kit and a charged laptop so I can communicate with the hospital and proxy into the Washington University network if my search services are needed.
SLCH Medical Library Emergency Toolkit

Resources

Medical Librarian

Physical textbooks

Online databases

  PubMed

  Ovid (if you have an account)

  Access medicine

  UpToDate

  MDConsult

  CINAHL

  Nursing Reference Center (SLCH computers)

  Scopus

Computers

  2 rolling cart laptops (emergency powered)

  4 Washington University line computers (emergency powered)

  4 SLCH line computers (emergency powered)

Tables/chairs/space

Copy machine/printers

Librarian contact information

  Lauren Yaeger, MA, MLIS

  Medical Librarian

  SLCH Medical Library

  St. Louis Children's Hospital in partnership with Washington University School of Medicine
How to access/location

The medical library is located on the third floor of St. Louis Children’s Hospital at the north end next to the auditorium which becomes the labor pool in the event of an emergency. Command headquarters is also located on this floor and near the medical library.

The SLCH computer log-in and password is ‘library’ ‘library’

The WU computer log-in is ‘mcguest’, the password is ‘Visitor1’

Emergency Resources

- Laptops/ rolling carts
- Emergency lighting
- Emergency power
- Red phone

LIBRARY DISASTER TEAM

Lauren Yaeger: Librarian
Kim Hume: Manager of the FRC

St. Louis Children’s Hospital Medical Library is designed to serve its patrons whether or not a librarian is present. In the event of an emergency the hospital staff is able to access the library even after hours with use of their badge. All materials are easily accessible and a self check out plan is clearly displayed so patron’s can take and use materials even when the librarian is not present.

COMMUNICATION PLAN

In the event of an emergency or disaster the librarian (if she is present) will report to command center and when it is appropriate a text page will be sent to the hospital’s emergency contacts stating the
The medical library is open for information purposes as well as a space provided for staff to communicate home and take a break.

Depending on the length of the situation, notifications can be posted on the SLCH blog or emails sent to key personnel.

The librarian does not have authorization to comment to the media.

**SERVICE CONTINUITY**

The library is equipped with backup power and emergency phone lines.

The online resources are maintained by outside vendors and their accessibility is dependent on that vendor’s status depending on the emergency event.

Inter-library loans go through Becker Medical Library and continuity of service is dependent on their situation.

Access to the library print collection is openly available 24/7 to hospital staff

**GETTING HELP**

[NN/LM](https://nnlm.gov) *(National Network of Libraries of Medicine)*: (800) DEV-ROKS or 1-800-338-7657

Contact Barb Mathieu, head of Becker Medical Library’s Inter-Library Loan department (314-362-2780) with regard to lending requests in DOCLINE, coordination of emergency response among members, resource sharing in emergency and possible funding for replacement equipment.

**NN/LM Emergency Preparedness & Response Toolkit:**
[http://nnlm.gov/ep](http://nnlm.gov/ep)

**Local Preservation Librarian or Partner Conservator**

Becker Medical Library Archives and Rare Books Department
Location: 7th Floor Becker Medical Library

Phone: 314-362-4236

E-mail: arb@wusm.wustl.edu

Hours: 9 am – 5 pm, M-F, or by appointment

Web page: becker.wustl.edu/libdept/arb

**Northeast Document Conservation Center (NEDCC):** (978) 470-1010 (24/7): will provide telephone advice to anyone about response to and recovery from a disaster that impacts library collections.
**SALVAGE & RECOVERY COMPANIES:**

See the NN/LM Emergency Preparedness & Response Toolkit for links to commercial salvage companies.

**LIBRARIAN RESPONSE**

Make sure emergency power, lights and phones are in proper working order.
Secure access to the library for incoming patrons.
Provide support to the command center and remind them of the support the medical library provides non-clinical space, internet access, and print materials.
Remain available to conduct literature searches and get information provided at the point of care.

- BOMB THREAT
- EARTHQUAKE
- FIRE
- SEVERE WEATHER
- MASS CASUALTY
- CHEMICAL OR RAIDOACTIVE SPILL
- INTERNAL EMERGENCY
- SARS
- ANTHRAX
EMERGENCY?
St. Louis Children’s Hospital Medical Library can support your information needs in any circumstance.

SLCH MEDICAL LIBRARY:
SUPPORTING INFORMED DECISION MAKING.
ALWAYS!

becker.wustl.edu
evidence based information • clinical support • online resources
Children's Hospital - St. Louis
Washington University in St. Louis
School of Medicine

Lauren Yaeger, MA, MLIS
Medical Librarian, SLCH Medical Library
St. Louis Children’s Hospital in partnership with
Washington University School of Medicine
314-454-2768 • Pager 254-BOOK (2665)
Fax: 314-454-2340
yaegerl@wustl.edu

SLCH MEDICAL LIBRARY:
SUPPORTING INFORMED DECISION MAKING.
ALWAYS! becker.wustl.edu

evidence based information • clinical support • online resources

Funded under contract No. NO I-UM-6-3504 with the University of Utah and awarded by the NIH, National Library of Medicine.