



# Australian health libraries' contributions to hospital accreditation and the National Safety and Quality Health Services (NSQHS) Standards: results of the Health Libraries for National Standards (HeLiNS) research project

## Project team

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# Outline

1. What is the **HeLiNS** research project?
2. Results
3. Next steps



# HeLiNS

Health Libraries for the National Standards

ALIA research grant 2016 awarded to:

- Health Libraries Australia
- Health Libraries Inc.

Purpose: to explore and record the contribution that health libraries make to the achievement of hospital accreditation.



## HeLiNS Project Team

- Project Coordinators: Ann Ritchie & Michele Gaca
- Study 1 Leader: Gemma Siemensma
- Study 2 Leader: Jeremy Taylor
- Project Officer: Cecily Gilbert

## National Reference Group

- 13 members representing all states & territories



# Objectives

1. **Explore** ways in which health libraries assist their organisations in achieving accreditation
2. **Design** expert searches that will assist organisations in keeping current with the latest research-based literature (evidence) pertinent to the NSQHS Standards
3. **Assess** the availability of resource materials referenced in NSQHS Standards documentation



# Australian health library landscape 2016

1322 hospitals Australia-wide<sup>1</sup>

- 698 public / 624 private
- 6 states / 2 territories

328 health libraries (95 in hospitals)<sup>2</sup>

- Metropolitan – regional – rural
- Size: L, M, S

1250 health library workforce<sup>2</sup>

1. AIHW 2015
2. ALIA HLA Census 2014



Standard 1:  
Governance for  
Safety and Quality in  
Health Service Organisations



Standard 2:  
Partnering with Consumers



Standard 3:  
Preventing and Controlling  
Healthcare Associated Infections



Standard 4:  
Medication Safety



Standard 5:  
Patient Identification and  
Procedure Matching



## National Safety & Quality Health Services



Standard 6:  
Clinical Handover



Standard 7:  
Blood and Blood Products



Standard 8:  
Preventing and Managing  
Pressure Injuries



Standard 9:  
Recognising and Responding to  
Clinical Deterioration in  
Acute Health Care



Standard 10:  
Preventing Falls and  
Harm from Falls



# Methods

Two component studies:

## Study 1

- Survey of hospital library services asking how they contribute to their hospitals' accreditation.
- In-depth case studies (interviews) to explore some of the notable examples

## Study 2

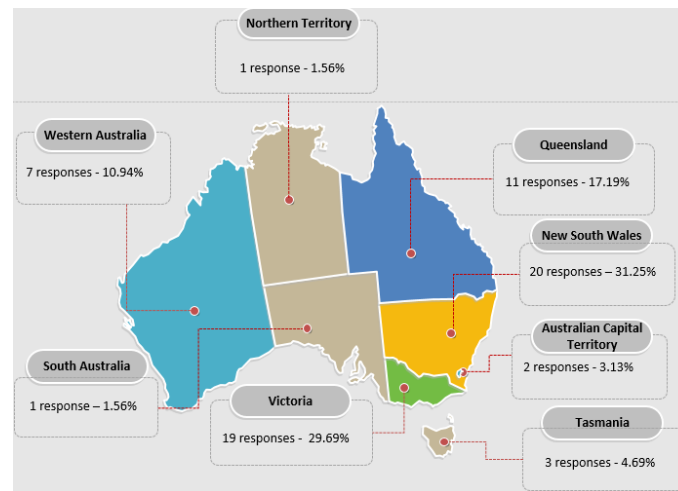
- Assessment of availability of resource materials referenced in NSQHS Standards documentation
- Designing of live literature search strategies across a range of NSQHS standards



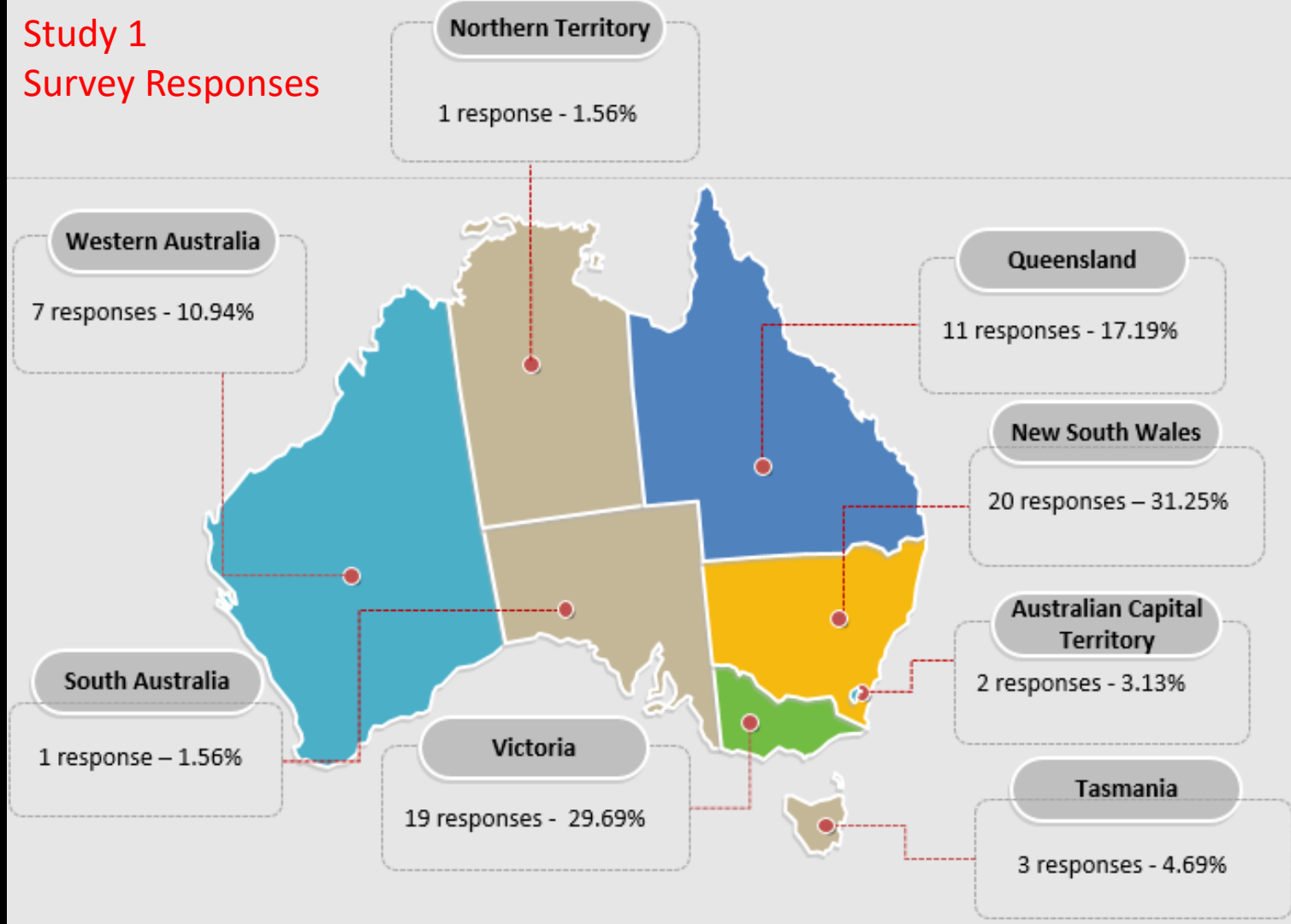


# Study 1: results

- 67.37% response rate (64 of a possible 95<sup>1</sup>)
- All states represented
- Metropolitan (63%), regional (32%), rural (5%)



# Study 1 Survey Responses





# Activities supporting Standards

## Traditional library services

- Lit searches (n=25)
- Collection management (n=20)
- Training (n=19)
- Doc Del (n=19)
- Alerts (n=16)

## Multiple mentions

- Research support
- Reference
- LibGuides
- Dedicated subject guides for each standard
- Evidence summaries



# 8 detailed case studies

Case Study	Relevant Standard/s	Organisation	Key words
Austin Health Research Online (AHRO)	1	Austin Health, VIC	Clinical Governance, Information Services, Publications, Research Report
Health Literacy Champions Program	2	Barwon Health, VIC	Health Literacy, Consumer Health Information, Patient Participation
Health Literacy in Children's Health	2	Redland Hospital, QLD	Consumer Health Information, Health Literacy
Medicines Information Resources - Library & Pharmacy collaboration.	4	Ballarat Health Services, VIC	Drug Information Services, Medication Errors, Library Collection Development
Antimicrobials Guideline	1,4	Northern Territory Health	Medication Errors, Patient Safety, Clinical Governance
Search filters in the CINAHL and JBI databases	1, 2, 3, 4, 8, 10	Cabrini Health, VIC	Databases, Bibliographic, Information Seeking Behavior, Information Services, Librarians
Twilight Talks: engaging health consumers with public lectures	2	Toowoomba Hospital, QLD	Health Literacy, Consumer Health Information
Words for Wellbeing	2	Ipswich Hospital, QLD	Bibliotherapy, Consumer Health Information



## Study 2: Methodology

Library Services were asked to indicate if the 322 resources which were referenced in the NSQHS Standards documentation were accessible to staff via the library's collection.

Population = 95 hospital libraries in Australia<sup>1</sup>

Sample stratified proportionately within 8 states/territories by size (S,M,L) and location (metro/rural/regional):

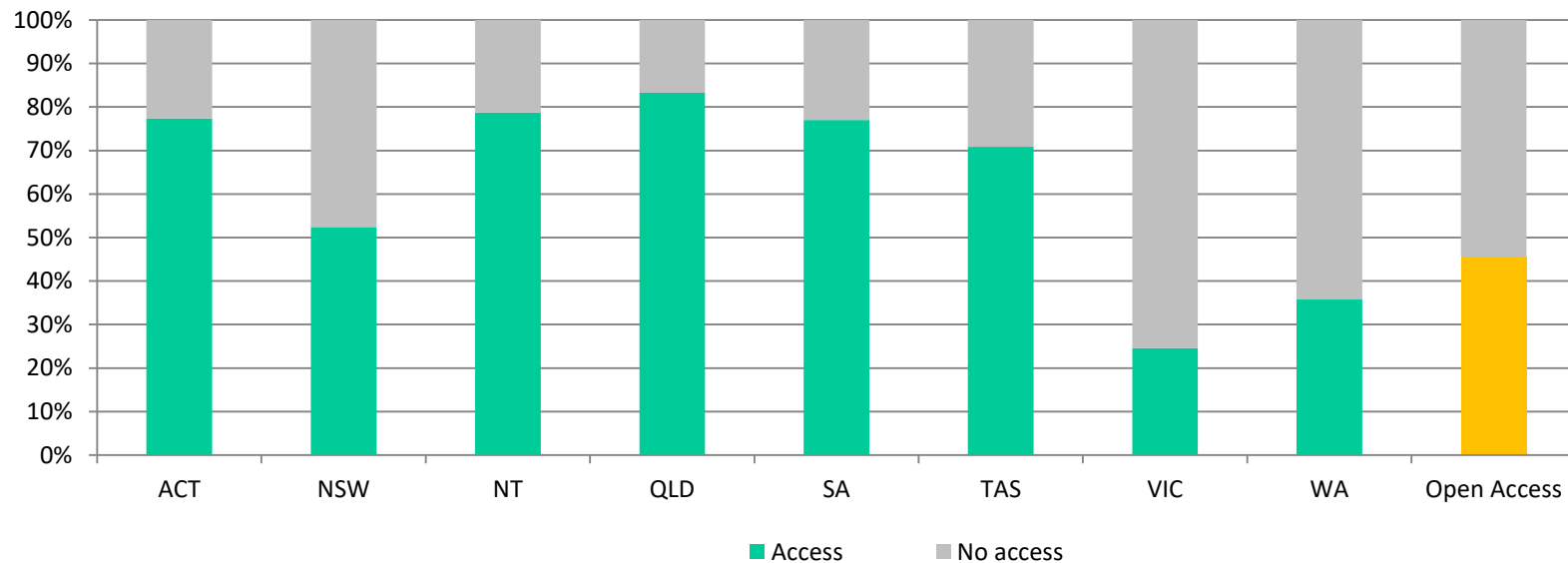
→ 54 libraries invited to participate

→ 32 responded, approx = 60% RR

<sup>1</sup> HLA Census 2014



## Study 2: results

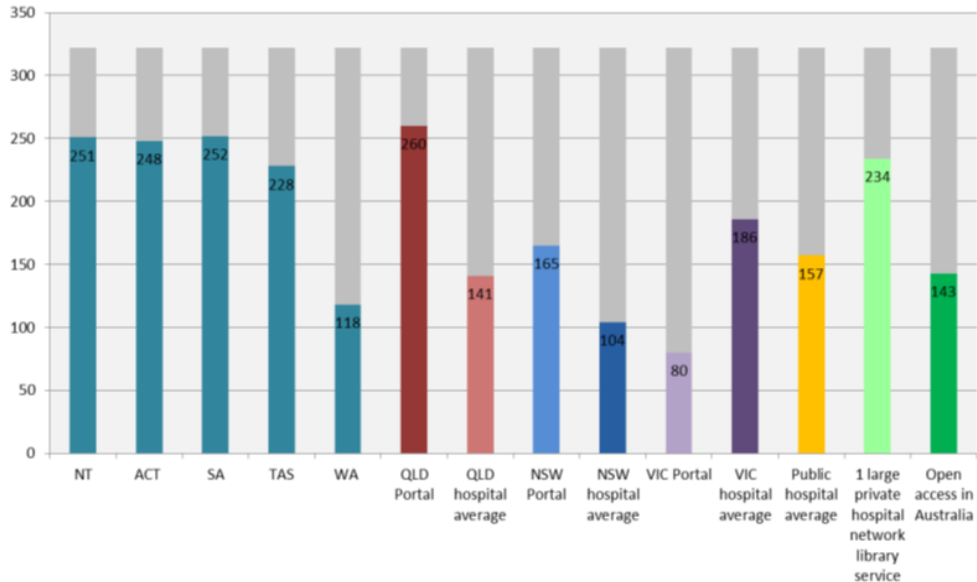


State-wide portals provide between 25% and 80% of references

Less than 50% references are available on OA (Cochrane is the only nationally subscribed resource; may be some overlap with OA data)

# Comparison of models: national and state

322 listed citations in NSQHS document references:  
No. of citations available from state-provided information portals,  
and average no. of citations from library subscriptions



Note:  
NT, ACT, SA, TAS have single library services that provide services statewide.  
Library and state portal access does not exclude open access. In some cases citations within paid subscriptions are also available open access.

## The research did not analyse:

- Portal's purpose and collection policies
- Cost per clinician
- Performance
- Library services eg. doc del



# Live Search Strategies

## Topics

- Advance care planning
- Blood management
- Clinical handover
- Delirium
- Deteriorating patient
- Falls prevention
- Infection prevention
- Medication Safety
- Partnering with consumers
- Pressure injures
- Wound management





# Next steps

- Talking with **ACSQHC** to get live search strategies on their **website**
- **Develop** more live search topics
- **Maintain** live search topics into the future
- Make in-depth case studies available for others to use as a **peer-to-peer** tool
- Look at incorporating elements of **version 2 of the NSQHS standards** (beginning January 2019)
- **Disseminate** results of the research widely



## Conclusion

- Health libraries in Australia make a **substantial contribution** to support their organisations in successfully achieving accreditation.
- Health libraries are **integral to hospital quality and safety**, but it's not a level playing field.
- Hospitals **without a health library** may be at a **disadvantage** when undergoing NSQHS accreditation.



# Acknowledgements

The Project team thanks **ALIA** for the research award, **HLA** and **HLI** for contributing funds, the members of the **Reference Group** for their expert advice, and **Sarah Hayman** for leading the development of the 'live' tested search strategies.