Connecting the dots with library services to improve health and patient safety

Emily Spinner, MSIS, MA
Clinical Medical Librarian
Ellis Medicine, Schenectady, NY
Background

• Originally from Altona, NY
• Graduated from SUNY Albany with BA, MA, MSIS
• Accomplishments:
  • See kids ------------->
• Previous experience:
  • Park Ranger
  • E-Commerce
  • Grants
• Clinical Medical Librarian since August 1, 2016
On my first day as a librarian...

“The only thing that you absolutely have to know is the location of the library.”

- Albert Einstein
“What does a medical librarian do?”

- Article Retrieval
- Literature Searches
- Interlibrary Loan
And other duties as assigned...

- Student observers
- Audiovisual equipment
- Committees
“The forgotten step-child of the hospital...”
Increasing Library Visibility & Improving Access

Create a brand!

Improve your website!

Introduce new resources and services!
Tips for Connecting Your Patrons as an OPL

1. Market yourself
2. Say hi
3. Go to meetings
4. Borrow ideas
5. Share what you know
Filling a need

Grammar & APA
Adult Literacy & Learning
Survey Development
Basic Computing Classes
Best Practice Searches
Payroll/HR systems access assistance
Quality Improvement & the Medical Library

- Root Cause Analyses (RCAS)
- Data Collection Tools & Analysis
- Evidence Base for Policies
- Project Management
“Did you wash your hands?”

Compliance Rates Before and After Hand Hygiene
TST Project By Job Role

Baseline Compliance Improve Compliance

<table>
<thead>
<tr>
<th>Role</th>
<th>Baseline</th>
<th>Improve</th>
</tr>
</thead>
<tbody>
<tr>
<td>RN</td>
<td>34%</td>
<td>71%</td>
</tr>
<tr>
<td>MD</td>
<td>33%</td>
<td>38%</td>
</tr>
<tr>
<td>PCT</td>
<td>20%</td>
<td>74%</td>
</tr>
<tr>
<td>RT</td>
<td>30%</td>
<td>80%</td>
</tr>
<tr>
<td>Overall</td>
<td>33%</td>
<td>69%</td>
</tr>
</tbody>
</table>
Day of Inquiry

Billy Bones, DOI mascot

Ellis nursing staff reading about QI projects on other units
Michelle Burda (left) of NNLM MAR presented on the “Siamese Twins of Patient Education: Health Literacy and Communication.”
Community Partnerships
Engage for Health

• “Program in a box” from the National Network of Libraries of Medicine designed for public libraries.

• Teaches patients to ask questions of their health care providers to help them better understand their health and how to locate accurate, reliable health information on the internet.

• Materials are available for free at: https://nnlm.gov/mar/guides/programming-class/engageforhealth
Engage for Health

Dr. Dean Limeri presenting the “Engage for Health” program at the Phyllis Bornt Branch Library in Schenectady on March 24, 2018.
“More engaged patients rate the care they receive more highly and they report better outcomes of care. This may be because more highly activated, engaged patients ask more questions to have their concerns addressed and, as a result, are more satisfied with their care experience and more motivated to achieve desired outcomes.”

(Shortell et al., 2017)
STARS: Early Literacy

• **Schenectady Takes Actions for Reading Success**

• **Mission:** To advance and promote the value of early literacy through collaborative initiatives with community partners.

• **Goals:**

1. Establish STARS Shelves and STARS Little Libraries in selected community locations, schools and public spaces.

2. Stock those shelves and libraries with free books and resources for families to use as a boost in early literacy.

The library community supports the five early literacy areas in all of our programs and classes, based on the Every Child Ready to Read model. Below are selected resources in each of the five areas. We hope to continuously update and curate these resources for parents and educators.

- Sing
- Talk
- Play
- Read
- Write
Connecting to our past

An early photo of a surgical procedure from the Schenectady County Historical Society’s Ellis Hospital collection.
In the works...

• Readmissions Reduction Project for Psychiatric Patients

• Evidence Based Practice Mentor Training Academy for Nurses

• Delirium Prevention Program
Key Takeaway

• Hospital librarians are uniquely positioned to provide connections of information and ideas that can positively impact the health and safety of communities!
References
