

Exploring the Experience of Providing Information Services at the Clinical Point-of-Care

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Goals

1. Use interviews, focus groups, and survey data to describe and fully understand the emotional, intellectual, and practical experience of the librarian within the clinical context.
2. Identify challenges and barriers that inhibit success of the librarian in the clinical context based on the collected experiential data.
3. Recommend and begin the development of educational interventions that will assist librarians in overcoming the challenges and barriers identified in Goal Two.

Methods

- Semi-structured focus groups and individual interviews
- Online survey including open-ended questions
- Qualitative data analysis using thematic coding to identify core theoretical concepts
- Leverage the themes for the development of educational interventions

Qualitative Research Techniques

- Action (Participatory) Research
 - The researcher is the subject of his/her own research
- Phenomenology
 - The descriptive study of how individuals experience a phenomenon
- Grounded Theory
 - Develop theories based on (grounded in) data gathered without preconception

Background

Similar studies have been done with other health care professions

➤ **Nursing students**

- Beck (1993) identified 6 themes: *pervading anxiety, feeling abandoned, encountering reality shock, envisioning self as incompetent, doubting choices, and uplifting consequences.*
- Pagana (1988) reports stresses and threats experienced in the first clinical encounter

➤ **Medical students**

- Pitkala & Mantyranta (2004) & Nevalainen, *et al.* (2010) report that the first patient examination is an "anxiety-provoking and confusing incident" and students feel helpless dealing with serious illness and death.
- Karnieli-Miller, *et al.* (2010) report that medical students' professionalism narratives provided a "window" on medical curriculum

Focus Groups and Interviews

- Focus Groups
 - 5 UF Health Science Center Librarians participated in a 2-hr semi-structured focus group
 - 6 Medical Librarians participated in 2 focus groups at the MLA 2011 conference
- Interviews
 - 1 interview with an experienced clinical librarian was conducted via Skype

Demographics

- Years of medical librarianship: 1.5 to >30 yrs
- Years of clinical librarianship: >1 to 15 yr
- Specialization areas: internal medicine, emergency medicine, MICU/CICU, pediatrics, psychology, nursing education
- Types of rounds: Bedside, morning reports, case conference, tumor boards, grand rounds, magnet status preparation

Some Common Themes

- Disturbed by cases: sights, smells, odors
 - Pre-librarianship clinical experience important
- Need to understand clinical team
 - Roles, hierarchy, clinical culture & workflow
- Fast-paced environment
- Need for medical knowledge, especially language
- Limited preparation and training available
 - Mentorship valued and needed; advocates also vital
 - Learning ‘on the job’ (by observation, self-directed)
- Positives
 - Helping patients as well as doctors
 - Being told that you are valuable (positive feedback)

I walked on pins and needles for a while, not wanting to do anything to disclose my ignorance.

There are a lot of acronyms that get thrown around and...trying to figure out...what their shorthand verbalizations are and what they mean and remembering [them] is a real problem

It was a lot of that inner city, shocking kinds of things that is not something I would normally expect to encounter in my life, or even in a library, even in a medical library, but yeah. I loved it, absolutely loved it, it was fascinating but at the same time woah, yeah.

For me, the biggest thing so far has been having someone in your corner that's a part of the team already.

...MY MAKING THAT ERROR DID MORE TO MAKE THEM TRUST ME AS ANOTHER HUMAN BEING AND BEGIN REALLY BEING PART OF THE TEAM.

I was first very confused by the hierarchy... and wanting to know who's that, who's that, who's that?

I don't deal well with blood, I don't deal well with odors, I don't deal well with gross things and I also don't do well with things that break my heart.

Online Survey

- Conducted March 23, 2011 – July 29, 2011
- 167 Responded; 124 Completed Survey
- Question development based on themes identified in First Focus Group in an iterative, grounded-theory process
- Includes Checkbox and Open Questions
- UF IRB-Approved

Online Survey Demographics

How long have you been a medical librarian?

Answer Options	Response Percent	Response Count
One year or less	6.4%	10
More than 1 year, but less than 2 years	4.5%	7
More than 2 years, but less than 5 years	16.6%	26
More than 5 years, but less than 10 years	14.0%	22
More than 10 years	58.6%	92
<i>answered question</i>		157
<i>skipped question</i>		10

Do you work in...

Answer Options	Response Percent	Response Count
A non-teaching hospital	12.2%	14
A teaching hospital	43.5%	50
An academic medical center	36.5%	42
Other location	7.8%	9
<i>answered question</i>		115
<i>skipped question</i>		52

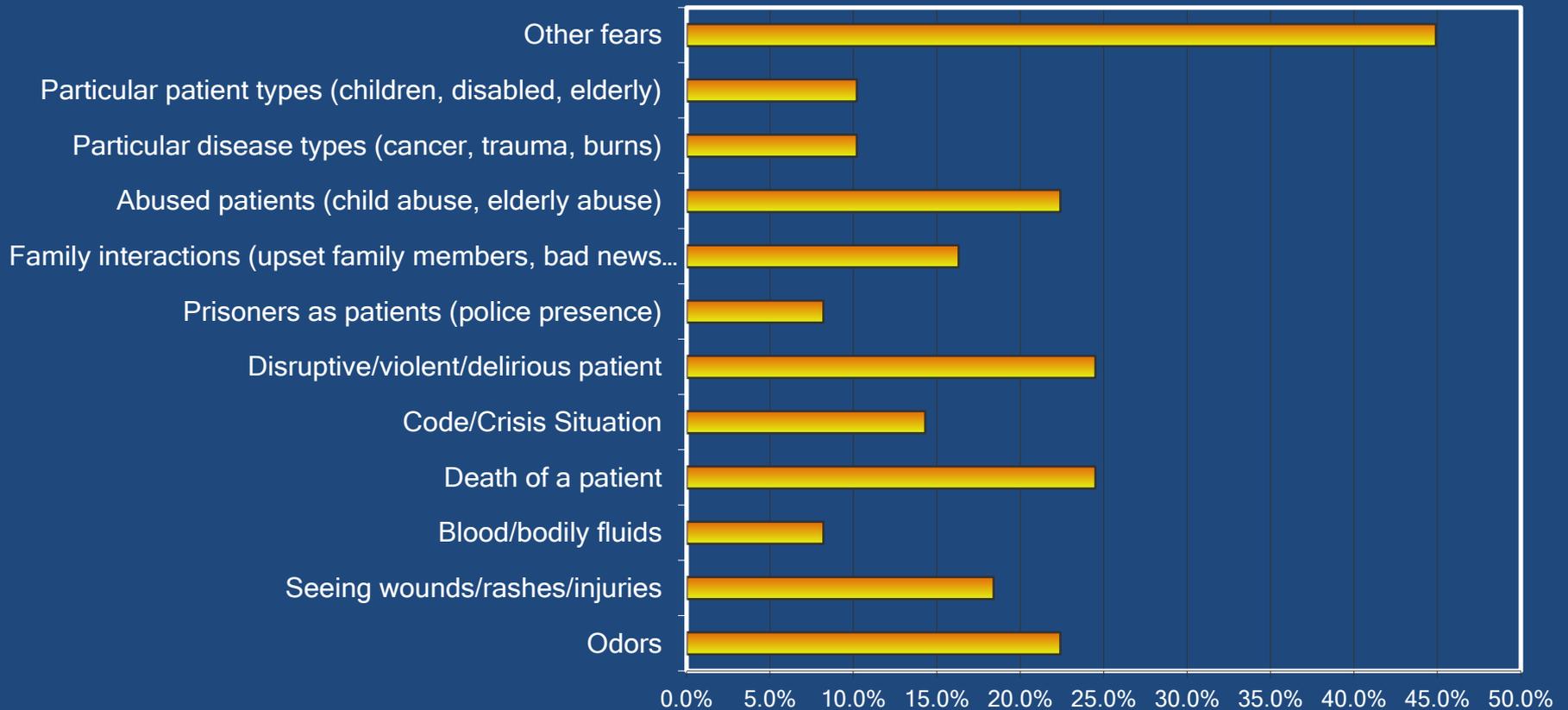
How long have you been rounding?

Answer Options	Response Percent	Response Count
I haven't done any rounding	21.5%	32
One year or less	10.1%	15
More than 1 year, but less than 2 years	10.1%	15
More than 2 years, but less than 5 years	19.5%	29
More than 5 years, but less than 10 years	22.8%	34
More than 10 years	16.1%	24
<i>answered question</i>		149
<i>skipped question</i>		18

How often do you attend rounds?

Answer Options	Response Percent	Response Count
Daily	15.6%	17
Once per week	31.2%	34
Twice per week	22.9%	25
Biweekly	5.5%	6
Monthly	3.7%	4
Other rounding schedule	21.1%	23
<i>answered question</i>		109
<i>skipped question</i>		58

Do any of the following disturb you? (Check all that apply)



Was ethics or patient safety training required before you began rounding?		
Answer Options	Response Percent	Response Count
Yes	42.4%	39
No	57.6%	53
<i>answered question</i>		92
<i>skipped question</i>		75

Did you do HIPAA training?		
Answer Options	Response Percent	Response Count
Yes	71.4%	65
No	28.6%	26
<i>answered question</i>		91
<i>skipped question</i>		76

Have you experienced an ethically-difficult situation while you were on clinical rounds?		
Answer Options	Response Percent	Response Count
Yes	26.1%	24
No	73.9%	68
<i>answered question</i>		92
<i>skipped question</i>		75

What did that ethically-difficult situation deal with? (Check all that apply)		
Answer Options	Response Percent	Response Count
Medication error	16.7%	4
Practice error	25.0%	6
Lack of professionalism	33.3%	8
Patient privacy issues	37.5%	9
Patient safety issues	25.0%	6
Other ethical issue	33.3%	8
<i>answered question</i>		24
<i>skipped question</i>		143

Other Ethical Issues:

- Conflict over treatment
- Clinical teams talking about other clinical teams that I round with
- Communication difficulties and raw emotion from the care giver to physician and back. Very little empathy on both accounts.
- Staff getting HPV
- How and when should retrieved information be shared among physicians without violating patron's privacy?
- Decision that was contradicted by practice guidelines
- Unwillingness of the family to respect the patient's advanced directives
- There were couple of times when I witnessed evidence of abuse and was surprised the care team did not address it.

Online Survey: Describe 1st Experience

- Very intimidating, scary
- Fast pace
- Problems with terminology, slang, imaging
- Wear comfy shoes – on your feet long time!
- Weight of laptops
- Fear of exposure to infection/illness
- Felt out of place; lack of confidence
- Emotions – dealing with death & grief
- Feeling good when you get something right

Online Survey: Memorable Experiences

- Positives
 - Being able to anticipate their need & identify the unspoken questions
 - Seeing doctors share emotion with patients/families
 - Being told 'you are valuable and we need you'
 - Personally being able to help a patient
 - Able to provide real-time assistance
- Negatives
 - Dealing with an ethical dilemma
 - Dealing with physician/team disagreements
 - Dealing with a code being called
 - Dealing with terminal illness, death and grief
 - Realizing patient/family didn't understand (patient illiteracy)

Online Survey: Training Needs

- Mentoring
 - More internships; Certification Program
- Medical Knowledge
- Clinical Context
 - Hierarchy & roles; culture & politics
 - How different units function, differences between medical disciplines
- Instruction skills, esp. 'on the spot'
- Rapid searching and evaluation
 - 'Real time' speed searching
 - Quick-use resources, resource knowledge
- Multiple day courses
- Practicum style training (case-based scenario learning)

The first experience was scary, even though everyone was nice. It was like they spoke a different language!

I really felt out of place and was overwhelmed by the fast pace and didn't understand the clinical language.

I was just led to the room where the team was meeting and left on my own to figure it out.

Direct mentoring is key.

Interesting, scary, intimidating, exhilarating, disgusting...

During the discussion, the responsible surgeon was close to tears. It revealed to me the very human side of doctors.

...a vagrant had a very expensive procedure done for basically "practice" purposes...our attending was appalled by this and had an argument with the cardiac surgeon.

THE ATTENDING SAID THAT I "SAVED THE DAY" ON THIS PARTICULAR CASE.

Continuing Research

- Individual interviews continuing
- Focus Groups at 2011 SCMLA conference
 - Friday, October 7, 5:30-6:30pm
 - Saturday, October 8, 4-5pm
- Focus Groups to be held at MAC conference



Thank you!

Contact me at: jalyon@ufl.edu

Please join us for tonight's focus group:
4-5pm in my hotel room
See me for more info!