

THE 21st CENTURY LIBRARY IN ACADEMIC MEDICAL CENTERS

CHARTING THE FUTURE EXERCISE

November 9, 2002

The AMC library and the Clinical Practice

Introduction :

The Institute of Medicine's reports "To Err is Human: Building a Safer Health System" and "Crossing the Quality Chasm: A New Health System for the 21st Century" in 1999 and 2001 respectively have refocused attention of academic medicine on improvements in the clinical practice. Library services, systems, and collections have always been an essential ingredient in the provision of the best possible patient care at academic medical centers. The evidence has always been there, collected, retrieved, and disseminated by the AMC library, but not always used. The availability of various online tools and full-text resources has the potential of moving the evidence from the library and the databases to the bedside. However, with so much information available, how can the best knowledge be efficiently identified and promoted for advances and improvements in patient care and patient safety?

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Core Mission Direction Today*	Future Mission Direction – Clinical Practice	Comments	Additional Goals
<p>A. Build the institution's primary knowledge repository with a focus on digital library collections. Work with content owners to provide licensed access for academic medical center (AMC) employees.</p> <p><i>Underlying assumptions:</i> Building on the library's expertise in the organization and access to traditional collections, focus on building digital collections and digital curricula. Users prefer digital and the format brings the evidence to the desktop 24/7. Print will become secondary for most students and employees. Big issues include the cost of licensed digital information and permanence of the digital archive.</p>	<p>1) The library's digital and traditional collections and services support the broad continuum of AMC team needs from the hospitalized patient to the business office. Resources and services include support of hospitalized patients and their families, a consumer health resource center, workplace safety resources, employee self-improvement, and key business, finance, and health administration resources.</p> <p>2) Library staff works closely with clinical teams developing EMR-based expert systems for various subspecialties of medicine through expert retrieval and filtering of relevant evidence in support of the logic of these systems.</p>		

	Additional Goals
<p>B. Develop the technological infrastructure to support access to and delivery of digital information.</p> <p><i>Underlying assumptions:</i> Includes current automation efforts such as library management system, library web site, bibliographic retrieval systems, image management systems, education management systems, Web collaborations, shared cataloging systems (e.g., OCLC). May include responsibility for the institutional web site, drug information systems or institutional e-formulary, historical archives systems, etc.</p>	<p>1) The library's <i>Metadata Center</i> creates metadata for all internal and external knowledge and resources, e-curricula, and discovery tools including databases, internal and external Web sites. The Metadata Center creates institutional policy on metadata analysis levels for various resources and regularly reviews intranet sites for scheduled maintenance and metadata enhancements.</p> <p>2) The library works hand in glove with the technology teams developing the EMR to assure transparent navigation from the EMR environment to the knowledge resource environment through various vocabulary systems and logic interfaces.</p> <p>3) The library collaborates with various clinical, education, and research departments in the maintenance of an integrated information system and Web portal to mine existing institutional resources including financial and grant information and publications for discovery, learning, development, and productivity metrics.</p>

Additional Goals	Comments	Additional Goals
	<p>1) The library offers an extensive online curriculum for end-users developed in collaboration with AAHSL, MLA, and graduate library schools covering finding tool selection, taxonomies, best retrieval methods, and expert and efficient evaluation of the evidence for clinical decision-making.</p> <p>2) All librarians have received <u>institutionally recognized</u> certification in key areas of post-graduate training & experience including computer technology, informatics, bioinformatics, clinical specialties, and evidence-based medicine.</p>	
<p>C. Educate employees and future health professionals in essential skills to become life-long learners.</p> <p><i>Underlying Assumption:</i> Educating students and employees in wise use of computer technology for life-long learning, literature research, and strategies for practicing evidence-based healthcare are core parts of the library's mission.</p>	<p>1) The library's <i>Literature Analysis Center</i> is staffed with extensively trained, highly experienced, and institutionally certified information specialists. The Center's staff utilize various internal and external online resources to discover evidence in support of direct patient care, EMR-based expert systems, support for develop and maintenance of practice guidelines, support of IRB</p>	<p>Additional Goals</p>
<p>D. Deliver scholarly information and knowledge – the library as gateway to print and digital knowledge.</p> <p><i>Underlying assumption:</i> Traditional and digital libraries serve as gateways to the knowledge required for research advances and improved clinical care. Library staff provides guidance and tools to leverage the most authoritative information and</p>	<p>Comments</p>	<p>Additional Goals</p>

<p>knowledge. The AMC library serves as a center of excellence for expert literature retrieval services, user training, and consultation.</p>	<p>activities, technology transfer and patent issues, and competitive intelligence.</p> <p>2) Staff of the Literature Analysis Center extracts the most important and high impact clinical studies and news from external and internal sources using a data mining program and posts URL links to a daily update service on the Library's Web site.</p> <p>3) Staff of the Literature Analysis Center serves as expert retrieval and evidence consultants and may spend most of their time external to the library facility depending on the needs of the clinical practice.</p>	<p>Additional Goals</p>
<p>E. Preserve an historical record of scholarly information to serve future generations.</p> <p><i>Underlying Assumption:</i> Access to the continuum of knowledge of disciplines and institutions and the discovery tools and metadata supporting this knowledge resource will continue to be a key ingredient to future scholarship and institutional history.</p>	<p>1) Library staff collaborates with key clinical faculty to identify and digitize significant archival material that influences local and national directions in medicine or delivery of healthcare.</p>	<p>Comments</p>

<p>F. Create an environment conducive to stimulating intellectual pursuits, encouraging collaborative scholarly endeavors, and supporting personal reflection.</p> <p><i>Underlying Assumptions:</i> Centralized facilities which provide space for collaboration, quiet individual study and contemplation away from clinics and labs will remain highly important for research, education, and scholarship. The AMC library serves as an efficient institutional tool to provide this important shared, neutral space available to all employees and students.</p>	<p>1) The library designs comfortable digital chairs on its Web site for clinicians to discover, to learn, and to use knowledge resources in their day-to-day clinical decision-making.</p>	<p>Additional Goals</p>
<p>G. Serve the wider communities in the state and region.</p> <p><i>Underlying Assumption:</i> Supporting health information needs of the state or region through resource sharing (ILL), contributed e-cataloging records, and shared expertise through publications and collaborations will continue to be a hallmark of academic medical center libraries.</p>	<p>1) Library staff participates with clinical colleagues to discover the best evidence in the development of practice guidelines for a region or collaboration of institutions.</p>	<p>Additional Goals</p>

*Underlying Assumptions developed by the University of Maryland Health Sciences Library