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MAGAZINE
featuring the electronic health library and its members

Evaluating e-HLbc's IMPACT

2 **e-HLbc**

If you are an e-HLbc member but do not have a member login to access the member-only website, please contact info@ehlbc.ca. The member-only website has all kinds of additional information from content updates, usage statistics, vendor contacts and committee documents.

PROFILE: Karen MacDonell

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e-HLbc SUCCESS Stories

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We want to hear your e-HLbc SUCCESS STORIES! Email bcahc@bcahc.ca to share.

...and MORE

www.ehlbc.ca

News from the Administrative Centre

- The e-HLbc Case for Renewal is now available! Interested in learning more about e-HLbc, member benefits, and plans for the future? Download the Case for Renewal at <http://ehlbc.ca/uploads/eHLbcCaseForRenewal.pdf>.
- More than 500 new full-text titles will be included in the e-HLbc core suite of resources. e-HLbc is upgrading its access to EBSCO's *Medline* to *Medline with Full Text*. Beginning April 1st, members will enjoy full text to more high impact journals, such as the *New England Journal of Medicine*, *Health Affairs*, and *Quality of Life Research*.
- In spring 2009, e-HLbc will be offering additional resource licensing opportunities, based on member feedback from the New Product Ranking Survey. Keep your eyes peeled for details on resource trials and pricing.
- Welcome new affiliate members! When e-HLbc renews its database licenses on April 1st, a number of new affiliate members, including WorkSafeBC and the Down Syndrome Research Foundation, will join our ranks. Growing e-HLbc affiliate membership is crucial to increasing access to health information and improving patient outcomes across the province. Is your organization interested in joining e-HLbc? Email info@ehlbc.ca for details on affiliate membership.



- Get in synch! Getting fast, up to date information is essential in the healthcare environment. e-HLbc has compiled a list of free Personal Digital Assistant (PDA) resources that can help health practitioners and scholars access information and improve patient care. Free handheld medical resources are now linked in one convenient location: <http://ehlbc.ca/databases/free-resources/free-pda-resources/>.

For more information, please contact the e-HLbc Administrative Centre at info@ehlbc.ca or 778.782.5440.

In your own words:

"I was able to access ventilator education modules to assist with ICU staff in caring for an intubated ventilated patient."

"[I was] able to access many articles needed in a literature search to support a local research project on the early aggressive treatment of sepsis."

"[Using resources provided through e-HLbc] changed how I treat back patients with traction."

– Survey respondents

For the full article on the Health Database End-User Survey please see page 3

Evaluating e-*HLbc*'s Impact

e-*HLbc* is dedicated to providing high-quality evidence-based resources to the B.C. health community. Last spring, in an effort to assess our service and understand how we might better serve our community, e-*HLbc* launched a Health Database End-User Survey.

In the month that the survey was open, we received a staggering 959 responses. The number of responses clearly indicates that end-users are receptive to telling us what they think and that our service is making an impact.

Survey results proved that e-*HLbc* has strong collections and our services are in demand. Users value e-*HLbc*, in particular, for providing:

- Easy and convenient access to resources from anywhere at any time.
- Full-text health resources to the entire B.C. health community.

An astounding 94% of respondents felt that having access to e-*HLbc* resources has the potential to improve patient care. Many even provided examples of our impact. "Online access to medical journals actually helped me save a patient's life," one doctor wrote. "A hospital nurse asked me to look at a patient's leg wound. I had never seen necrotizing fasciitis before, but felt that was what was happening. I went back to my office, quickly looked up the condition

through e-*HLbc* and found out my hunch was correct. I notified the patient's doctor and she was sent for immediate surgery."

We also discovered that word of mouth is the most important communication channel connecting users to resources. Most people learned about e-*HLbc* and their ability to access to evidence-based information through library staff.

While respondents appreciate their current access to electronic resources, they expressed a greater need for:

- Access to more full-text electronic information, and
- Resources that are easier and more intuitive to search.

The purpose of this survey was to listen to respondents, and we've heard what they have to say about e-*HLbc*. We will continue to grow e-*HLbc*'s full-text collections, find new ways to inform users about valuable resources, and help minimize barriers

to easy and independent searching.

We will put another lesson learned from this process into practice and survey our community again in near future. You don't have to wait for another survey to tell us what you think.

e-*HLbc* encourages you to let us know at any time if we are meeting your expectations. We love to hear your successes, but equally as important is hearing about what we could be doing better. Please send feedback to info@ehlbc.ca.

Of the 959 respondents:

- 75% were from the health sector
- 25% were students, researchers and educators from the post-secondary sector

Interested in learning more about our results? Read the full e-*HLbc* User Survey Analysis on which this article is based at <http://ehlbc.ca/uploads/eHLbcUserSurveyAnalysis.pdf> or contact info@ehlbc.ca.

Karen MacDonell, Librarian/ Co-Manager College Library, College of Physicians and Surgeons of BC

Karen MacDonell is one of those people with a background that both inspires and awes. Having obtained a BSc in Pharmacy from Dalhousie University in Halifax, Karen was working as a pharmacist in a small town in Nova Scotia. “I found that I really loved the exchange of information with people. It was the retail side of pharmacy that was less stimulating to me,” notes Karen. Karen became interested in doing post-graduate work so she finished with her pharmacy job and left Nova Scotia for British Columbia where she obtained an MSc and PhD in Pharmacology from UBC. Still eager to pursue more, Karen began post-doctoral studies at the University of Calgary and the University of Washington. “The research was really interesting to me but I realized that I didn’t want to be strictly inside the research world.”

While pursuing her post-doctoral research, Karen began to explore alternative career options, feeling that research was not



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the only way to make use of her training. Talking to a bioinformatics librarian who also had a doctorate in molecular biology at a University of Washington library was one of several inspirational conversations Karen had with trained scientists pursuing non-research careers. Karen decided to combine her interest in Library Science (as a child she had wanted to be a librarian) and the exchange of information with people that she had enjoyed so much as a pharmacist. Unafraid to take on yet another challenge, Karen returned to B.C. and earned her MLIS from UBC.

After earning her MLIS, Karen began work at the College Library. “The College of Physicians and Surgeons of BC is the only college in Canada to have its own private library. I’m really proud to be working for an organization that is so supportive of the Library,” says Karen.

The College Library has an extensive collection of materials with over 10,000 books on clinical medicine. Their collection comes in a variety of formats from print and electronic journals and books to audio visual materials to online videos and MP3 files.

Because the College Library is accessed only by College members and exists for the purpose of helping physicians to improve their knowledge constantly, materials are focused strictly on the clinical or practice level, rather than on research. A Library Committee that involves Library Managers (including Karen), representatives from the College and physician members works together to ensure that the collection of materials is appropriate and in keeping with the needs of physicians.

“I love my job. Every day I’m excited to go to work because not only do I get to work with great people, the users we serve (physicians) are both engaged and appreciative of what the Library offers to them.”

Did you know ?

- The College of Physicians and Surgeons of BC is the only college in Canada to have its own private library.
- The College Library has been in existence since 1906.
- In the 1960’s the College of Physicians and Surgeons of BC took ownership of the Library.
- The College is a founding member of e-*HLbc*.



e-*HLbc* and the College enjoy a mutually beneficial relationship. “e-*HLbc* has really helped us by providing big costs savings and by expanding the suite of electronic resources that we’re able to provide to our physician members. For the College it’s a point of pride to be a member of e-*HLbc*. We recognize that e-*HLbc* is multi-disciplinary and unique.” e-*HLbc* is pleased to have the College as a member. As key players in the health care system, the support of the regulatory body for physicians is critical in providing the multi-disciplinary platform on which e-*HLbc* is based.

e-*HLbc* thanks Karen for her willingness to share her story with us. For more information about the College of Physicians and Surgeons of BC, please visit: <https://www.cpsbc.ca/>

Success Stories



John Weber, BEd. RN. MN.
Clinical Practice Educator at
Kelowna General Hospital

I use e-HLbc as a resource. I am a Clinical Nurse Practice educator for Interior Health and as such I often have to chase down information on various clinical procedures or etiologies etc. Due to strained manpower resources, I often find myself outside my area of expertise and thus have to get the best information in the timeliest manner. The library helps me accomplish this. Even within my practice areas, information and best practices are constantly changing and I find I need to upgrade myself. e-HLbc offers a quick avenue for information gathering. I wish I had the use of it several years ago when I was completing my Master's degree. It would have proved invaluable!

Lynn Jacobsen RPN. Clinical Nurse
Educator Adolescent Psychiatry Unit at
Kelowna General Hospital

As the clinical educator for the tertiary adolescent psychiatry unit, I use e-HLbc almost daily. I access all manners of interesting articles for our monthly education sessions. I encourage the clinical staff to access the service for any clinical questions that they may have regarding diagnosis, assessment or treatment of mental health concerns in adolescents. At first some staff maybe intimidated by accessing the data banks, but once they learn the various ways of retrieving the information, they become self sufficient, and self directed in meeting their identified learning goals.

Knowing the information is from referred reputable journals is a great benefit and cuts down on wasted time and energy doing Google searches that may not always provide the correct information.

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- BC Ministry of Advanced Education and Labour Market Development
- BC Ministry of Health Services
- BC Ministry of Children and Family Development
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An initiative of the BC Academic Health Council

