



Year in Review **2016**

Electronic Health Library
of British Columbia

e-HL*bc*



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Electronic Health Library of BC Year in Review 2016

Released June 2017

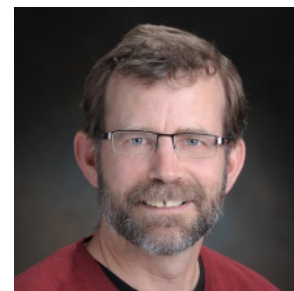
Message from the Chair

2016 was a year of celebration as the Electronic Health Library of BC (e-HLbc) commemorated its ten-year anniversary. In 2006, e-HLbc emerged from an idea into a reality, becoming the most innovative health consortium in Canada by generating savings and creating equitable access to evidence-based information for health students and practitioners across British Columbia.

In this report, you will read about our growing membership – which now includes the First Nations Health Authority – and how joining the consortium brings multiple benefits to organizations. You will also read about how e-HLbc continues to leverage tax dollars dedicated to post-secondary and health sectors to create savings on information resources students and practitioners need – like Clinical Skills and Primal Pictures. And that's not all.

We are not content to rest on our laurels. As membership grows and needs evolve, processes are in place to ensure that e-HLbc adapts. In 2016 e-HLbc launched its strategic planning process, culminating in strategic directions that will keep us on a path of success for the next five years.

Please enjoy e-HLbc's Year in Review 2016, and contact us to let us know how we can better serve you.



Todd Mundle
Chair, e-HLbc Steering Committee
University Librarian,
Kwantlen Polytechnic University

Who Benefits from e-HLbc?



48

Partner organizations
save time and money.



425,000+

Students, researchers, and
practitioners have 24/7 online
access to reliable, quality
health information.

26

post-secondary
institutions

12

affiliate
members

10

health and government
organizations



4.8 million

Residents of BC and Yukon are
assured their health practitioners
have access to high quality health
resources.



SAVINGS & VALUE

Licensing a Core Suite of resources collectively saves members:

\$4.9 million (CAD)

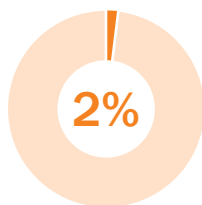
A collaborative approach saves e-HLbc members:

20% APA

60% EBSCO

80% Ovid

e-HLbc negotiates with a goal of minimizing price increases year to year.



In 2016, the average price increase for resources through e-HLbc was only two percent.



For the price of one "designer" coffee...

\$5.73

...students and health practitioners have access to a full year of e-HLbc resources.

In 2016, e-HLbc licensed 21 boutique resources with an approximate value of:

\$4 million (CAD)

ACCESS & USAGE



The Core Suite provides members access to:

15,584 journals, and

28 million bibliographic records

Top Ten Accessed Journals

Journal of Personality & Social Psychology
American Psychologist
Developmental Psychology
Journal of Consulting & Clinical Psychology
Psychological Bulletin
Journal of Advanced Nursing
Medicine & Science in Sports & Exercise
American Journal of Nursing
British Journal of Nursing
Journal of Abnormal Psychology

1,704,936

full-text articles viewed in 2016, for:

\$1.46 per article

Variety of Formats & Tools

Through e-HLbc Boutique licenses, members have access to:

images
journals **ebooks**
systematic reviews **videos**
discovery layer **controlled trials**

Highlights of 2016

Launched Strategic Planning Process

Representatives from e-HLbc's 48 member organizations met in early December to celebrate 10 years of achievement and create a blueprint for the next five years. The day offered members the opportunity to re-engage with the consortium, and to provide grassroots information on their needs and those of the larger community. It offered stakeholders an opportunity to build relationships across sectors. Based on information gleaned from a survey of all member libraries and discussion at the in-person meeting, e-HLbc will develop a strategic plan that will direct us towards five further years of successful collaboration.

As part of the strategic planning process, a survey was issued to the e-HLbc Steering Committee. Participants were asked to rank the importance of the services e-HLbc provides to its members. Three priorities came clearly to the top.

**Maintain the
Core Suite of
Resources**

RANK 1

**Investigate
& License
Boutique
Resources**

RANK 2

**Provide
Technical and
Administrative
Support**

RANK 3

Expanded and Updated Access to Critical Resources

In spite of stagnant budgets and unfavorable exchange rates, e-HLbc found opportunities to increase content and extend existing resource access to new people... all the while creating savings. e-HLbc negotiated a 95% discount for an upgrade to Primal Pictures. For a minimal, one-time fee, members purchased access to updates for the world's most medically accurate and detailed 3D graphic rendering of human anatomy with iPad access. Updates ensure that students, educators, and medical professionals have access to what they need, how they prefer to access it.

In 2016, e-HLbc discovered that there remained nurses that did not have access to Elsevier's Clinical Skills – a resource providing the latest nursing content to encourage evidence-based practice, strengthen competency, and support patient engagement. Based on that need, e-HLbc negotiated access for nurses working at Vancouver Coastal Health (VCH) assisted living and residential care facilities. Now more nurses have access to this critical tool.

48 Members and Still Growing!

In the 10 years of its existence, e-HLbc membership has steadily grown. The First Nations Health Authority (profiled on p. 7), the Michael Smith Foundation for Health Research, and the Canadian Association of Occupational Therapists – BC Chapter joined our membership roster in the last two years. We are now 48 members strong! With each added member, e-HLbc extends access to health information and strives to meet its goal of providing 100% of health students and practitioners in BC with access to health information.

Celebrating 10 Years

Braving heavy snowfall, e-HLbc partners came together on December 5th at the Sheraton Vancouver Airport Hotel to celebrate e-HLbc's 10th anniversary and plan for the consortium's future.

Anita Cocchia, from the e-HLbc Administrative Centre, welcomed all participants. Cathy Rayment and Lea Starr, two of e-HLbc's founding mothers, honoured e-HLbc's humble beginnings. Antje Helmuth, Vice-Chair of the e-HLbc Management Committee, spoke about the evolution of the organization; the growth of core resources, boutique licences, and affiliate membership over the years; and e-HLbc's mission and goals. In Antje's words, "Ultimately, equity is e-HLbc's main goal."

After reflecting on the past 10 years, e-HLbc members looked to the future and launched into a strategic planning session led by Nicki Kahnamoui, Facilitator. At the day's end, participants celebrated 10 years of e-HLbc with cake and sparkling cranberry punch. Todd Mundle, e-HLbc Management Committee Chair, spoke to the compromise required when two distinct sectors – health and post-secondary – come together to work towards common goals. At closing, everyone raised their glasses to toast another 10 great years of partnership and collaboration!

A Toast to e-HLbc

Ten years ago, e-HLbc first licensed its core suite of resources. Little did we know that more than a licence, when those papers were signed, a different kind of agreement was being forged – it was a marriage of sorts between the health and post-secondary organizations of British Columbia.

As with all marriages – there is compromise. Lots of it. Even at the beginning, compromise was key to our success... There continues to be compromise as we change. Over the past 10 years, we've added new members, new resources, changed hosts – we've grown our family.

Despite the differences in our sectors and individual organizations, e-HLbc continues to thrive because we recognize that we are stronger together – as libraries, as organizations, and as individual citizens of BC who benefit from doctors, nurses, researchers, and students with access to quality health information.

Please, raise your glasses: here's to another 10 great years of partnership through e-HLbc!



Profile: First Nations Health Authority

When a First Nations Health Authority (FNHA) researcher enters search terms into Kwél:em, the FNHA online library discovery layer, she will immediately tap into evidence-based health resources.

Kwél:em – a name suggested via an in-house contest that means “to get or to fetch” – is a relatively new tool for the FNHA, as are the health resources it provides access to. In 2013 FNHA staff recognized the value a centralized collection of online health knowledge resources would bring to informing policy and practice. FNHA staff approached e-HLbc to learn more about partnering with the consortium. These conversations led to FNHA joining e-HLbc in 2015, opening access to health databases, indexes, abstracts and full-text journals.

Researchers in policy planning and nurses on the ground are two of the biggest users of e-HLbc resources at the FNHA. Accessing health research through e-HLbc complements the essential community-based information gathering practices used by FNHA staff. Deena Lorette, FNHA Manager, Records and Information Management, explains that “the FNHA bases health care decisions and provision on real partnerships with communities; the first of our seven directives is ‘Community-Driven, Nation-Based.’”

While providing organization-wide access to health literature was a driver to joining e-HLbc, Cass Strong, FNHA Records and Information Management Analyst, acknowledges other benefits of collaboration: “e-HLbc’s ability to negotiate is an advantage; it would be daunting to do this alone,” says Strong, “and it means we can afford a larger amount than we could on our own.”

Thinking back to her first e-HLbc Steering Committee meeting, Lorette describes the value of networking and tapping into the knowledge of the health community. “It was especially great to meet people from other Health Authorities,” says Lorette, “FNHA is young – it was good to learn from others with experience.”

Knowledge sharing is an important component for FNHA staff; Strong for example regularly trains employees in how to use Kwél:em and how to maximize their search results. She has seen a steady growth in usage of e-HLbc resources: “We are getting the word out, and we do quarterly training to let people know what is available and how to access it.” Feedback from staff is clear; says Strong, they are happy the service is there.

The First Nations Health Authority (FNHA) is a first-of-its-kind partnership between the BC First Nations, the Province of BC, and the Government of Canada. In 2013, the FNHA assumed responsibility for planning, managing, delivering, and funding First Nations health programs and services previously provided by Health Canada’s First Nations and Inuit Health Branch – Pacific Region.

FNHA services include:

- Primary Health Care
- Children, Youth and Maternal Health
- Mental Health and Wellness
- Communicable Disease Control
- Environmental Health and Research
- First Nations Health Benefits
- eHealth and Telehealth
- Health and Wellness Planning
- Health Infrastructure and Human Resources

“We consider various sources of qualitative and quantitative evidence in undertaking policy development and decision-making at the FNHA – the priorities and knowledge of our communities, the voices of our people, data and analytics, and peer-reviewed publications. This resource is an invaluable conduit of evidence that will inform our innovation and transformation efforts. ”

Harmony Johnson,
Executive Director Policy, Planning, and Transformation
First Nations Health Authority

The Year Ahead

Empowering e-HLbc through a New Strategic Plan

In 2016, e-HLbc members from across BC met at a strategic planning event to celebrate the consortium's 10th anniversary and create a map for the future. In 2017, e-HLbc will endorse the resulting strategic plan, which will steer us through the next 5 years. Over the next year, e-HLbc will develop directions, goals, and actions. These will outline activities that support and enhance our services and ultimately ensure that e-HLbc realizes its vision.

Renewing Our Core Suite of Resources

British Columbians deserve quality care informed by the latest and best research. e-HLbc's core suite provides just that. In 2017, e-HLbc will renegotiate three-year pricing and terms of use for our core suite of resources to ensure that all BC health students, educators, practitioners, and researchers have access to the best information when and where they need it.

Updating Our Infrastructure

When e-HLbc migrated to a Drupal platform 5 years ago, it was ahead of the curve – creating a cutting edge tool using open source code that other consortia could build on. Since it launched, 4 other consortia across Canada have leveraged e-HLbc's initial investment and improved upon it, creating new features. The website has served us well, but it's time for a fresh look as well as improved security and functionality. In 2017 e-HLbc will update its website. With a clean design, increased security, and added functionality, the site will better serve e-HLbc's needs and continue to demonstrate its commitment to transparency.

"In 2016, our Quality Improvement Training Program wanted to increase awareness amongst the participants about how to find and use evidence to inform quality improvement activities. The librarian highlighted our organization's access to relevant databases like Medline and CINAHL through a training session. These databases – as well as the significant amount of full-text articles within the databases – are important supports for clinicians and staff who need to make informed decisions about improving patient care."

Tamara Checkley
Lead, Research and Evaluation
Northern Health

Financials

Fully funded by members, e-HLbc is a self-sustaining organization that operates on a cost-recovery basis.

e-HLbc Administration

BC ELN provides professional and administrative services on a cost-recovery basis.

2016/17 Actual \$	
Revenue	
Carryforward	33,933
Full Member Fees	108,600
Affiliate Member Fees	7,044
Miscellaneous Revenue (prepayments, etc.)	23,182
Total	\$172,759
Expenses	
Coordination & Staffing	109,029
Strategic Planning & Anniversary Celebration	12,332
Administration / Communication / Governance	6,214
Technical Infrastructure	3,148
Total	\$130,723
Revenue - Expenses	42,036

e-HLbc Licensing Initiatives

Flow-through finances for licensing activities.

2016/17 Actual \$	
Revenue	
Carryforward	128,017
Member Contributions	4,292,721
Affiliate Member Contributions 2016/17	31,850
Miscellaneous Revenue (prepayments, USD forward purchasing, etc.)	83,794
Total	\$4,536,383
Expenses	
Payments to Vendors	4,350,690
Total	\$4,350,690
Revenue - Expenses	185,693*

* \$185,693 carryforward includes 2017/18 Core Suite Subsidy, Affiliate Member Licensing Fees for 2015/16 & 2016/17, and prepayments.

Licensed Resources

Core Suite of Resources

Biomedical Reference Collection
CINAHL Complete
Evidence Based Medicine Reviews (EBMR)
Lippincott Williams & Wilkins (LWW) Total Access Collection
MEDLINE (Ovid)
MEDLINE with Full Text (EBSCO)
PsycARTICLES
PsycINFO

Boutique Resources

AgeLine
AHFS Consumer Medication Information
Alexander Street Press Video Online
Alt HealthWatch
Clinical Skills (Elsevier)
CPS/RxTx
DSM-5 Library
DynaMed
EBSCO Discovery Service (EDS)
e-Therapeutics+ (now RxTx²)
Full Text Finder (EBSCO)
Health Source: Consumer and Nursing/Academic Editions
Lippincott Williams & Wilkins (LWW) Joanna Briggs Institute (JBI) Book Collection
Nursing Reference Center and Nursing Reference Center Plus
Primal Pictures Anatomy TV
Primal Pictures Upgrade 2016
PsychiatryOnline Core and Premium
SPORTDiscus Index and Full Text

Organizational Overview

About e-HLbc

e-HLbc is a multi-sector consortium comprised of 36 full and 12 affiliate members. Believing that there is strength in numbers, e-HLbc provides value to the system through coordinated licensing and services. In total, e-HLbc saves the system up to 90% in licensing costs and reaches approximately 425,000 users in British Columbia and the Yukon. e-HLbc is housed at Simon Fraser University (SFU) where the BC Electronic Library Network (BC ELN) serves as Administrative Centre, providing the consortium with essential services, such as project management, licence negotiations, and technical support.

Governance & Accountability

e-HLbc is governed by Management and Steering Committees. All member organizations have a representative sitting on the Steering Committee. The Management Committee is derived from the membership of the Steering Committee and provides leadership to the consortium.

Fueled by the principle of transparency, major financial decisions must receive initial approval from the Management Committee and final approval from the Steering Committee.

Strategic Direction

e-HLbc's strategic planning process is consultative and driven by the grass roots support of member institutions. The e-HLbc Administrative Centre reports on its progress achieving the consortium's strategic goals in the semi-annual Administrative Centre Progress Reports and annual Year in Review Report.

e-HLbc Management Committee as of December, 2016

Todd Mundle, CHAIR

Kwantlen Polytechnic University
Post-Secondary Sector

Antje Helmuth, VICE-CHAIR

Ministry of Health and
Ministry of Children & Family Development
Health Sector

Fiona Chiu

Physiotherapy Association of British Columbia
Affiliate Member

Cliff Cornish

Island Health Authority
Health Sector

Mary Anne Guenther

North Island College
Post-Secondary Sector

Karen MacDonell

College of Physicians and
Surgeons of British Columbia
Health Sector

Debbie Schachter

Douglas College
Post-Secondary Sector

**e-HLbc Administrative Centre: Jennifer Bancroft, Anita Cocchia,
Leigh Anne Palmer, Vaughn Postgate**

e-HLbc Membership

as of December 2016

Post-Secondary Institutions

BC Institute of Technology
Camosun College
Capilano University
College of New Caledonia
College of the Rockies
Douglas College
Justice Institute of BC
Kwantlen Polytechnic University
Langara College
Nicola Valley Institute of Technology
North Island College
Northern Lights College
Northwest Community College
Okanagan College
Royal Roads University
Selkirk College
Simon Fraser University
Thompson Rivers University
Trinity Western University
University of BC
University of Northern BC
University of the Fraser Valley
University of Victoria
Vancouver Community College
Vancouver Island University
Yukon College

Health & Government Organizations

College of Physicians & Surgeons of BC
Fraser Health Authority
Interior Health Authority
Island Health Authority
Ministry of Children & Family Development
Ministry of Health
Northern Health Authority
Providence Health Care
Provincial Health Services Authority
Vancouver Coastal Health Authority

Affiliate Members

BC Association of Kinesiologists
BC Association of Speech Language Pathologists
& Audiologists
Boucher Institute of Naturopathic Medicine
Canadian Association of Occupational Therapists
– BC Chapter
First Nations Health Authority
Health Employers Association of BC
Michael Smith Foundation for Health Research
Physiotherapy Association of BC
Quest University Canada
Registered Massage Therapists' Association of BC
WorkSafeBC
Yukon Health & Social Services