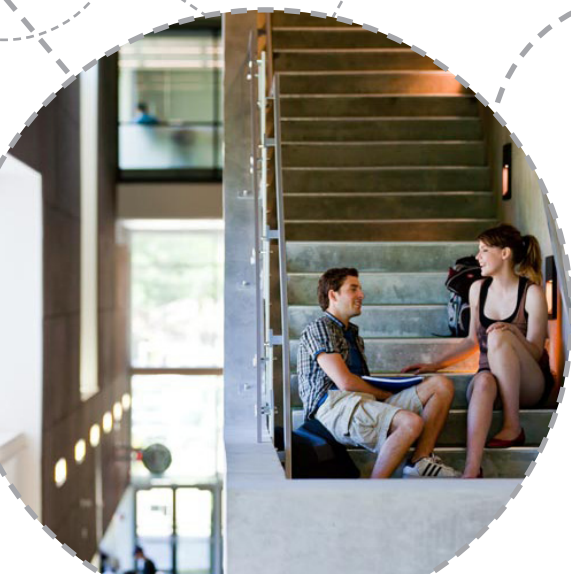




Electronic Health Library of BC

e-HLbc

Year in Review 2013



Electronic Health Library of BC



Electronic Health Library of BC Year in Review

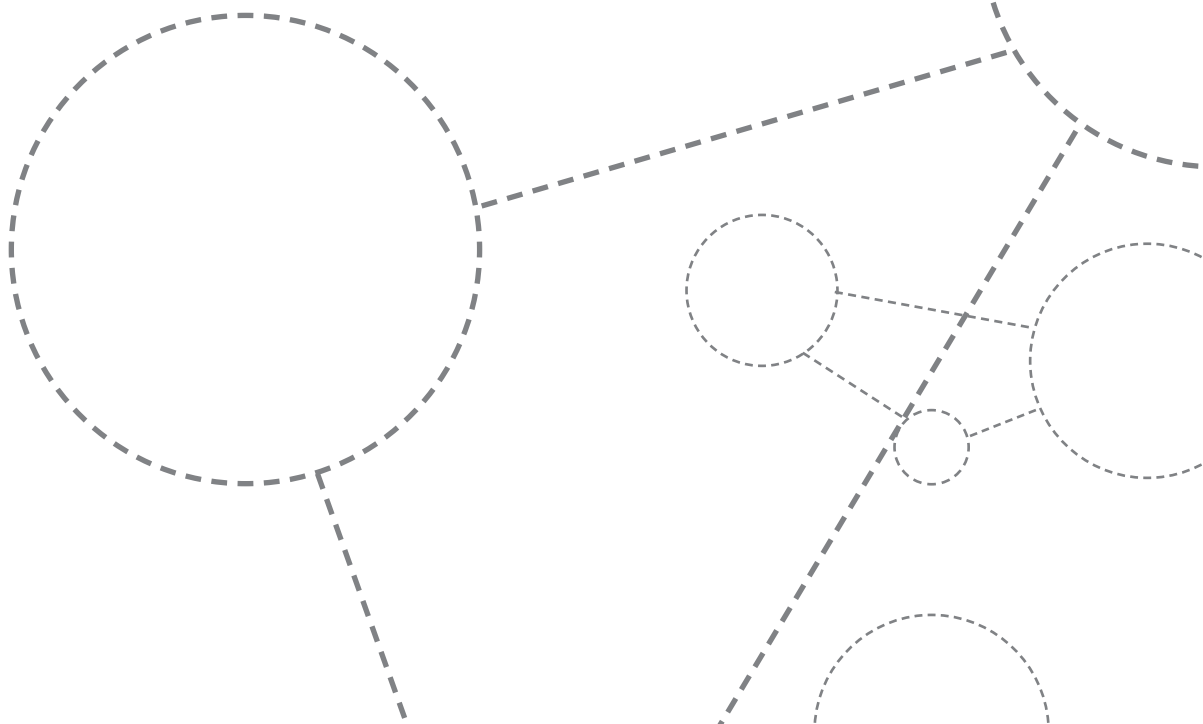
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Institutional photographs courtesy of the institution.

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Message from the Chair

2013 was an invigorating year for the Electronic Health Library of BC (e-HLbc), full of new beginnings and much accomplished towards meeting long-standing objectives.

The dissolution of the BC Academic Health Council in 2013 prompted a transfer of e-HLbc to the Simon Fraser University Library, marking the start of a new chapter for the consortium. In the spirit of reviewing procedures with a fresh perspective, the Steering Committee updated e-HLbc governance structure and foundational documents to generate greater efficiencies. An additional librarian was hired at the e-HLbc Administrative Centre, bringing a new energy to the work carried out on behalf of the consortium. In addition, coordinators at e-HLbc and the BC Electronic Library Network strategized how to best share skills and expertise across the consortia.

Throughout this revitalizing time of change, e-HLbc remained steadfastly focused on its primary goal of ensuring province-wide electronic access to essential health resources across the health care and academic sectors of the province. Thanks to the strategic work of e-HLbc, aspiring and established health professionals in the province can depend on access to evidence-based health information; this access enables professionals to keep up-to-date with the latest research, enhance their skills and expertise, make clinical decisions, and provide British Columbians with the best possible service.

I am pleased to share the 2013 e-HLbc *Year in Review*, which highlights e-HLbc's main achievements over the past year, as well as the value that e-HLbc brings to the studies and practice of health students and professionals across the province.



Ruth Rochlin
Steering Committee Chair
Interior Health Authority

Executive Summary

A shining example of cross-sectoral cooperation, e-HLbc brings significant value to the province. By pooling resources and sharing expertise, e-HLbc members in Government, Health, and Post-secondary sectors are able to accomplish far more together than they ever could individually.

Licensing online health library resources is central to achieving e-HLbc's mission. A core suite of resources licensed through e-HLbc delivers large discounts to the community (*read more about the core suite on page 7*), and usage of these databases is high.

e-HLbc is committed to meeting its members' needs. In the past year e-HLbc implemented new tools to improve the product selection process, which enables members to guide collection growth decisions; added new subscribers to boutique collections; and engaged in negotiations for two new products.

Throughout 2013 e-HLbc continued to make great strides towards achieving the goals set out by its Strategic Plan. Key accomplishments include:

- Strengthening infrastructure by managing a successful transition to a new host site, hiring an additional librarian for the Administrative Centre, and updating governance structure and revising foundational documents
- Strengthening consortial membership by welcoming new post-secondary member Quest University Canada
- Initiating new product selection tools to gather member suggestions for consortial licensing consideration and seeking feedback to evaluate efficacy of the process
- Developing health information training guides and supporting training efforts of e-HLbc members
- Collaborating with national and international library consortia to share expertise and achieve stronger licenses and better pricing

Mission

Providing the British Columbia post-secondary and health care community with consistent, high quality, cost-effective, and equitable health library resources that support and improve practice, education, and research.

Shared Service Across Sectors

e-HLbc membership spans provincial ministries, health authorities, post-secondary libraries, and professional health organizations. e-HLbc supports in practical and innovative ways post-secondary and health sector collaboration to achieve an integrated, efficient, and effective health care system in British Columbia.

Who Benefits from e-HLbc Resources?

6,890 Government Sector Patrons

Provincial government social workers and policy analysts use e-HLbc resources to access the latest evidence in order to make policy decisions that impact the health and well-being of British Columbians.

107,230 Health Sector Patrons

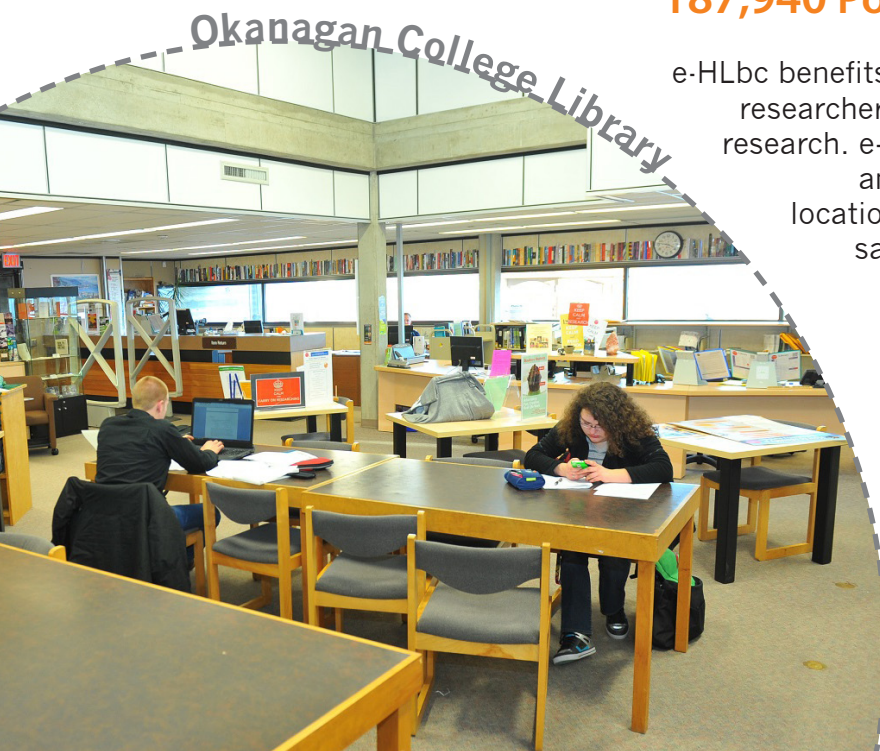
Physicians, nurses, physiotherapists, massage therapists, kinesiologists, speech pathologists, audiologists, and allied health professionals in public and private practice use e-HLbc resources to increase knowledge and make the best clinical decisions.

4.4 Million British Columbia and Yukon Residents

Ultimately the greatest beneficiaries are the residents of BC and Yukon who are assured their health practitioners – present and future – have access to high quality health resources.

187,940 Post-Secondary Sector Patrons

e-HLbc benefits thousands of students, educators, and researchers seeking to further their education and research. e-HLbc resources ensure that all students and educators, regardless of the size and location of their institution, have access to the same essential core of high quality health resources.



e-HLbc Core Suite

What is the Core Suite?

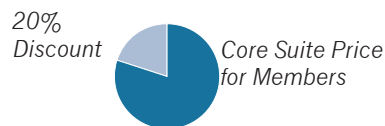
e-HLbc licenses the following bundle of health information resources for over 300,000 students, practitioners, & researchers across BC:

- Biomedical Reference Collection
- CINAHL with Fulltext
- Evidence Based Medicine Reviews
- LWW Total Access Collection
- MEDLINE with Full Text
- Ovid MEDLINE
- PsycARTICLES
- PsycINFO

Strength in Numbers

By leveraging consortial buying power, e-HLbc has negotiated the following discounts:

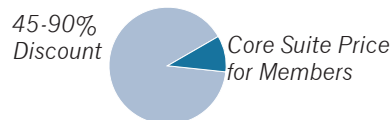
American Psychological Association:



EBSCO:



Ovid WoltersKluwer Health:



2013 Core Value

The core suite's value to the consortium continues to be exemplified through high usage and low costs.

Usage has Increased: The number of full text articles viewed was **1.8 million** in 2013/14, up from 1.6 million full text articles viewed in the previous year.

Core Suite Costs are Low: Costs dropped from 86 cents per full text article viewed in 2012/13 to just **80 cents** per full article viewed in 2013/14.

Expanded Access to Resources

The Boucher Institute of Naturopathic Medicine (BINM) is a private, not-for-profit post-secondary institution of 148 FTE. The BINM joined e-HLbc as an affiliate member in 2012, and Dawne Bohme, their sole librarian, sits on the e-HLbc Steering Committee as an affiliate member representative.

Since joining e-HLbc, the BINM is "thrilled to provide students and faculty with many more resources... than we could possibly do otherwise on a primarily tuition-supported budget." The additional resources the BINM have access to through e-HLbc supports the research and coursework of students and faculty looking for evidence-based information in clinical practice situations.

Additionally, the BINM benefits from the cost savings gained through e-HLbc membership. Dawne explains that not "having to pay the regular (non-consortial) price for many of these resources has enabled us to subscribe to additional e-HLbc resources... [like] another e-book collection, and e-books & electronic resources unique to naturopathic medicine." e-HLbc licenses the essential electronic health information resources on behalf of all post-secondary libraries, which allows individual libraries like the BINM, to focus their own licensing activities on specialized resources that meet the unique needs of their clients.

e-HLbc Adds Value

e-HLbc's long-term, integrated approach to providing equitable access to high quality evidence-based health resources benefits members, users, and the province as a whole.

Value to Members

- e-HLbc negotiates license agreements with vendors, achieving considerable cost savings – **up to 50% off list prices** on behalf of member institutions.
- Having e-HLbc negotiate license agreements on behalf of member institutions **saves members valuable staff time and resources**.
- **e-HLbc supports institutions** by assisting with database troubleshooting, platform migrations, invoicing, and statistical analysis, as well as through advocacy.

Value to Users

- Patrons of member institutions have access 24/7 to health resources from **on and off site locations**.
- e-HLbc provides access to health resources with a **strong focus on evidence-based research** that enables practitioners to make the best clinical decisions and students to understand the latest and best treatments.
- Students and practitioners have **continuity of access to the best health research** as they move from training to practice and back again.

Spotlight on e-HLbc user Kevin Hare

Kevin Hare is the Director of Capacity Optimization at the Fraser Health Authority, a department responsible for optimizing the capacity of all sites in the FHA and helping them make better decisions. They are in charge of implementing best practice based on evidence-based medicine.

Kevin and his staff use e-HLbc licensed materials – literature reviews, articles, and doctoral theses – as the basis for their day-to-day decision-making.

It is very important to Kevin that his department has access to online health resources in order to make daily decisions. In all his work, Kevin refers back to the literature. Not having access to health resources would severely hamper and slow down his work. He compares all the research in health databases to a single central repository of cumulative health knowledge, and considers it myopic to make decisions without first referring to the literature to see what the current thinking on a particular topic is.



Spotlight on e-HLbc user Wilma Chang



Wilma Chang is a research assistant in the Department of Ophthalmology and Visual Sciences at the University of British Columbia. It was Wilma's interest in "asking questions and finding answers" that inspired her to pursue graduate studies. She is now a distance education graduate student with the University of London's Public Health Program at the London School of Hygiene and Tropical Medicine.

As a graduate student, Wilma uses health databases to find research on medical concepts and theories, to search grey literature, and to stay current on the topics being researched or discussed in the field of public health. According to Wilma:

"Without access to these reference databases, the evidence for [a researcher's] field would have to be sought elsewhere, through courses, professional meetings, and journal reading. This is not to say that these media are ineffective but I believe they are a slower path to the evidence and can sometimes be limited to topics that are of general interest."

With access to health databases available through e-HLbc's suite of resources, health care professionals can keep up with current evidence at their moment of need.

Value to the Province

- By providing health professionals and students in BC with a centralized core suite of resources, **e-HLbc helps the province avoid unnecessary costs** that result from a duplication of efforts.
- Access to e-HLbc resources **contributes to a knowledgeable and skilled health care workforce**, and ultimately to a sustainable and affordable health care system that benefits the entire province.
- Knowledgeable practitioners result in healthy patients. When practitioners have access to the best evidence, **clinical decisions are stronger and patient outcomes are improved**.



Actions and Achievements in 2013/14

2013 was a noteworthy year for e-HLbc. The dominant task was an intense but highly successful transition from the BC Academic Health Council to new host site Simon Fraser University (SFU). Additional work was completed in the following strategic areas:

Maintain and Grow e-HLbc Licensed Collections

- **Implemented New Product Selection Tools:** e-HLbc applied new tools to the product selection process, which allows member institutions to suggest and rank health resources for consortial licensing consideration. As a result of the product selection process, e-HLbc is now investigating four new products for licensing.
- **Managed Licenses:** e-HLbc renewed and increased the number of subscribers to the following resources: Ageline; Alexander Street Press; Canadian Health Research Collection; Dynamed; e-CPS / e-Therapeutics; Health Source & Alt HealthWatch; McGraw-Hill eBook Library; and SPORTDiscuss. e-HLbc is currently engaged in DSM-5 and EBSCO Discovery Service license negotiations.
- **Prepared for 2015 Core Suite Renewal:** e-HLbc is collecting database and journal usage statistics, determining the top resources used by all member institutions, and gathering the current head count of health professionals in the province in preparation for the 2015 Core Suite renewal.

Nurture and Extend Partnerships

- **Expanded Membership:** e-HLbc welcomed Quest University Canada, a private non-profit post-secondary institution to the consortium.
- **Collaborated with Consortia:** e-HLbc worked with other national library consortia (e.g. BC ELN, COPPUL) and international library consortia (e.g. ICOLC), to negotiate joint licenses and to share knowledge with colleagues around the world.
- **Assisted with Model License:** In cooperation with BC ELN and COPPUL, e-HLbc revised its 2008 Model License. The model license benefits e-HLbc in negotiating license terms and conditions with vendors.



Strengthen e-HLbc Infrastructure

- **Executed Infrastructure Improvements:** e-HLbc oversaw a successful transition to new host site SFU Library. This transition coincided with the implementation of a number of changes including the hiring of an additional librarian, the revision of the consortium's foundational documents and governance structure, and the election of new Management Committee representatives.
- **Cultivated a Culture of Assessment:** A feedback survey was distributed to member institutions to assess their satisfaction with the product selection process and the new tools introduced for suggesting and ranking products.
- **Strengthened Web Infrastructure:** The e-HLbc website migrated to the Drupal 7 platform, ensuring that the website will remain a strong communication tool for the consortium.

Support Health Information Training

- **Developed Guides:** e-HLbc developed training guides for library administrators, covering such topics as technical support, usage statistics, authentication methods, and more.
- **Provided Support:** e-HLbc supported ongoing member discussions regarding optimal ways to train professionals to find and use health information resources.
- **Facilitated Training Opportunities:** The consortium communicated upcoming training webinars to member institutions, and arranged vendor presentations for new products.

"When I come across an obscure problem or need to find the latest research on a topic, e-HLbc is always a useful resource. Generally I can find most full text articles on my own without too much efforts thanks to having all the resources available to me on one page. When I'm in need, a quick request to our librarian and even the most obscure article appears in my inbox within 24 hours."

**Ryan Sleik, President of
Creekside Physiotherapy**

e-HLbc Impact

e-HLbc plays a vital role in the coordinated licensing and strategy formation for health information in the province. Without e-HLbc, member institutions, students, practitioners, and the province would feel the loss in numerous areas.

Institutions would lose:

- Cost savings and consortial discounts
- Technical and troubleshooting support
- Skilled expert license negotiators
- A forum for health science information to be discussed across sectors



Health practitioners & students would lose:

- A core suite of essential, easily accessible, evidence-based health information
- Equitable access across the province to quality health information resources
- Choice to study or work in their local community – whether rural or urban – knowing that they have access to the best health resources available

The province would lose:

- A centralized, collaborative health licensing consortium in the province
- An evenly distributed, professionally-trained workforce capable of staying up-to-date on the latest health research and developments
- Access to core health resources for health researchers, educators, students, and practitioners working and studying in BC

“Falls are the number one adverse event that patients experience while in care. I regularly access e-HLbc databases for information on the latest developments in fall and injury prevention research. My role is to develop regional strategies to reduce patient falls and improve the quality of care that our staff deliver every day. Whether it is vitamin D, hip protectors, low beds in acute care or post-fall assessment, without the e-HLbc, I would not be able to access the latest evidence and develop successful strategies for our health authority. The end result of this is fewer falls, less pain and suffering, and better care for our patients...”

Kelly Wilson
Quality Consultant - Falls and Injury Prevention
Interior Health Authority

The Road Ahead

As a new fiscal year begins, e-HLbc is now turning its attention to a number of significant tasks. Here is what is in store for 2014/15:

Core Suite Renewal

Central to e-HLbc's mission is the provision of a core suite of health resources that will bolster practice, education, and research in the health sciences. In 2014, e-HLbc will be negotiating three-year pricing and license terms for a renewed core suite of resources.

Strategic Planning

Directly accountable to e-HLbc members, the Steering Committee will be overseeing a series of strategic planning consultations in 2015. These consultations will include discussions of the consortium's priorities and future directions.

"I am a Clinical Practice Educator for a Critical Care transport team in rural British Columbia, and as such, am continually developing new initiatives, clinical practice guidelines, and educational materials and COULD NOT do my job as thoroughly, and effectively as I do without electronic access to several of the scholarly sites e-HLbc hosts.

Because of the ability to access this information in a consistent, timely manner, my work has shone, so indirectly e-HLbc has contributed to my reputation for 'Doing the Job Well'. Thank you for this!"

Colleen Brayman
Clinical Practice Educator
Interior Health Authority



Affiliate Member Recruitment

Despite the fact that access to health information resources has increased dramatically since e-HLbc's inception, there remain a number of health practitioners working in private practice who do not have access to crucial health resources. The consortium is continually engaging with professional health associations in the province about e-HLbc membership, and is preparing a recruitment drive to actively communicate the benefits and advantages to working together through the e-HLbc consortium.

Appendix A: Organizational Overview

e-HLbc Management Committee

as of December, 2013

Ruth Rochlin

Interior Health Authority
Chair
Health Sector

April Haddad

Justice Institute of BC
Vice-Chair
Post-Secondary Sector

Shannon Long

Vancouver Coastal Health Authority
Health Sector

Deb Monkman

Physiotherapy Association of BC
Affiliate Member

Todd Mundle

Kwantlen Polytechnic University
Post-Secondary Sector

Michelle Purdon

Fraser Health Authority
Health Sector

Debbie Schachter

Douglas College
Post-Secondary Sector

e-HLbc Administrative Centre:

Jennifer Bancroft

Librarian

Anita Cocchia

BC ELN Executive Director

Leigh Anne Palmer

Coordinator

About e-HLbc

e-HLbc is a multi-sectoral consortium comprised of 37 full and 7 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 50% in licensing costs and reaches approximately 300,000 users in British Columbia and the Yukon.

Governance and Accountability

Bolstered by the principle of transparency, major e-HLbc financial decisions must receive initial approval from the Management Committee and final approval from the Steering Committee. All member institutions have a representative sitting on the Steering Committee. The Steering Committee is directly accountable to all e-HLbc members.

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

e-HLbc Membership

as of December, 2013

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
Ministry of Advanced Education
Nicola Valley Institute of Technology
North Island College
Northern Lights College
Northwest Community College
Okanagan College
Quest University Canada
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 Institutions

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

Affiliate Members

BC Association of Kinesiologists
BC Association of Speech Language Pathologists and Audiologists
Boucher Institute of Naturopathic Medicine
Massage Therapists' Association of BC
Physiotherapy Association of BC
WorkSafeBC
Yukon Health and Social Services

BC ELN Staff: Administrative Support

Jennifer Bancroft, Librarian
Anita Cocchia, Executive Director
Gordon Coleman, Coordinator
Korinne Hamakawa, Client Support
Leah Hopton, Project Coordinator
Sunni Nishimura, Coordinator
Leigh Anne Palmer, Coordinator
Myfanway Postgate, Librarian
Brandon Weigel, Librarian

Appendix B: Licensed Resources

Core Resources

- Biomedical Reference Collection
- CINAHL with Full Text
- Evidence Based Medicine Reviews (including the Cochrane Collection)
- Lippincott Williams & Wilkins (LWW) Total Access Collection
- Medline (Ovid)
- Medline with Full Text (EBSCO)
- PsycARTICLES
- PsycINFO



Boutique Resources

- Ageline
- Alexander Street Press
- Dynamed
- EBSCO Discovery Service
- e-CPS / e-Therapeutics+
- Health Source & Alt HealthWatch
- Lippincott Williams & Wilkins (LWW) Joanna Briggs Institute (JBI) Book Collection
- McGraw-Hill e-Book Library
- Primal Pictures Anatomy & Physiology Online
- Primal Pictures Premier Library Package
- SPORTDiscuss
- SPORTDiscuss with Full Text

"For our program, e-HLbc allows us rapid access to scientific literature so we can perform literature reviews in only a fraction of the time it took in the paper library days. Further, this allows us to make up-to-date evidence-informed procedures, share/translate knowledge, and ultimately deliver solid and safe patient care. Care is all about our patients – e-HLbc ranks amongst the best tools to help improve patient health and well-being at the clinical level."

Todd Gale
Respiratory Therapist Section Head
Interior Health Authority

