

KM for Health Care: Hospital Library Case Study

July 17, 2012



Wheaton Franciscan Healthcare



Environment Overview

- Hospital system of 12 hospital sites over three states
- Director of Library & Knowledge Services
 - 6 physical libraries
 - 4 librarians
 - 1 web systems librarian
 - 2 technicians



Organizational Chart

- President and CEO (Corporate)
 - Sr. VP Organizational Change and Leadership Performance
 - VP Clinical Development
 - VP Clinical Innovation
 - VP Diversity & Inclusion Services
 - VP Organizational and Leadership Performance
 - Director of Library & Knowledge Services
 - Director of Patient Experience South Market
 - Director of Patient Experience Central Market
 - Director of Patient Experience North Market
 - Director of Patient and Associate Experience
 - Director Projects and Analytics

The Journey Begins

- Knowledge Sharing in Hospitals the Librarian Role, Portland OR July 2010
- Attended with VP of Diversity and Inclusion Strategies





Challenge: Better describe “Library Services”

(by my boss Sr. VP of Organizational Change and Leadership Performance)

- **Thinking:** What do you picture with the word “library”? Books, shelves, tables, computers... This does not represent what we do.
- **Reading:** Lots and lots
- **Contacts/networking**
 - Lorri Zipperer
 - Margo Coletti (New England Region Template for a Health Knowledge Services Center)
 - Margaret Bandy
- **SLA Conference**
 - Guy Sinclair
 - Just taking in what is being said about “Knowledge Management” etc.



Next steps:

- Changed name to *Library & Knowledge Services* and updated job descriptions
 - Knowledge Management Librarian
 - From Health Sciences Librarian
 - Knowledge Services Technician
 - From Library Assistant
 - Director of Library & Knowledge Services
 - From Director of Library Services
 - Moved my office out of the hospital to the Corporate Office Location



Knowledge Sharing Teams

- Leadership Mentoring Team
- SharePoint Super-User Group



Next Challenge:

- Create a 10 year plan
 - Look beyond the barriers (Step back, look forward)
 - Consider
 - Health Care Reform
 - Values Based Purchasing
 - Accountable Care
 - The Future of Nursing (IOM)
 - The Three Aims (Institute for Healthcare Improvement)
 - Better health - Better care - Lower costs



More considerations:

- Chronic disease management
- Provider patient relationship (Patient Experience)
- Electronic Health Records
- Clinical Librarianship
- Current skill sets – future skill sets and competencies to get there
- eTOC to summaries
- Just-in-case vs Just-in-time
- Content rich to content focus
- What will online journals look like in 10 years?



Final thoughts

- Our Wheaton Franciscan Sisters have taught us
 - “to meet the needs of the times” and
 - “to do what is ours to do.”



Contact for questions,

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