KM for Health Care: Hospital Library Case Study

July 17, 2012
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,

Carrie Papa-Schold, MLIS  
Director of Library & Knowledge Services  
Wheaton Franciscan Healthcare  
414-465-3422  
carrie.papa-schold@wfhc.org