

Collaborative Dreams: Launching a patient information service using LibGuides

BACKGROUND

Healthcare providers in the Stronach Regional Cancer Centre met patient information needs through formal channels (classes, literature packages, Patient Family Resource Centre), but also by locating and disseminating print and web resources. The currency and consistency of the resources varied by source or clinician, as there was no single “source of truth” for patient education.

Through a collaboration with the Health Informationist and the Regional Lead, Patient-Centred Care, a student practicum was engaged to lead a pilot project to bring all patient education resources into a searchable and web-accessible source, for use by staff, with the ultimate goal of making it available to the public via the hospital website.

An institutional focus on person-centred care provided the background for the project. The context also included the implementation of a new Digital Strategy by Southlake Regional Health Centre, including a new hospital website, a new patient portal (personal health information), and a new bedside hub/terminal project, which patient information, telephone, web, television, and more, at the bedside.



Highlights

- *Fills a need for patients*
- *Fills a need for clinicians*
- *Involved Patient Family Advisors*
- *Substantial completion < 8 weeks*
- *No additional costs*
- *LibGuides functionality*
- *Uses established branding*
- *Scalable*
- *Flexible*

METHODS

All clinicians within the Cancer Centre were asked to provide samples of resources they were using in their practice. Clinical areas included nursing, radiotherapy, medical therapy, social work, dietitian services, and other specialties. The materials included pamphlets, handouts, websites, and more, from a wide variety of sources, including institutional. Resources were reviewed by the project team to ensure they reflected best patient education practices. The project lead then was tasked to create an accessible digital database, using only already-owned or free resources, within the current budget.

An email query was sent to a regional listserv, requesting tools currently used by health librarians for patient education databases.

The suggestions and methods were reviewed by the authors. Costs, difficulty of implementation, flexibility, and sustainability were compared. The platform LibGuides© by Springshare emerged as the best option. It is web-based digital content management platform, frequently utilized in educational & library settings, and already subscribed to by the hospital.

The materials were divided into two groups, based on input given within the listserv. Cancer-specific materials were grouped together, and further classified by cancer site (based on Medical Subject Headings) currently being used the Patient Information Resource Centre. Non-cancer-specific materials were grouped together and further classified depending on their content, with input from the clinicians who were using the resources.

To ensure currency, each external resource is linked to the external webpage, where the most recently revised .PDF and digital format is located. For internal resources, all additions go through a committee and are flagged for updates.

RESULTS

The LibGuides © platform proved to be an adaptable tool to create a user-friendly web page of patient information resources.

After substantial completion of the database, a staff focus group was conducted. The group consisted of clinicians from nursing, radiotherapy, medical therapy, social work, dietitian services, and other specialties. The authors acted as facilitators. Discussion focused on resources, classification semantics, and layout. The resulting page was delivered to staff by the placement of an icon on all desktops (IT Department).

The implementation was promoted at a Centre-wide meeting and by email.

DISCUSSION

This project highlights the process of developing a tool that was scalable, sustainable, and flexible, for use in a community hospital.

Collaboration by the Health Informationist with clinicians, and utilizing the feedback of the Patient Family Advisors gave the project a solid foundation in person-centred care and a robust plan for implementation, process and scaling.

The demonstrations of this tool in interdisciplinary meetings lead to increasing interest in the expansion of the program to deliver patient education resources from the entire hospital via the new hospital website and bedside hub, with the potential of being linked within the patient portal. The project has been approved, effective spring 2020..



Southlake Regional Health Centre / LibGuides / SRCC Patient Education Resources / SRCC Patient Education Resources

SRCC Patient Education Resources: SRCC Patient Education Resources

Search this Guide Search

SRCC Patient Education Resources

Use this page to find patient education resources and links. These resources have been approved by the Patient Family Education Committee.

Clicking the links will bring you to the external website with the most current version of the resource. SRHC documents are the most current available.

Items that are currently available in print at the Patient Family Resource Center say "Print copy in PFRC".

To suggest, update or remove a resource, click here to email kaslett@southlakeregional.org.

SRHC Health Sciences Library



Health Sciences Library
Kimberley Aslett
Room East 1/216
905-895-4521 x2327
kaslett@southlakeregional.org

Frequently Used Websites

- Canadian Cancer Society
- Cancer Care Ontario

Patient Education by Cancer Site

MDS Bladder Bone Brain Breast Colorectal Esophageal Kidney Leukemia Liver Lung Lymphoma
Melanoma/Non Melanoma Mesothelioma Multiple Myeloma Ovarian Pancreas Prostate Stomach Testicular
Thyroid Uterine

Breast Cancer Pathfinders
Patient Family Advisory Committee, 2019

Breast Cancer: Understanding Your Diagnosis
Canadian Cancer Society, 2019, Canada
Print copy in PFRC

References

Finney Rutten, L. J., Agunwamba, A. A., Wilson, P., Chawla, N., Vieux, S., Blanch-Hartigan, D., . . . Hesse, B. W. (2016). Cancer-related information seeking among cancer survivors: Trends over a decade (2003–2013). *Journal of Cancer Education: The Official Journal of the American Association for Cancer Education*, 31(2), 348-357. doi:10.1007/s13187-015-0802-7

Shea-Budgell, M. A., Kostaras, X., Myhill, K. P., & Hagen, N. A. (2014). Information needs and sources information for patients during cancer follow-up. *Current Oncology (Toronto, Ont.)*, 21(4), 165- 173. doi:10.3747/co.21.1932