

# Reaching out to the underserved: Liaison librarian roles in Fraser Health

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# Reaching out to the underserved

- Who are we anyway?
  - Linda
  - Julie
  - Brooke



# What will participants learn?

- Role of liaison librarians in a health setting
- Strategies used by librarians to reach out to underserved health professionals
- Library services & resources utilized

## Fraser Health: some quick facts

- 26,000 staff; 2,200 physicians
- Fastest growing region in B.C.
- Covering an area that stretches from Burnaby to White Rock to Boston Bar.
- Fraser Health serves 1.5 million people.

# Fraser Health Library Services

- 1 library manager, 5 librarians and 4 technicians.
- 12 libraries mostly in acute care hospitals
- Report to Dept. of Evaluation and Research, a corporate service.

# Fraser Health Library Services

- Who do we serve? Mostly professional staff, physicians and managers.
- We don't serve patients, except at one facility.
- Physicians, pharmacists, and clinical nurse educators are our regular users.

# Fraser Health Library Services

- Who are the underserved?
- Rehabilitation and allied health professionals such as occupational therapists, social workers, residential care staff, recreation therapists and some nurses.

# Strategic Directions at Fraser Health

- Progressive partnerships is a major strategic direction
- Liaison Librarian program a key way for the library to link to progressive partnerships.



# The stage is set. What happens next?

Julie will continue with the story

# What does a liaison librarian do anyway?

- Serve as the primary contact from the library for particular professional groups and programs
- Identify the specific needs of particular groups
- Develop strategies for communicating to these user groups

# How did we start? Why underserved users?

- Reach out to new potential user groups
- Identify unique information needs
- Started with Residential Care staff and Aboriginal Care. Both groups are mostly out of the main information loop.

# Residential Care library liaison

- 88 residential care (long term care) facilities in the Fraser Health
- 65 of these facilities are private, contracted providers
- Strong desire by Fraser Health to improve standards of care across the region

# Residential Care Liaison

- Meetings set up with residential care managers and librarian
- What information needs do residential care providers have? Are there recommended resources?
- Gerontological nursing textbooks key

# Residential Care Liaison

- How do we catalogue these resources so that they are accessible?
- How do we lend out these resources?
- What about electronic resources?

# Residential Care Liaison

- How do we communicate with 88 facilities?
- Residential Care Journal Watch established to provide current awareness.

# Residential Care Liaison

February 2011

## Journal Watch

Residential Services



February 2011

Fraser Health Library Services

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## JOURNAL WATCH Residential Services

The following articles are available through Fraser Health Library Services. Underlined articles are available online; if you are on-site at FHA using a networked PC click on the links below to view the article(s). You may also request copies by emailing [linda.howard@fraserhealth.ca](mailto:linda.howard@fraserhealth.ca).

[A multicomponent exercise program for institutionalized older adults: effects on depression and quality of life.](#) J Gerontol Nurs, 2010 Oct; 38(10): 32-41.

[Development and maintenance of health and safety practices.](#) Nurse Residential Care, 2010 Nov; 12(11): 516-8, 520.

[Geriatric falls.](#) Podiatry Manage, 2010 Oct; 29(8): 34-8.

[Homeshare - an inter-generational solution to housing and support needs.](#) Housing Care Support, 2010 Oct; 13(3): 21-6.

[Identifying and validating the components of nursing practice models for long-term care facilities.](#) Res Gerontol Nurs, 2010 Oct; 3(4): 270-81.

[Improving quality of care for people with dementia in general hospitals.](#) Nurs Older People, 2010; Quality of Care Supplement: 1-16.

[Malnutrition in older people: when to use supplements.](#) Nurs Residential Care, 2010 Nov; 12(11): 530, 532, 534 passim.

[Nurses' response time to call lights and fall occurrences.](#) MEDSURG Nursing, 2010 Sep-Oct; 19(5): 266-72.

[Nurses' Perceptions and Experiences at Daycare for Elderly With Stroke.](#) J Nurs Scholarsh, 2010 3rd Quarter; 42(3): 262-9.

[Nursing Home's Failure to Administer Laxative to Resident Leads to Death: \\$5.3M Verdict.](#) Healthc Risk Manage, 2010 Nov; Supplement: 1-2.

[Stiff, creaky, and in pain? First steps to better joint care.](#) Nurs Residential Care, 2010 Sep; 12(9): 437-41.

[Story Sharing: Enhancing Nurse Aide-Resident Relationships in Long-Term Care.](#) Res Gerontol Nurs, 2010 Oct; 3(4): 240-52.

[The assessment and management of pain in people with dementia in care homes.](#) Nurs Older People, 2010 Sep; 22(7): 29-35, 37.

[The Meaning of Home: A Qualitative Metasynthesis.](#) Res Gerontol Nurs, 2010 Oct; 3(4): 291-307.

[Communication supports in residential services.](#) Learn Disabil Pract, 2010 Nov; 13(9): 14-19.

[Which Version of the Geriatric Depression Scale is Most Useful in Medical Settings and Nursing Homes? Diagnostic Validity Meta-Analysis.](#) Am J Geriatr Psych, 2010 Dec; 18(12): 1066-77.

[How to break bad news and avoid common difficulties.](#) Nurs Residential Care, 2010 Oct; 12(10): 495-7.

[Maximising participation for older people: scoping the occupational therapy role in residential care settings.](#) NZ J Occup Ther, 2010 Sep; 57(2): 49-55.



# Residential Care Liaison

- Response incredibly positive
- Residential care staff starved for current professional information
- Core collection of gerontology resources that continue to serve the Fraser Health community into the future

# Aboriginal Health Liaison



- There are over 38,000 Aboriginal people in the Fraser Health region
- The Aboriginal Health Team is divided amongst three circles based on geography
- Liaison role allows me to reach people across the region: Burnaby to Boston Bar

# Aboriginal Health Liaison

- Initiatives in the areas of:
  - maternal & child health
  - mental health and addictions
  - chronic disease
  - public health and primary health care
- Strong need for information in these areas, relevant to all Fraser Health staff

# Aboriginal Health Liaison

- Began by meeting local contacts in Chilliwack, including Social Workers and Mental Health staff.



- Gaining an *appreciative understanding* was a crucial starting point

# Aboriginal Health Liaison

- By attending meetings, days of learning, and annual celebrations, I got to know the Aboriginal Health team.
- My participation in these events fostered my Cultural Awareness



# Aboriginal Health Liaison

- Liaison role includes:
  - Journal Watch & Online Subject Guide
  - Collection Development & New Booklists (books/DVDs/graphic novels)
  - Aboriginal Health research projects & literature searches
  - Attending meetings and events
- As a result, our Library user group is expanding and research is growing

# Aboriginal Health Liaison



## Aboriginal Health Journal Watch Fall 2010

The following articles are available through FHA Library Services. If you are on-site at FHA using a networked PC, the links below will take you directly to the article(s). Copies can be requested by e-mail to [julie.mason@fraserhealth.ca](mailto:julie.mason@fraserhealth.ca).

[First Nations women's knowledge of menopause: Experiences and perspectives.](#) Madden S, et al. *Can Fam Physician*, 2010; 56(9):e331-e337.

[Epidemiology of diabetes mellitus among First Nations and non-First Nations adults.](#) Dyck R, et al. *CMAJ*, 2010; 182(3):249-56.

[Food insecurity among Inuit women exacerbated by socioeconomic stresses and climate change.](#) Beaumier MC, Ford JD. *Can J Public Health*, 2010; 101(3):196-201.

[Food insecurity among Inuit preschoolers: Nunavut Inuit Child Health Survey, 2007-2008.](#) Egeland GM, Pacey A, Cao Z, Sobol I. *CMAJ*, 2010; 182(3):243-8.

[Reduction of Family Violence in Aboriginal Communities: A Systematic Review of Interventions and Approaches.](#) Shea B, Nahwegahbow A, and Andersson N. *Pimatisiwin*, 2010; 8(2):35-60.

[Culturally Safe Epidemiology: Oxymoron or Scientific Imperative.](#) Cameron M, Andersson N, McDowell I, and Ledogar RJ. *Pimatisiwin*, 2010; 8(2):89-116.

[Life Story Board: A Tool in the Prevention of Domestic Violence.](#) Chase R, Mignone J, Diffey L. *Pimatisiwin*, 2010; 8(2):145-154.

[Historical Trauma, Race-based Trauma and Resilience of Indigenous Peoples: A Literature Review.](#) Fast E, and Collin-Vézina D. *First Peoples Child & Family Review*, 2010; 5(1):126-136.

[Islands of Safety: Restoring Dignity in Violence-Prevention Work with Indigenous Families.](#) Richardson C, and Wade A. *First Peoples Child & Family Review*, 2010; 5(1):137-145.

# Aboriginal Health Liaison

## Library Rx

Fraser Health Library Services

Department of Evaluation and Research Services

Library | Education | Administration | Development

January 2011  
Volume 3, Issue 1

## Aboriginal Health Resources

As a Clinical Program, Aboriginal Health is an inspirational example, with its tremendous outreach to the community and personal engagement with clients. Leslie Schroeder, the Aboriginal Health Director, leads with knowledge and insight; in the last three years she has guided many innovative initiatives with community groups and organizations in the areas of maternal and child health, mental health and addictions, chronic disease, public health and primary health care. The primary focus is on building relationships, and improving the quality and accessibility of health services.

The Profile of Aboriginal People in the Fraser Health Region 2010 provides an excellent description of health determinants and health

Library Resources are available for all aspects of Aboriginal Health. Online full-text journals include:

- [First Peoples Child & Family Review](#)
- [Journal of Aboriginal Health](#)
- [Pimatisiwin: A Journal of Indigenous and Aboriginal Community Health](#)
- [American Indian and Alaska Native Mental Health Research](#)

Excellent Web Resources:

- [BC Vital Statistics Birth and Mortality Summaries](#)
- [First Nations - Canada - Statistics](#)
- [First Nations Periodical Index](#)
- [First Nations Community Profiles](#)
- [National Collaborating Centre for Aboriginal Health](#)
- [Network Environments for Aboriginal Research BC](#)
- [Institute for Aboriginal Health](#)

## Contact Us

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# The story continues...

Brooke will continue the story, with her  
Nursing Library Liaison

# Nursing Liaison

- Nurses in all programs and sectors within Fraser Health
  - 12 acute care sites and multiple community sites
- Diverse skills, interests and educational backgrounds
  - RN, LPN, RPN, NP
  - CNS, CNE
  - Nursing schools vary widely in their training around finding and using evidence

# Nursing Liaison

- Nursing staff meeting attendance
- Special schedules and tailored content for library workshops
- Collection development needs
- Knowledge Translation & Exchange Nursing Research Steering Committee
  - Strategic Plan created to improve the ways that nurses find, evaluate and use evidence in their practice

# Nursing Liaison

- Key messages:
  - Evidence should inform our nursing practice regardless of where we work.
  - Providing access to available evidence is a priority for Fraser Health.
  - Providing multiple opportunities to learn about, explore and implement new knowledge is the main goal of the Nursing KTE plan.

# Nursing Liaison

- How to connect with front line nurses?
  - Evidence Bytes Newsletter
  - Point of Care Research Challenge
  - Nursing Research Cafes
  - Journal Watches
  - Subject Guide
  - LibraryRx

# Nursing Liaison

## Journal Watch for Nursing

Winter 2010/2011

### Journal Watch

Nursing

### JOURNAL WATCH Nursing

The following articles are available through Fraser Health Library Services. Underlined articles are available online; if you are on-site at FHA using a networked PC click on the links below to view the article(s). You may also request copies by emailing [brooke.scott@fraserhealth.ca](mailto:brooke.scott@fraserhealth.ca).

[Understanding the transsexual patient: culturally sensitive care in emergency nursing practice.](#) Advanced Emergency Nursing Journal. 2011 Jan-Mar;33(1):55-64.

[Alcohol withdrawal during hospitalization.](#) American Journal of Nursing. 2011 Jan;111(1):40-44.

[Forging evidence based practice in aged care.](#) Australian Nursing Journal. 2011 Feb;18(7):41.

[Flow situations during everyday practice in a medical hospital ward. Results from a study based on experience sampling method.](#) BMC Nursing. 2011;10(3).

[The vital role of emollients in the treatment of eczema.](#) British Journal of Nursing. 2011 Jan;20(2):74-80.

[Effective management strategies for osteoarthritis.](#) British Journal of Nursing. 2011 Jan;20(2):81-5.

[Supporting your practice: CNA's new tools and resources.](#) Canadian Nurse. 2011 Jan;107(1):15.



Library Services

Information @  
your fingertips

Winter 2010/2011

Fraser Health Library  
Services

# Nursing Liaison

## Evidence Bytes Newsletter

### Evidence Bytes

Bringing Knowledge and Evidence News to Nurses' Work

February/March issue



#### This issue

- P.1 Welcome Remarks
- P.1 Evidence News
- P.3 Researcher in the Spotlight
- P.3 Did you know?
- P.4 Upcoming Events

#### WELCOME

Welcome to the first issue of Evidence Bytes, our own Fraser Health Knowledge Exchange Newsletter for Nursing and our Health Professional partners. This

#### Evidence News

##### Nurses' Use of Evidence Journal Article

Squires, J., Estabrooks, C., Gustavsson, P. & Wallin, L. (2011) Individual determinants of research utilization by nurses: A systemic review update. Implementation Science, 6:1.

<http://www.implementationscience.com/content/6/1/1>

##### Health-evidence.ca

What is Health-evidence.ca? Health-evidence.ca, a McMaster University based group, reviews and categorizes research to facilitate effective policies, programs, interventions in

# Nursing Liaison

- Point of Care Research Challenge
  - Unanswered questions from clinical practice
  - Support direct care staff to develop a research proposal
  - Up to 3 proposals awarded \$5000 grant to complete a research project



# What Kind of Response Have We Had?

- Very positive, grateful responses
- Underserved staff are *less* starved for current professional information
- Library user groups are expanding and research is growing
- Conversations about what library services are, and what we can offer

# Lessons Learned

- Importance of asking: who *doesn't* use the library?
- Insight around information needs of underserved groups
- Get out of the library!
- Traditional library services often have to be tailored to suit underserved populations
  - Convenience, time saving and engagement are key
- Underserved have the potential to become our most avid users and champions

# Future Directions

- Continue to promote and support greater use of evidence-based resources by *all* staff
- Program Management model at Fraser Health means more potential for connections
- Fraser Health strategic direction: developing progressive partnerships

**Questions?**

**Thank you!**