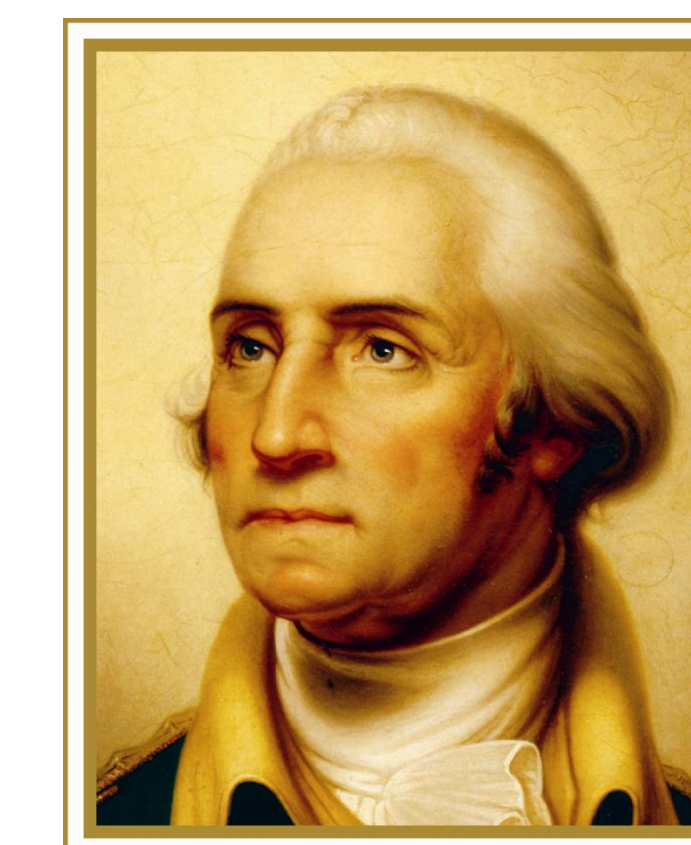


# Getting into the Game

## Inaugurating a Clinical Librarian Program

Laura Abate, MSLS, Alexandra Gomes, MSLS, MT, Anne Linton, MS  
Himmelfarb Health Sciences Library, The George Washington University



THE GEORGE  
WASHINGTON  
UNIVERSITY  
MEDICAL CENTER  
WASHINGTON DC

### The Problem

- While librarians provide training and support to internal medicine residents, many residents seemed unaware of the library's collections and services.

### The Pitch

- Librarian assigned to attend daily morning residents' meeting twice each week.
- Librarian to provide real-time answers to questions arising from case-based discussion.
- Librarian available to address other issues – e.g. DynaMed codes, off-campus access, research projects.

### Batting Practice

- 'Listen' for questions – fast-paced discussion rarely pauses to clearly state question.
- Shortened clinical terms (e.g. bronch) and acronyms can be hard to decipher without deep clinical knowledge.
- Speak up – discussion may have moved on once answer is identified yet you need to find appropriate time to insert new information into discussion.
- Time consuming - defining questions, searching and selecting 'best' answer required 4-6 hours for session.
- Delivering answers – how to document question and answer/resource to residents (e.g. email, digital drop box, webpage, etc.)?
- Part of the team – despite assurances from program director that seeking additional information is desired, residents reluctant to acknowledge areas where additional information is needed.

### Balls & Strikes

- Initially, librarian returned 'answers' via email message to chief residents which was forwarded to residents. This evolved into website updated with questions and linked full-text answers.
- Availability of question/answer resource lists for morning meeting spun off into other related resource lists. Some lists well-used/well-maintained (Subspecialty Readings, Night Float) and some less so (Noon Conference); all are linked from residency homepage.
- Librarian increasingly called for one-on-one research assistance for resident talks.
- Librarian does not have as much opportunity to promote clinical information tools (e.g. DynaMed, Essential Evidence Plus, etc.) as hoped, but does have opportunity to use/assess resources in 'live' environment.
- Building relationships takes time. Residents appreciative, but change rotations frequently so there's always someone 'new' and frequently it's the librarian!

### The Scoreboard

- Questions/answered documented on website using LibGuide interface.
- Website linked from residency homepage which contains all scheduling and curricular information for residents.

### Next Season – Future Plans

- iPad recently acquired and its use and apps will be explored to answer clinical questions.
- Training additional librarians to support residency programs which heard about trial and requested additional librarian support.

Resources to help residents keep updated on new information.

General topic and date; from most recent to least.

Specific Question + link to full-text resource + citation

Narrow clinical question

Recent review article for primary topic of discussion

The screenshot shows the 'Himmelfarb Health Sciences Library Research Guides' website. The main heading is 'Morning Report - Internal Medicine Residency'. Below this, there are several article snippets with titles like 'Journal Watch: Physician's First Watch', 'Acute Liver Failure 4/25/2012', and 'Essential Evidence Plus - Weekly Podcast'. Each snippet includes a brief summary and a link to the full-text resource. A search bar is visible at the top right of the page content. The page also includes navigation tabs for '2011-2012', '2010-2011', 'Additional Readings', and 'IM Residency Home'.

Customized URL

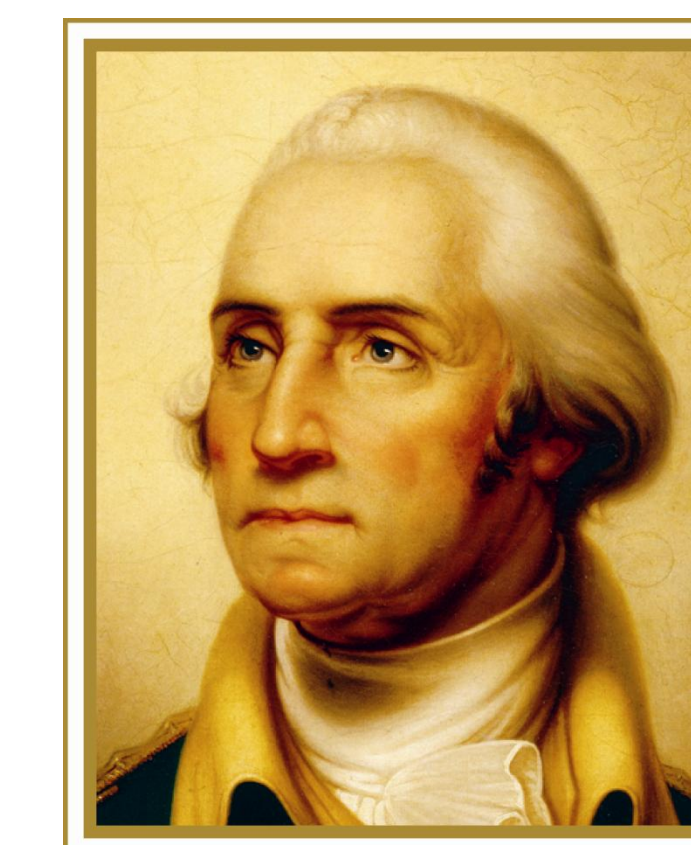
Links to related readings lists and residency homepage.

Last year's questions/answers.

Librarian contact information.

# Getting into the Game Inaugurating a Clinical Librarian Program

Laura Abate, MSLS, Alexandra Gomes, MSLS, MT, Anne Linton, MS  
Himmelfarb Health Sciences Library, The George Washington University



THE GEORGE  
WASHINGTON  
UNIVERSITY  
MEDICAL CENTER  
WASHINGTON DC

## The Problem

- While librarians provide training and support to internal medicine residents, many residents seemed unaware of the library's collections and services.

## The Pitch

- Librarian assigned to attend daily morning residents' meeting twice each week.
- Librarian to provide real-time answers to questions arising from case-based discussion.
- Librarian available to address other issues – e.g. DynaMed codes, off-campus access, research projects.

## Batting Practice

- 'Listen' for questions – fast-paced discussion rarely pauses to clearly state question.
- Shortened clinical terms (e.g. bronch) and acronyms can be hard to decipher without deep clinical knowledge.
- Speak up – discussion may have moved on once answer is identified yet you need to find appropriate time to insert new information into discussion.
- Time consuming - defining questions, searching and selecting 'best' answer required 4-6 hours for session.
- Delivering answers – how to document question and answer/resource to residents (e.g. email, digital drop box, webpage, etc.)?
- Part of the team – despite assurances from program director that seeking additional information is desired, residents reluctant to acknowledge areas where additional information is needed.

## Balls & Strikes

- Initially, librarian returned 'answers' via email message to chief residents which was forwarded to residents. This evolved into website updated with questions and linked full-text answers.
- Availability of question/answer resource lists for morning meeting spun off into other related resource lists. Some lists well-used/well-maintained (Subspecialty Readings, Night Float) and some less so (Noon Conference); all are linked from residency homepage.
- Librarian increasingly called for one-on-one research assistance for resident talks.
- Librarian does not have as much opportunity to promote clinical information tools (e.g. DynaMed, Essential Evidence Plus, etc.) as hoped, but does have opportunity to use/assess resources in 'live' environment.
- Building relationships takes time. Residents appreciative, but change rotations frequently so there's always someone 'new' and frequently it's the librarian!

## The Scoreboard

- Questions/answered documented on website using LibGuide interface.
- Website linked from residency homepage which contains all scheduling and curricular information for residents.

## Next Season – Future Plans

- iPad recently acquired and its use and apps will be explored to answer clinical questions.
- Training additional librarians to support residency programs which heard about trial and requested additional librarian support.

The screenshot shows the 'Morning Report - Internal Medicine Residency' page. Callout boxes point to various features:

- Resources to help residents keep updated:** Points to the 'Journal Watch: Physician's First Watch' section.
- General topic and date; from most recent to least:** Points to the 'Acute Liver Failure 4/25/2012' article.
- Specific Question + link to full-text resource + citation:** Points to a question about PCP odor and its corresponding citation.
- Narrow clinical question:** Points to a question about charcoal for poisoning.
- Recent review article for primary topic of discussion:** Points to a question about the natural progression of hepatitis C.
- Customized URL to enhance 'findability' of website:** Points to the URL 'http://libguides.gwu.mc.edu/morningreport'.
- Links to related readings lists and residency homepage:** Points to the 'Additional Readings' and 'IM Residency Home' tabs.
- Last year's questions/answers:** Points to the '2011-2012' dropdown menu.
- Librarian contact information:** Points to the 'Ask me!' section with a photo of Laura Abate.
- All resources linked via Library's proxy server:** Points to the 'Essential Evidence Plus - Weekly Podcast' link.