

Embedding librarians in clinical practice and continuing and community health education

The CAMH Library Experience

Sheila Lacroix

Centre for Addiction and Mental Health

Sharon M. Bailey

Centre for Addiction and Mental Health

The CAMH Library has always supported CAMH's education and publications units, as well as clinicians and other health-related professionals, both staff and community. In 2012, its role expanded to support the newly restructured Education Department with a broader mandate to "Revolutionize education and knowledge exchange (KE)". The library was well recognized as playing a traditional role, but this was an opportunity for the CAMH librarians to carve out a more active, participatory role in the various education and KE programs and projects, and enhance the discovery of the library's unique resources within newly established communities of practice. This paper outlines some of the successes and strategies towards becoming an active participant including: the library's emerging role in supporting Portico Network, Canada's Addiction and Mental Health Network; the experience of providing embedded librarian service in Project ECHO Ontario Mental Health, CAMH and University of Toronto; the challenges of enhancing the discoverability of library resources and services through CAMH's KE networks.

Keywords

Embedded Librarian, Library Services, Knowledge Exchange, Resource Discovery, Project ECHO

Introduction

The Centre for Addiction and Mental Health (CAMH) is the largest mental health and teaching hospital in Canada. The CAMH Librarians have always played an active role in

supporting the research, clinical and policy development work of CAMH, a tradition dating back prior to the merger that created CAMH from institutions that included the Addiction Research Foundation and the Clarke Institute of Psychiatry. In 2012, a reorganization and change in direction resulted in the CAMH

Library being moved from reporting to Research to reporting to the newly restructured Education Department with a mandate to “revolutionize education and knowledge exchange (KE)”. Later a new director was hired to lead both the library and other knowledge portfolios, including CAMH’s knowledge exchange (KE) portal, Portico. This presented the opportunity to play a more active, participatory role in CAMH’s education and KE initiatives.

The above changes also coincided with ongoing changes in the field of librarianship: embedded librarianship, push technologies, interdisciplinary teamwork to name a few. Shumaker and Tully (2010) describe the embedded services model as one that brings the information professional into closer working relationships with a customer group or team that enhances the ability to understand the team’s work and provide highly customized and targeted information services.

In this paper, we will provide examples of CAMH librarians’ successes and strategies in moving beyond the traditional role to a more collaborative role. These include:

1. The emerging role supporting Portico, CAMH’s KE Portal;
2. The new role as embedded librarians for Project ECHO (Enhancing Community Health Outcomes) Ontario Mental Health;
3. Efforts to enhance discovery of library services and resources through CAMH KE networks.

Portico, Canada’s Mental Health and Addiction Network

Portico is a collaborative platform that offers content curation, content creation and hosting communities of practice. Its main goals are to:

- Encourage collaboration among clinicians, social service professionals, educators and patients;
- Facilitate KE and the collaborative creations of tools and resources;

- Provide tools and resources that can be used in day-to-day practice.

It is separate from the CAMH corporate website, but CAMH content as well as content from Portico partners is searchable through the Portico search engine. The soft launch of Portico was in 2014; however, the official launch took place in 2016 after a critical mass of content had been developed which included: the Addiction Toolkit and Psychiatry in Primary Care, both content and an app, based on the book published by CAMH (Goldbloom & Davine, 2011).

CAMH librarians’ involvement in Portico is evolving. Being colleagues working under the same director certainly opens up communication and collaboration. The Portico content developers, writers from CAMH’s writing and editorial team frequently use library services. We also assist in taxonomy and helped improve the ‘About Us’ section which did not adequately describe Portico’s scope. Librarians are invited to submit content. Overall, we are aiming for improved collaboration and it is felt the librarians can offer a lot more support both to the Portico team and to Portico users, as a ‘go to’ when information cannot be found. As yet, there is no online link to library services or the CAMH Library as a source for more information, which is unfortunate as the library does serve non CAMH staff such as community professionals.

Project ECHO: Librarians’ role

Project ECHO (Extension for Community Healthcare Outcomes) is a model developed at the University of New Mexico to promote lifelong learning for health professionals and best practices in specialty health care delivery at the community level, particularly in underserved communities. The structure is based on hub-and-spoke knowledge sharing networks using multi-point video conferencing. The Hub is led by expert teams. ECHO projects can be found around the world and are used to build community capacity to deal with challenging issues such as HIV, liver disease, chronic pain, and mental health. The impact of the ECHO approach is being assessed

and evaluated. A recent systematic review reports that studies to date show ECHO to be effective in increasing health care providers' knowledge and increasing access to health care in remote locations, but efficacy and potential barriers to implementation require further study. (Zhou et. al, 2016)

The CAMH librarians are a part of the Hub team of Project ECHO Ontario Mental Health, CAMH and the University of Toronto. Portico hosts the project providing those involved with access to a networking forum as well as presentations, case studies and supportive resources. CAMH Librarians were fortunate to be invited to be on the Hub team which includes psychiatrists, pharmacists, addiction medicine specialists, primary care physicians, therapists, an evaluation specialist and guests as required. Spoke members include family physicians and Family Health Team members (nurses, social workers, psychologists) throughout Ontario. Many of the spoke locations are under serviced, remote areas.

Sessions are structured as follows: 3 hours, once a week, for 12 weeks. Spoke members receive CME credits for participation. Each session includes: a pre and post quiz; a didactic presented by a Hub member or guest specialist; a case presentation by a Spoke member; a discussion in which Hub and Spoke members offer treatment suggestions; finally, a summary of the interventions and recommendations by a Hub member. This is followed up by a Hub wrap up meeting.

The three CAMH librarians rotate joining the Hub for weekly sessions. Their contribution involves: noting resources from the didactic or the case presentation that should be recorded and sourced; suggesting additional resources to support the issues that arise; researching a topic selected by the teams as relevant to the condition or case; assembling the information with links if possible for posting on Portico, accessible to participants via password.

Benefits to the CAMH librarians and the library are numerous. It provides an opportunity to be truly embedded in a project. It is an opportunity to learn and network and

to be involved in decision making. It promotes library services to both Hub and Spoke members. It reignites the CAMH library's provincial role, to serve community health and social service professionals, which has eroded with the popularity of the internet. Also, librarians are involved in literature reviews for Hub members researching the effectiveness of both ECHO Mental Health and ECHO Projects in general. Offering this embedded service does require a substantial and regular time commitment that must be built in to the library's work plan.

Discovery issues through KE networks

Librarians are constantly challenged by the emergence of KE networks and portals, which often do not have librarian involvement and frequently exist in a separate silo. The potential synergy and relationship between the two is often ignored or not even considered at all. How can KE networks be used to push library services to the community? Many hospital libraries are denied participation in social media, not being allowed to have Twitter accounts or blogs. Here are some of the successes and challenges experienced by CAMH librarians in ensuring resources and services are more readily discovered through KE networks.

On a positive note, CAMH librarians have had opportunities to use 'push' strategies. Being part of Education enables librarians to post on the CAMH Education Blog. Special awareness weeks are often targeted. Some recent blog posts are: Refugee Mental Health: Supporting Transitions; Beat Diabetes, a common comorbidity with mental health patients; Changes to PubMed/Medline MeSH Terms for 2016. Education's Creative Services staff provide graphics to make posts visually appealing. The library also subscribes to Springshare's LibGuides which provides more creative options in presenting content than is allowed under corporate policy and are easy to 'push' via social media.

However, there are challenges. One is how to better connect with Portico. The CAMH

Library's webpages are hosted by corporate CAMH's website. CAMH.ca content is searchable through the Portico search engine. However, as CAMH Library content moves to LibGuides, it will not be retrieved through Portico. Some of our recent LibGuides such as 'Occupational Therapy' and 'Housing and Homelessness' that include helpful resources for community health professionals remain buried. Indexing solutions must be explored. Also, there is no link from Portico to the CAMH Library webpages. This would provide visitors with another level of service and assistance when content on a topic cannot be found. Traditional reference service should be offered as part of the continuum of information provision. An 'Ask a Librarian' feature could be added.

Conclusion

To remain viable and relevant, library services should strive to work towards being active participants in corporate projects, multidisciplinary teams and KE networks. This is not without challenges, as highlighted in this article. However, CAMH Librarians have shown a willingness to be involved, identify the challenges and to overcome the roadblocks. In particular, being imbedded in Project ECHO Ontario Mental Health has been a positive opportunity to engage in new ways.

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Websites

Portico work <http://www.porticonetwork.ca>
Project ECHO, University of New Mexico
<http://www.unm.edu>
CAMH Education Blog
<http://www.camhblog.ca/learn/>

Contact the authors

Sheila Lacroix, BSc, MLS
Librarian
CAMH Library
Centre for Addiction and Mental Health
33 Russell Street
Toronto, ON M5S 1S7 Canada
Phone: 416 535-8501
Retired in 2016 and can now be reached at:
sislacroix@yahoo.ca

Sharon M. Bailey, BA, MI
Librarian
CAMH Library
Centre for Addiction and Mental Health
33 Russell Street
Toronto, ON M5S 1S7 Canada
Phone: 416 535-8501
sharon.bailey@camh.ca