**Future of HS Librarians:**

It’s imperative that HS librarians position themselves into a role that directly supports the organization’s strategic initiatives. We have to be able to demonstrate our ROI by linking our services to the organization’s bottom line.

We are always doing a future scan of the landscape, to identify potential opportunities for involvement within the organization. We will continue to support and evolve our clinical library services by consistently advocating for a seat around the table to ensure the KM team is part of the decision making process.

Examples of our involvement:

The KM team developed a branding program for all of our print and electronic content and communication. We asked our Corporate Communication department to develop an internal publicity campaign. One of the things we do is directly ask those who use the information for decision making, to recognize our contribution by including our branding in their communication or presentations.

We are actively involved in many outreach initiatives. Some we specifically pursued. For example, we participate in new hire orientation programs, new leader assimilation sessions and the clinical onboarding for new APPs and physicians. I have included a handout that goes with a poster I am presenting at the *Michigan Health Sciences Libraries Association* conference on October 11th and 12th. This handout provides a summary of our various outreach and integration programs.

We support clinicians by collaborating with our Clinical Informatics team to enhance functionality from within our EHR. KM manages and maintains enterprise wide licensing for a wide variety of online content. Using this as leverage, we have been able to make a strong case for developing the info button technology within our EHR and at the same time meet the organizations’ meaningful use requirements. We also continue to be actively involved in the integration of patient education content into the EHR.

Other EHR initiatives include case reviews with residents during daily Morning Report and patient education rounding at the bedside. Both of these are initiatives that we pursued. During bedside rounding on our stroke unit, we document our encounter in the EHR and indicate the educational materials and scripting provided on the risk factors associated with stroke. We also have a link titled *Ask a Clinical Question* embedded in our EHR that goes to our literature review template. We pursued this initiative as well.

Another role for our team is to further redefine our strategic priority around the implementation of KM services. KM is an initiative we pursued and introduced into the health system. It’s a structured approach to organizing and providing centralized access to large amounts of fragmented information through the formation of communities of practice. It utilizes lean methodologies to reduce waste and redundancy. Something our Administrative team actively supports.

We previously created and currently maintain information portals using SharePoint. KM team members are certified SP administrators. We have launched communities of practice for our Continuous Improvement Team, our Magnet Steering Committee and our Nursing Board Quality. For this fiscal year we are developing a community of practice around licensed clinical content.

We have been actively involved in all three Magnet designations. KM team members sit on the Magnet Steering Committee and act in the capacity of application editor, SharePoint administrator and webmaster. Team members are consistently mentioned in the Magnet application and are listed by name with credentials, corresponding to the sources of evidence. Team members were invited to participate in interviews with Magnet appraisers.

**How do we equip ourselves to fill new roles?**

Developing relationships and participating on interdisciplinary teams has been critical to our ability to understand the big picture and keep our pulse on emerging issues and trends. Anytime a topic comes up that we can support, I offer up our services. Our standard line is: our role is to support your work and here’s what we can do…. We need to be nimble and ahead of the curve so we can respond on the fly and speak to the topic. This requires that the KM team have an innate understanding of the internal culture and environment. We support this by having team members sit on committees and participate in ongoing professional development opportunities. Team members have the latitude to make decisions pertaining to how KM will support the organization.

Understanding the organizational culture and current initiatives will help with identifying key stakeholders. Reach out and develop new relationships or reconnect with other colleagues. Explain and demonstrate by using past examples of success stories how the library can lighten the load and make the job easier.

Our standard of practice in KM is to carve out time for our own personal growth and development. We participate individually and as a team in professional development opportunities.

We come together weekly for 60 minutes to brain storm, solicit feedback, show case individual or team work, learn from each other, thank each other and share time without distraction. Our weekly huddle has provided a forum for change. We begin by asking everyone to provide a personal check in. One person scribes and we post the weekly huddle minutes on our SharePoint team site. We indicate how each topic discussed links our work to the organizations strategic components of True North, our organizational model. The True North components consist of: the healthcare team, operational performance, quality, safety and financial performance, while keeping the patient at the center of everything we do. Being able to link our work directly to one of the components reinforces how we are supporting the organizational model and demonstrating our value. It is gratifying to see how the individual and collective work of the team is making a difference. I also use the minutes as talking point when meeting with my VP.

Within the health system, credentialed MLIS staff work as data scientists in our Performance Services and Business Intelligence departments. The scope of work is all about data analytics and integration.