

Clinical Librarian Service: Internal evaluation

Providing research evidence at the point of clinical need

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Until March 2004, internal evaluation of our service was done in three ways:

1. A formal feedback form (see below) sent to each user 2-4 weeks after they have received their search results. This was done so that enough time had elapsed for them to have evaluated and used the information. By sending the questionnaire separately we hoped to increase the response rate. Analysis of this feedback from Dec 2002 - Dec 2003 was carried out
2. Informal interviews with approximately 10% of users has revealed many 'critical incidents' where information has been of value and had an impact on patient care. We have found it essential to be proactive in identify such critical incidents, as a service for busy clinical staff cannot expect its users to keep us informed of what happens to the information provided.
3. Any other critical incidents that are identified are also recorded.

We no longer routinely send out feedback forms as it was recognised that this was an additional burden (and potential barrier) for users of the service. The interviews remain an important element of our evaluation, and the feedback form (below) is used as an interview schedule.

From October 2003 the feedback form was amended slightly to include questions 5-8. Questions 2 and 3 are externally validation questions which we have copyright permission from the author to use:

Urquhart, C.J. and Hepworth, J.B. The value of information services to clinicians: a toolkit for measurement. Department of Information and Library studies, University of Wales, Aberystwyth. British Library R&D Department Report 6206, 1995.

Please feel free to use or adapt this questionnaire.
If you publish the results of using this questionnaire, please reference both the VALUE project and our service.

Topic -----

(Please tick YES, NO or N/A - not applicable – as appropriate)

1. Is this information required for a named patient? [] Yes [] No

2. What was the IMMEDIATE impact of the information provided on your knowledge?

[] Yes [] No [] N/A

It refreshed my memory of details or facts
Some of it was new to me
It substantiated what I knew or suspected
I could use at least some information immediately
I will need to obtain more information on the topic
I expected to find something else
I will share this information with colleagues
I will add this to my own information collection

3. How might the information provided contribute to your FUTURE clinical decisions?

[] Yes [] No [] N/A

It may help – or did help – in ...
Choice of diagnostic test
Recognition of abnormal or normal condition
Differential diagnosis
Confirmation of proposed therapy
Identification / evaluation of alternative therapies
Minimisation of risks of treatment
Revision of treatment plan
Audit or standards of care
Improved quality of life for patient and /or family
Legal or ethical issues

4. Did you receive the results in time to meet your needs?

[] Yes [] No

5. Have you read the cover sheet / summary supplied?

[] Yes [] No

6. Was it:

Accurate? [] Yes [] No
Useful? [] Yes [] No

7. Did you look at any of the Internet links provided

Yes No Not provided

8. If yes, were they:

Relevant? Yes No

Useful? Yes No

Please add examples of how the information has been used plus any other comments:

If you are willing to discuss in more detail the impact of this information on your clinical practice, please give your name and contact details here:

Please return to at the ...

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