Project Name: Clinical Kiosks: Questions from the Point of Care

Applicant Name: Timothy Kenny

Applicant Title: Senior Librarian & Clinical Library Manager

Institutions: UNT Health Science Center & JPS Health Network

Total Requested: \$6620.00

Project Summary & Importance: The mission of John Peter Smith (JPS) Health Network is to transform healthcare delivery by improving access and the quality of health outcomes. As an institution, it has served the community members of Tarrant County for over 100 years (JPS, 2018). It is the only Level I Trauma Center and Psychiatric Emergency Center in the county, host 573-beds and maintains over 40 clinics (Tarrant County, 2016). The hospital is capable of handling the most life-threatening emergencies for people in Tarrant and 18 surrounding counties. This dedication to improving the health of Tarrant County residents drives the hospital's desire to establish trust, mutual respect, and excellence. As the library for the hospital, the JPS Health Network Medical Library serves over 6,500 team members and is a primary support system for the execution of the institution's mission (JPS, 2018).

Over the past year, the revitalization of the library has been a central focus of both staff and administration. This emphasis was demonstrated by a reorganization of library positions, ground up redesign of the library website, increased emphasis on digital resources, establishment of a librarian clinical rounding program, and initiation of thorough renovations to the library space through a unique partnership with UNT Health Science Center. The aim of this project is to further aid in democratized health information access, where all JPS team members can easily obtain quality biomedical evidence & health information from their respective clinical locations throughout the health network. Continued creation of channels of access have been a central focus of decisions and actions taken by the library and network administration.

The proposed information kiosks will serve as a portal to services otherwise not available without library staff present on the floors. This ensures access to quality health information beyond the typical operating hours of the library. These user-friendly kiosks will expand professional knowledge by leveraging technology to capture reference questions, facilitate access to the library catalog, provide a curated list of quality health information, and collect community feedback on their information needs. We believed the proposed project, if successful, can be replicated across our region in similar clinical settings to better facilitate access to information and increase both clinical impact & overall efficiency of clinical libraries.

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Interface Design												
Equipment Set-Up												
Data Collection												
Dissemination												

Timeline

Project Task	Responsible Parties
A interface will be designed, developed, and tested.	Brandy Klug
Arrange focus groups to assess website features	Lorraine Sheldon, Tim Kenny
Refine inteface issues based on focus group feedback.	Tim Kenny, Lorraine Sheldon, Brandy Klug
Design automated post-survey	Brandy Klug & Tim Kenny
Purchase hardware	Tim Kenny
Assemble stations2	Tim Kenny
Set-up stations at hospital	Tim Kenny, Kellie Boyd
Gather usage data, library reference volume, and post survey results.	Brandy Klug, Tim Kenny, Kellie Boyd
Analyze results and prepare paper for publication.	Tim Kenny, Brandy Klug, Kellie Boyd, Lorraine Sheldon
Present at professional conferences.	Tim Kenny, Brandy Klug, Kellie Boyd, Lorraine Sheldon

Budget

The introduction of a library kiosks is another long-term investment which enhances the services of the JPS Health Network Medical Library. With this tool, a clear message of accessibility and service will be communicated to the team members. With a small staff, operating hours only extend from 7:30 am to 4:30 pm during the work week, however in a hospital setting information may be needed 24 hours a day, seven days a week. A reliable service point that is user-friendly will represent an extension of the library's customer service beyond the regular operating hours.

The physical hardware for each library kiosk will be composed of a 12.9-inch Apple iPad Pro, an additional 10-foot iPad power cable and the Armadillo Original Sphere. The decision to go with an Apple iPad Pro is both for the longevity of the product quality and support provided by UNTHSC as an Apple certified campus. The purchase of a 10-foot iPad power cable will ensure consistent power for the iPad and eliminate service outages due to low battery power. The decision to purchase the Armadillo Original

Sphere was based on the quality and design of the stand as well as its signage which is built into the cost of the purchase. An additional cost of the library kiosk includes AppleCare as this is a university requirement for the management of the equipment.

A custom kiosk interface, supported by the Kiosk Pro Plus product line, will be the finishing touch to the library kiosk. As an industry leader in the kiosk market, this product goes beyond limiting users to a single catalog window. With this software, a custom interface will be created to meet the needs of team members and monitor usage to improve functionality.

Kiosk Pro software allows the library to moderate and prioritize resources available via the kiosk interface. For the duration of the initiative the kiosks will remain under the property control of UNTHSC.

		Award	In-Kind	Totals		
Personnel						
8%	Web Development Salary		4900.00			
	Web Development Fringe Benefits		1715.00			
5%	Clinical Librarian Salary		2749.76			
	Clinical Librarian Fringe Benefits		962.42			
5%	Outreach Librarian Salary		2749.76			
	Outreach Librarian Fringe Benefits		962.42			
	Subtotal	0.00	14,039.36	14,039.36		
Equipment						
5	Apple iPad 10.5 Pro 64GB (\$649 each)	3245.00				
5	Apple Care (\$100 each)	500.00				
5	Armodilo Original Sphere - Tablet stand (\$393 each+shipping)	2050.00				
5	Tablet security lock (\$15 each)	75.00				
5	Kiosk Pro Software (\$50 each)	250.00				
5	Headphones (\$20 each)	100.00				
	Subtotal	6220.00	0.00	6220.00		
Reproducti	on					
	Printing – signage	400.00				
	Subtotal	400.00	0.00	400.00		
Direct costs (sum of all categories listed above)						
	Total	\$6620.00	14,039.36	20659.36		

Budget Details

Research Implications

- Determine if there is measurable impact on patient care outcomes through distribution through creation of new points of access to health information
- Determine if there is measurable impact on quality improvement projects/initiatives through new points of access to health information
- Gather and analyze anecdotal feedback regarding usefulness of kiosks to clinical staff and other JPS staff members and possible patients and patients' families

Research Design & Methodology

A mixed methods approach will be used for this project. This will involve capturing user demographic metrics via requests & questions submitted via the kiosks, pre/post surveys (including open answer/comment questions) with particular focus on usefulness of kiosk related to patient care and quality improvement.

Addendums

Letters of Support

- UNTHSC Gibson D. Lewis Health Science Library, Dan Burgard, Director
- JPS Health Network, Dr. Tricia Elliott, Vice President Academic Affairs

Institution Biographies

JPS Health Network Medical Library

1500 South Main Street Fort Worth, TX 76104

As the county hospital, the JPS Health Network offers residents from around the country access to quality health services through hospital and clinical settings. With over 100 years of community service, the institution is a pillar of the county and the JPS Health Network Medical Library contributes daily to the outcomes of patient care.

Gibson D. Lewis Health Science Library Staff 3500 Camp Bowie Blvd. Fort Worth, TX 76107

As a resource library for the National Network of Libraries of Medicine (NNLM), since the early 1990s, Gibson D. Lewis Health Science Library, has dedicated full-time support to promoting community access to quality health information. Lewis Library also provides direct support to the development and services of the JPS Health Network Medical Library as it is a branch library in the UNT Health Science Center system.

References

John Peter Smith Health Network (JPS). (2018). About JPS: History. Retrieved from http://www.jpshealthnet.org/about_jps/history

John Peter Smith Health Network (JPS). (2018). Center for outcomes research. Retrieved from https://www.jpshealthnet.org/academics_research/center_for_outcomes_research

Tarrant County. (2016). JPS health networks. Retrieved from

https://www.tarrantcounty.com/en/commissioner-3/programs-and-initiatives/healthcare/jps-health-network.html



February 28, 2019

To Whom It May Concern,

I am writing on behalf of the JPS Hospital Network and in support of Tim Kenny's application for SCAMeL Speedy Startup Award. This proposal is a joint effort from the recently merged libraries at University of North Texas Health Science Center and the JPS Health Network.

The JPS Library, as part of its mission to expand access to the hospital, wishes to develop and deploy mobile technology to healthcare stations throughout the hospital. This mini-kiosk provides quick access for healthcare professionals to a variety of NNLM and other library resources. The technology provides information access to hundreds of hospital employees, creating access to quality health information in a 24/7 environment. Library staff cannot be accessible 24/7, but the technology requested through this application creates a self-service kiosk that provides the means to discover data without library mediation.

As Vice President, Academic Affairs and Research, I support this proposal which enhances the unique relationship between the UNTHSC and the JPS Health Network Library and provides fingertip access to hospital employees.

Thank you in advance for your thoughtful consideration of this proposal. Please contact me if you require any additional information.

Respectfully,

Vanue 22

Tricia C. Elliott, MD, FAAFP Vice President, Academic Affairs and Research Chief Academic Officer and Designated Institutional Official Department of Academic Affairs JPS Health Network



March 1, 2019

It is my pleasure to write a letter of institutional support for Tim Kenny's application for a SCAMeL Speedy Startup award. This proposal is a joint effort from the recently merged libraries at University of North Texas Health Science Center and the JPS Health Network in Fort Worth.

As part of its mission to expand information access across the hospital, the JPS Library desires to create a web interface and deploy kiosk technology to a number of nursing stations. This project will provide quick access for healthcare professionals to a variety of NLM and other library resources. The kiosks will be immediately accessible to hundreds of hospital employees, offering them access to quality health information in a 24/7 environment. Library staff cannot be in all places at all times and the technology requested through this application will help provide hospital staff with the means to discover data without library mediation.

As Director of the UNTHSC Library, I support this accessibility project which enhances the unique relationship between the UNTHSC and the JPS Health Network Library and provides democratized access to hospital employees.

Thank you in advance for your thoughtful consideration of this proposal. Please contact me if you require any additional information.

Respectfully,

Daniel E. Bungack

Daniel E. Burgard Executive Director, Library and Information Services Director, National Network of Libraries of Medicine, South Central Region Gibson D. Lewis Health Science Library University of North Texas Health Science Center