



Epworth Knowledge Services Review 2022

Overview

Throughout 2022, Epworth Knowledge Services has mirrored the wider Group as we consolidated business as usual within the pandemic context. EKS staff Susie Moreton and Sandy Gill assessed services and collections for refreshment, development and promotion to ensure ongoing support of staff and VMOs, both remote and onsite. Resulting feedback has been pleasingly positive.

Supporting Remote Activity

In response to WFH and other work restrictions, EKS promoted existing and new online help for our staff and VMOs. In support of our remote users, we published a [Welcome to EKS Video](#) (324 hits), updated our [Guide to Searching and Reviewing the Literature](#) (3092 hits), and published a new guide to [Systematic Reviews](#) (640 hits). We also formalised our new [Publication Review Service](#), meeting a growing demand for help with scholarly and business writing skills prior to submission. Our ongoing support of **VMOs and medical staff** was reflected by the high use of our [VMO website](#) (8,475 hits), 441 articles supplied, and 53 literature searches. We were so pleased to hear how much Epworth medical staff appreciate our work:

- **Daya Jayaratne** (ERC, Rehabilitation) *“Thanks so much for the articles, they were a great help”, “Thank you so much for your swift action, the articles are perfect for my assignment. You are a legend”*
- **Sam Hargreaves** (EF, O&G) *“Thanks so much Susie, awesome again”*
- **Laven Padachee** (ER, Senior Intensivist) *“Thanks so much for this lit search, it is much appreciated”*
- **Veronica Corrigan** (AMS, Registrar) *“Brilliant, you saved me so much time”.*
- **Neil Strathmore** (ER, Cardiology) *“Brilliant - extraordinary service. Thank you”*
- **Wayne Friedman** (EE, Gastroenterology) *“Thanks Susie, I appreciate the amazing service you provide”*
- **Krisoula Zahariou** (EE, ICU) *“Thank you very much for your time and effort to produce this literature search it is incredibly helpful”*

Selected Usage Statistics Jan-Nov 2022

Resource	Function	Hits	Cost per use
Journals and Databases	Clinical information	405,758	\$7.25 (average)
UpToDate	Point of Care	14,064	\$3.49
NEJM	Journal	2,281	\$4.86
MIMS	Drug Information	153,150	\$3.17
EKS Website	Platform	335,750	\$.0005
Libguides	Platform	33,238	\$0.03
Inservices/Consultations	Service	266 attendees	N/A
Literature Searches	Service	98	N/A
Articles Supplied	Service	1,790	N/A
ER Library Door Count - daily	Venue	42,206	N/A
ER Library Door Count - evening	Venue	11,460	N/A

Note: industry standard recommends under \$25 cost per use

Focus on Integration

We continued our successful key stakeholder integration. Collaboration with **Research** was particularly productive; in conjunction with Gary Layton and Sharona Ungar, Susie Moreton produced the [Research Roadmap](#): a one-stop-shop for Epworth researchers, and we refreshed our [Research Support Services guide](#). Reflecting the value EKS adds to collaborative research, Susie was invited to join the monthly Clinical Research Meetings. This engagement at committee level models Susie's integration with **Clinical Services**: Susie continued membership of the Clinical Practice Committee, and commitment to clinical staff Group wide via our [regular site visit cycle](#). Site visits are aligned to key needs within **Quality** and **Education**, with keen uptake of inservices and consultations. Happily, we receive praise for our support of learning, clinical and quality activities, especially literature searches:

- **Pauline Fogarty** (ER, Group Theatre Utilisation Manager) *"This is amazing Susie I can't thank you enough!*
- **Laura Diaco** (EE, Renal Dialysis) *"I really appreciate your help. It's exciting to know that this could be a new area for research".*
- **Mei Romary** (ER, Director Perioperative Services) *"Thank you so much – we had a bit of contention/conversation around the availability of foot pumps as some VMOs were of the opinion these were notably more effective in VTE thromboprophylaxis, so your evidence is very helpful in guiding this conversation. I will share these documents with the interested VMOs and let them decide as a clinical institute which direction they would like to progress in. Thanks again for your fantastic help!"*
- **Maureen Eichorn** (ERC, Quality) *"Thank you so much for the extensive list and search summary which will be really helpful."*

As always, the **Library space** at Richmond was well utilised for debriefs, shared learning, reading and research activities. In 2022 it offered staff a place of rest and refocus during the pandemic restrictions, with over 42,200 daily visits and 11,460 evening visits.

2023 Future Directions

In addition to BAU, EKS has identified several projects for 2023:

- Support the development of the **Nursing and Midwifery Academy**
- Focus on **Clinical Services** by rounding on DCSs, managers of education, quality, etc
- Develop **profiled help guides**: outline support for specific user groups eg. Midwives, VMOs, speech therapists, etc. To create these guides and to support early career librarians, we will recruit volunteer library trainees.

Susie Moreton

EKS Manager

November 2022