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**Electronic Health Library of BC (e-HLbc)
Year in Review**

Electronic Health Library of BC



Electronic Health Library of BC Year in Review

Released June 2013

Institutional photographs courtesy of the institution.

Cover photograph is courtesy of iStock.

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1. Message from the Chairs

To British Columbians, exceptional health care is not just a benefit of living in the province, but a right afforded to all citizens. British Columbia's (BC) health care system is one of the most valued and essential of all social programs. There are daily reminders of its importance. A 5-year-old's check up with a family physician, a mother's visit to the midwife, an elderly parent's appointment with a physiotherapist — quality care keeps BC families healthy and productive. Provincial investment and commitment ensures that BC families have access to the medical services and supports they need. This commitment demands cooperation and creative solutions at the system level.

Since 2006, the Electronic Health Library of BC (e-HLbc), a consortium of 6 BC health authorities, 25 publicly-funded post-secondary institutions, 3 provincial ministries, and the College of Physicians and Surgeons of BC, has provided access to fundamental online health knowledge resources (databases, indexes, abstracts, and full-text journals) to the entire health sector. From a psychiatric nursing student in northern BC to a practitioner in downtown Vancouver, each has equitable access to the same cutting edge health information licensed by e-HLbc.

Beyond improving accessibility of resources, e-HLbc facilitates collaboration and coordination across the entire health sector — with health authorities, post-secondary institutions, professional associations, and government ministries pooling expertise, resources, and efforts to serve those providing quality care to BC and Yukon residents at lower costs than were ever possible.

The 2012-13 e-HLbc Year in Review highlights how e-HLbc works with its member libraries to provide quality health information to health researchers, practitioners, and students across the province. You will also meet a hand full of the 300,000 people using e-HLbc resources every day, and learn how access to evidence-based information touches their lives and helps them improve patient care in the province.

We welcome your feedback on e-HLbc's activities in 2012, and we look forward to finding new and innovative ways to support the information needs of e-HLbc's partners and BC's health students and practitioners in the coming year.

Grace Makarewicz
Post-Secondary Chair
Capilano University

Ruth Rochlin
Health Chair
Interior Health Authority

Mission

e-HLbc: Providing the British Columbia post-secondary and healthcare community with consistent, high quality, cost-effective, and equitable health library resources that support and improve practice, education, and research.

Vision

From Students to Professionals:
A British Columbia with
excellent and equitable access
to trusted health information.

*"Research like that provided
by e-HLbc. . .where would we
be without it?"*

Deborah Collette BScN RN
Northern Health Authority

2. e-HLbc: Shared Service Across Sectors

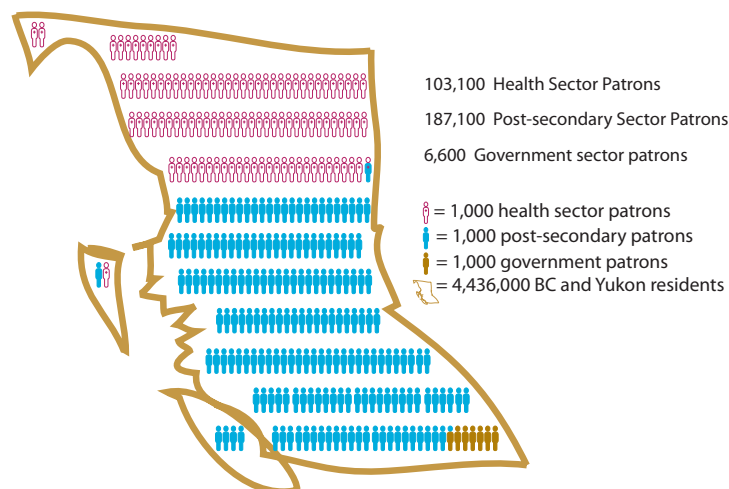
Prior to 2006, significant disparities in access to health information existed across the province. Some organizations provided access to a wide array of health information resources, while others had no access at all.

In 2006, e-HLbc was formed to provide province-wide access to selected resources equally across the health care sector, as well as the academic institutions in the most cost effective manner. The e-HLbc initiative is managed and championed by a province-wide committee of library professionals from the post-secondary education and health care sectors.

Currently, **44 different provincial organizations, serving approximately 300,000 users**, make up e-HLbc. These organizations include post-secondary libraries, teaching hospitals, acute care facilities within the health authorities, and health professional organizations. Ultimately the greatest beneficiaries are the residents of BC and Yukon who are assured their health practitioners have access to high quality health resources.

e-HLbc understands that the creation of sustainable healthy communities requires health students and professionals who have the training and tools they need. **e-HLbc supports health and post-secondary sectors as they work together closely in new and innovative ways to ensure a collaborative and integrated health information and education system in BC.**

Who Benefits from e-HLbc Resources?



Anita Dhanoa is in her second year of the bachelor of science in nursing program at the British Columbia Institute of Technology (BCIT). Anita spends half of her week attending lectures, and the other half doing her clinical. Currently, she studies immunology, communication, family health, and mental health.

In her research, Anita uses electronic resources extensively. She explains that she has full confidence in the articles she finds on CINAHL, and feels comfortable using them, knowing that the database has a trusted reputation and offers articles that are peer-reviewed. Watching videos of nursing procedures through online library databases is also “essential” to her studies, states Anita.



Anita said that during her previous semester she especially appreciated the benefits of having access to CINAHL. She had a challenging research topic related to reasons cancer patients have hypercoagulated blood, and needed peer-reviewed sources. CINAHL and other databases available through BCIT provided the information she needed to complete her research.

Anita explains that access to peer-reviewed, scholarly articles is essential for the type of detailed health-related research she does, stating, “there is no way to Google the info.”

“there is no way to Google the info.”

e-HLbc Core Suite

Case Study

Meet Mary, a recent graduate of the University of British Columbia Masters of Physical Therapy program. Prior to 2006, when Mary graduated and became a practitioner in the private sector, she lost access to all of the health information resources that she had when attending university. This meant she could not access ground breaking research in new manual therapy techniques captured in Medline or CINAHL.

Now, because she belongs to the Physical Therapists Association of British Columbia, an active member of e-HLbc, Mary has access to a core suite of resources to update her practice techniques and keep her abreast of current best practices in client care.

When Mary meets with her colleagues working in private practice, at UBC, or at Fraser and Vancouver Coastal Health Authorities, they can easily discuss these new techniques, since they all have access to a common body of evidence-based literature.

What is the Core Suite?

e-HLbc licenses the following bundle of health information for 300,000 students, practitioners, & researchers across BC:

- Biomedical Reference Collection
- CINAHL with Fulltext
- EBMR
- LWW Total Access Collection
- MEDLINE with Full Text
- Ovid MEDLINE
- PsycARTICLES
- PsycINFO

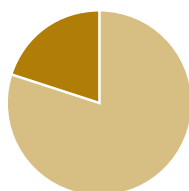
All e-HLbc members benefit, including:

- 24 post-secondary institutions
- 6 provincial health authorities
- 3 provincial ministries
- numerous health professional organizations

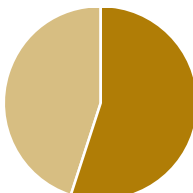
How Does It Work?

Pooling numbers from 44 institutions, e-HLbc negotiated the following discounts:

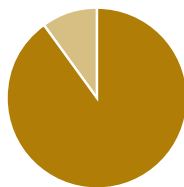
American Psychological Association: 20% discount



EBSCO: 50-55% discount



Ovid WoltersKluwer Health: 45-90% discount



 = Core suite discount enjoyed by e-HLbc members

 = Core suite prices after discount

2012 Core Successes

Usage is Rising

- 5,670,000 Sessions
- 14,255,000 Searches
- 1,645,000 Full Text Articles Viewed

Costs are Falling

- \$0.25 per Session
- \$0.10 per Search
- \$0.86 per Full Text Article Viewed

A full year of access to e-HLbc resources for Mary and any other BC health student or practitioner costs \$4.78.



3. e-HLbc Adds Value

Value to Members

Negotiating for All Organizations Benefits Individual Institutions

Licensing for 44 organizations, e-HLbc leverages larger numbers to garner better prices for members. In 2012, members enjoyed discounts negotiated by e-HLbc for 19 resources .

Saving Valuable Staff Time

Imagine each librarian at every organization spending their time negotiating licenses with several different vendors for the same resources. This was the reality prior to e-HLbc performing this task on behalf of its member libraries. The service that e-HLbc provides saves organizations valuable resources and staffing time by decreasing member's interlibrary loan processing costs, as well as reducing staff time spent on negotiations, marketing, and technical support. It allows libraries across all sectors to be strategic with their resources.

Dr. Carolyn Steinberg is the Medical Leader of Infant, Child & Adolescent Psychiatry at Richmond Hospital, and a clinical associate professor at the University of British Columbia. Carolyn assesses and treats young children and their families, produces clinical research, and teaches medical students and residents.

Carolyn says she uses online journal articles “almost daily” — developing a curriculum for the infant mental health journal club that she runs, conducting literature searches on topics she is writing about, and reviewing clinical material for teaching. She also directs her students and residents to Medline, PsychINFO and other databases.

“Timing is absolutely critical” Carolyn states, when it comes to accessing information; “I see the kids with unusual issues

— ones nobody else knows how to help. Sometimes I don't know what to do — it's a real responsibility.” She adds that “it's important to get clinical articles in a timely fashion so we can start helping families right away ... the BC public benefits from this.” Carolyn explains that she

“It's important to get clinical articles in a timely fashion so we can start helping families right away ... ”

sometimes needs access to medical information outside her specialty; in these cases access to a breadth of journals is essential. One child visited her with unusual scars from a burn injury; Carolyn needed to research psychological elements related to this type of scarring. She was able to

gain immediate access to pertinent articles from the fields of surgery, plastic surgery, anthropological research and even scarification, all through the electronic databases available to her at her workplace.

Carolyn shares that ease of access to information is an important factor for her and her students and residents, many of whom are only with her for a short period of time — “to be able to access all databases locally and immediately means we actually use these, and the students get to find the pertinent information before they move on to another service.”



Value to the Province

e-HLbc strategically harnesses resources and services at the system level which extends its value beyond its members through to the entire province.

Avoiding Costs Through Deduplication

BC's health system continues to face increasing costs, necessitating a focus on innovation and collaboration to ensure that BC is able to provide quality, sustainable health care for generations to come. Never has it been so important to eliminate redundancies and streamline efforts across organizations and sectors.

e-HLbc believes in collaborating to create cost savings. Before e-HLbc, post-secondary institutions, health agencies, and ministries each licensed common resources independent of one another. This not only meant that health practitioners might be licensed for the same resources through two or even three different bodies (for example, their college, professional association, and their health authority), but it also overlooked the strength in numbers that achieves lowered costs in the license negotiation process.

Collaborating to Create a Skilled Health Labour Force

e-HLbc recognizes that understanding how learners transition from the post-secondary system to the labour market and back again is key to creating and maintaining a skilled health care workforce. By licensing a core suite of health information resources for all health authorities and public post-secondary institutions, e-HLbc guarantees that each learner will have access to a high quality suite of health information as they make the transition from student to professional.

Providing the Best Information to Health Workers and Learners

e-HLbc provides quality assurance in the arena of health information acquisition by providing a suite of vetted health information resources for all health students, researchers, and professionals. Working together across the province, librarians in hospitals, colleges, and universities have recommended and approved these resources as providing the best information in order to provide quality care.

Jim Luetttgen is a Children and Youth with Special Needs Consultant at the Ministry of Children and Family Development. As a provincial expert on the diagnosis, assessment, and support of children and youth with developmental disabilities, Jim must be knowledgeable about best practices in the field. Access to high quality, current information from databases available through e-HLbc is crucial. Jim explains,



"Anything I present to management is evidence-based with citations to the relevant articles." Immediate access to information is also critical — "When anyone in management above me up to the Deputy Minister wants information, it is usually yesterday!" Jim adds, "I need [evidence-based articles] electronically and immediately 24-7."

Jim shared a specific instance when access to journal databases through e-HLbc was particularly beneficial to him. "One day our Executive Director literally ran into my office and said, "I need the number of children in BC with Autism who have IQs between 70-85. Can you do this in an hour? This is urgent!" After locating the numeric data,

Jim used Ebsco health databases to produce a scholarly two-page paper for his Executive Director. Jim adds, "There is no way this could have been completed in an hour without e-journal access."

Jim uses databases to create citations and reference lists, organizes and files journal article electronically, and states that the Ministry would "really benefit" with even more online access to journals. Jim searches all Ebsco health databases simultaneously a minimum of three times a week in the course of his work, and searches a long list of other health databases regularly.

Jim adds, "I really do appreciate the guidance of our librarians," adding that through library sessions and individual assistance, he is able to make the most of library and free online resources.

"I need [evidence-based articles] electronically and immediately 24-7."

4. Actions & Achievements in 2012

e-HLbc is accountable to member libraries for its services and operations. Strategic goals are set in consultation with key stakeholders, and biannual reports highlight e-HLbc's progress in meeting those targets.

This section captures key achievements from 2012/13 relevant to high priority goals outlined in e-HLbc's current Strategic Plan.

Maintaining & Growing e-HLbc's Licensed Collections

Point-of-care tools, ebooks, 3-D anatomical models, ejournals, and teaching videos — health students and professionals require high quality resources in diverse formats to provide quality patient care to BC residents. e-HLbc is quickly expanding the number of resources and formats, available to its members. In 2012, e-HLbc negotiated pricing for 5 new products:

- Ageline: Information on Social Gerontology
- Alexander Street Press Online Video Collection
- Dynamed: Evidence-based Clinical Reference Tool
- Joanna Briggs Institute eBook Collection
- Primal Pictures Anatomy & Physiology Online

By adding new products while maintaining its renowned core suite of resources, e-HLbc continues to work to make high quality evidence-based resources available to all BC health students and practitioners, whether they are in the classroom, lab, or hospital.

Cultivating e-HLbc's Membership

The Boucher Institute of Naturopathic Medicine and the Health Employers Association of British Columbia (HEABC) are the latest organizations to join e-HLbc as affiliate members, bringing the total number of member libraries to 44.

Growing e-HLbc's membership is critical to fulfilling our mission to provide all of BC's post-secondary and health community with access to evidence-based information that will support and improve practice, education, and research. More members means greater equity of access to health information resources.

Addressing Seniors' Health

British Columbia has one of the most rapidly aging populations in Canada. A Ministry of Health report shared stunning estimates and projections concerning BC's senior population:

Between the years 1995 and 2005, the number of seniors increased 23.7%.

In 2005, seniors represented 13.9% of the British Columbian population; in 2031, seniors are expected to represent 23.5% of the total BC population.¹

Projections show that by the year 2022, one in every five people living in BC will be 65 years or older.

Ageline focuses exclusively on the population aged 50+. It is the premier source for the literature of social gerontology. It arms BC's health professionals, both practitioners and students, with aging-related content across a broad spectrum of disciplines — health sciences, psychology, sociology, social work, economics, and public policy.

1. Figures supplied by Ministry of Health.

Nurturing & Extending e-HLbc's Partnerships

Relationships based on trust are the corner stone of collaboration. In 2012, e-HLbc thoughtfully invested time in building networks of collaboration with other western consortia, including BC Electronic Library Network (BC ELN) and the Council of Prairie and Pacific University Libraries (COPPUL). Relationships were also nurtured with regional and national health consortia, such as the Canadian Virtual Health Library (CVHL), Alberta's Health Knowledge Network (HKN), and the Health Science Information Network of Toronto (HSINT).

Working with these consortial partners, e-HLbc is able to share expertise, exchange critical licensing information across Canada, and realize even steeper discounts than are possible through provincially negotiated licenses.

Strengthening e-HLbc's Infrastructure

In the ever-changing landscape of health information delivery, e-HLbc is a certainty. It is a collaboration that offers a network of health information experts and an office providing licensing and project management expertise that all members can draw upon.

Despite prospering within an infrastructure of stability, e-HLbc is not immune to change. In 2012, it was announced that e-HLbc's host organization, the BC Academic Health Council (BCAHC) would dissolve. Working together, the Management Committee and the BCAHC located a new home for the consortium at Simon Fraser University (SFU), the current host of the Administrative Centre.

Uniting the home of the consortium and its administrative office at SFU will bring greater efficiencies to the management of e-HLbc so that the consortium may continue to provide cross-sectoral support for the licensing and management of electronic health resources in BC.

Point-of-care tools, not stethoscopes, are now the primary bedside instruments that physicians use to help make clinical decisions.

Using point-of-care tools on smart devices, physicians are able to make better decisions, and patients enjoy smarter healthcare.

Working with the Canadian Virtual Health Library in 2012 to negotiate national discounts, e-HLbc licensed Dynamed — EBSCO's point-of-care decision-making tool. Point-of-care tools make syntheses of evidence available to practitioners working on the frontlines of health care. By summarizing medical knowledge, Dynamed makes it easier to apply the best evidence for caring for patients.



Henderson Library, Kelowna General Hospital Interior Health Library Staff
(L-R) Ruth Rochlin, Michelle Main, Andrea Bretherick, and Jane-Marie James

5. The Road Ahead

An innovative collaborative service in BC, e-HLbc is a critical partner in the provincial health and education infrastructure. What is in store for e-HLbc in 2013 . . .

Reinforcing our Infrastructure

2013 brings change with e-HLbc's transition from the BCAHC to SFU. In the new year, the consortium will work closely with its new host to ensure that the transfer is smooth so that members will experience no changes to any costs, licenses, or services.

The move to SFU will create greater efficiencies for e-HLbc, bringing the administration and hosting of the consortium under one roof.

e-HLbc also looks forward to the benefits of SFU's deep consortial experience and welcomes the potential for collaboration with two other library consortia, BC ELN and COPPUL, that also reside at SFU.

Staying on the Cutting Edge

In 2012, amendments to the Copyright Act plus landmark decisions by the Supreme Court of Canada, significantly changed the state of copyright law in Canada impacting learners, teachers, researchers, and administrators across the health and post-secondary sectors. While the changes largely benefit BC's research community, modifications to copyright law inevitably create an environment of uncertainty and confusion across the Canadian post-secondary sector.

Existing e-HLbc licenses negotiated under previous copyright regimes must be examined and e-HLbc's model license strengthened in order to keep up with changes in both the copyright environment as well as member needs.

Building our Community

With its established track record for collaborating and negotiating cost-saving licenses across different sectors, e-HLbc is in a position to expand its membership.

Adding new member organizations is critical to e-HLbc's mission to provide equitable access to resources for all health professionals and students — regardless of their affiliation.

Increasing members not only extends the resources to new partners, but also creates opportunities for additional cost savings for existing members. Extending e-HLbc benefits beyond its traditional sectors also broadens the viewpoint from which it operates.



Setting up the new Interior Health library at Kootenay Boundary Hospital, Trail

6. Impact of the Loss of e-HLbc

Loss to the Institution

The basic purpose of library consortial activity is to act as the catalyst for collaboration amongst its members, helping individual partners achieve much more within a group, than they could independently. Without e-HLbc, the ability to leverage larger numbers to garner substantial discounts on expensive health information services would be lost resulting in a significant rise in individual institutional costs.

Loss to Practitioners and Direct Patient Care

e-HLbc levels the playing field amongst health professionals by allowing equal access to students, practitioners, and administrators regardless of the location, or affiliation. Without its work on behalf of its members, costs for databases would rise significantly making them impossible to license for many institutions. Students and professionals across the health sector could be deprived of key health information, resulting in a negative impact on direct patient care.

Loss of Collaborative Efforts

e-HLbc is not just a vehicle for database licensing. It also serves as a major strategic hub for effective collaboration, partnership, and leadership by health librarians in direct care and educational facilities. e-HLbc provides a forum to communicate, develop consensus on strategic planning, and identify strategies for achieving these objectives across the health and post-secondary sectors.



College of Physicians and Surgeons BC Library Staff

Core Values

Collaborative: Grounded in the conviction that we are stronger together, e-HLbc is committed to collaboration within and across BC's government, health, and postsecondary sectors.

Proactive: e-HLbc uses innovative and imaginative solutions that transform and improve the delivery of quality health information resources and services.

Responsive: Always adaptable and flexible, e-HLbc responds efficiently to members' needs and to larger changes in the evolving health information delivery environment.

Equitable: Committed to the belief that all health students, researchers, and practitioners deserve access to quality information no matter their home institution or location, e-HLbc supplies services to members based on the principles of balance and fairness.

Accountable: Using open and transparent business practices, e-HLbc provides full accountability to funders, members, and stakeholders with integrity.

Sustainable: By finding innovative and efficient ways to provide services and control costs, e-HLbc ensures its continuing improvement and ongoing viability.

Appendix 1: Members, Administrative Centre, & Management Committee

Members

BC Association of Kinesiologists
BC Association of Speech Language Pathologists and Audiologists
BC Institute of Technology
Boucher Institute of Naturopathic Medicine
Camosun College
Capilano University
College of New Caledonia
College of Physicians & Surgeons of BC
College of the Rockies
Douglas College
Fraser Health Authority
Health Employers Association of BC
Interior Health Authority
Justice Institute of British Columbia
Kwantlen Polytechnic University
Langara College
Massage Therapists' Association of British Columbia
Ministry of Advanced Education
Ministry of Children and Family Development
Ministry of Health
Nicola Valley Institute of Technology
North Island College
Northern Health Authority
Northern Lights College
Northwest Community College
Okanagan College
Physiotherapy Association of British Columbia
Providence Health Care
Provincial Health Services Authority
Royal Roads University
Selkirk College
Simon Fraser University
Thompson Rivers University
Trinity Western University
University of British Columbia
University of Northern British Columbia
University of the Fraser Valley
University of Victoria
Vancouver Coastal Health Authority
Vancouver Community College
Vancouver Island Health Authority
Vancouver Island University
WorkSafeBC
Yukon College
Yukon Health and Social Services

Management Committee

Grace Makarewicz
Post-Secondary Chair
Capilano University

Ruth Rochlin
Health Chair
Interior Health Authority

Anita Cocchia
BC Electronic Library Network

BJ Gdanski
BC Academic Health Council

April Haddad
Justice Institute of BC

Kathy Hornby
University of British Columbia

Shannon Long
Vancouver Coastal Health

Michelle Purdon
Fraser Health Authority

Administrative Centre

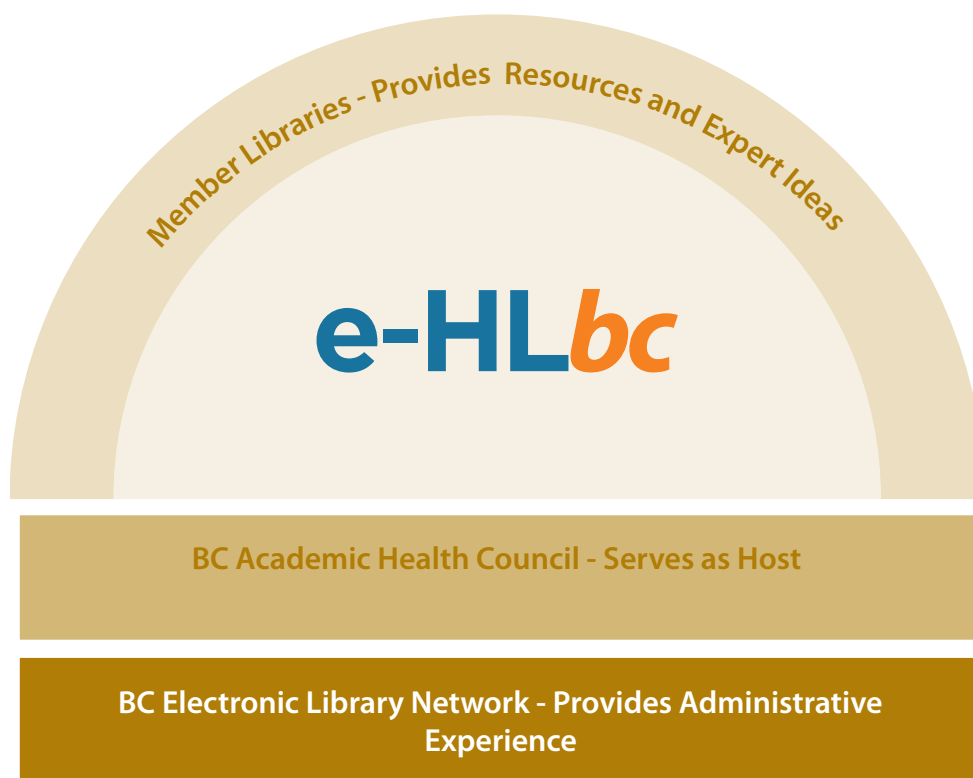
Anita Cocchia
Megan Crouch (to October 2012)
Sarah Gleeson Noyes (to December 2012)
Leigh Anne Palmer (after October 2012)
Reece Steinberg

BC ELN Administrative Centre Staff

Gordon Coleman
Korinne Hamakawa
Leah Hopton
Heather Morrison
Sunni Nishimura

Appendix 2: Essential Partners

Coordination between several essential partners guaranteed success for e-HLbc this year. The BC Academic Health Council served as the host institution. The BC Electronic Library Network brought its administrative expertise to the table. Librarians and administrators from the individual member libraries brought their expert ideas and resources. Together these partner contributions ensured e-HLbc remained a thriving consortium.



Appendix 3: Licensed Resources

Core Resources

Biomedical Reference Collection: Comprehensive Edition

CINAHL with Fulltext

Evidence-based Medicine Reviews

LWW Total Access Collection

MEDLINE with Full Text

Ovid MEDLINE

PsycARTICLES

PsycINFO

Boutique Resources

Ageline

Alexander Street Press Video Online

Canadian Health Research Collection

Dynamed

e-CPS / e-Therapeutics+

Health Source & Alt HealthWatch

Alt HealthWatch

LWW JBI Book Collection 2011

McGraw-Hill eBook Library

Primal Pictures Anatomy & Physiology Online

Primal Pictures Premier Library Package - PLUS!

SPORTDiscus Index / SPORTDiscus with FullText

