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Meeting the needs of health care professionals: the Aga Khan University Hospital experience

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Recommended Citation

Gathoni, N. (2012). Meeting the needs of health care professionals: the Aga Khan University Hospital experience. *Publishers for Development Conference*.

Available at: <http://ecommons.aku.edu/libraries/24>

MEETING THE NEEDS OF HEALTH CARE PROFESSIONALS- THE AGA KHAN UNIVERSITY HOSPITAL EXPERIENCE



Presented by Nasra Gathoni
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Publishers for Development Conference, Oxford, UK – 19 June 2012

Outline

- Introduction and definition of terms
- Needs of healthcare professionals
- Information seeking behaviour of healthcare professionals
- Challenges and opportunities
- Conclusion and recommendations

Introduction



The Aga Khan University Hospital, Nairobi

Established in 1958, Aga Khan University Hospital, Nairobi (AKUH,N) is a private, not-for-profit institution that provides tertiary and secondary level health care services. The decision to upgrade the Hospital to a tertiary level teaching hospital was taken in order to respond to the health care needs of the people of East Africa. AKUH,N is a premier provider of ambulatory care and quality in patient services, including critical care.

Needs of Healthcare Professionals

Healthcare professionals' needs vary and may range from:

- Service quality vis-à-vis quality patient care
- Drug information
- Continuous Professional Development (CPD)
- Patient information



Information seeking behaviour of healthcare professionals

- Healthcare professionals rely on colleagues for information

Why?

- Busy (?)

Meeting the needs of healthcare professionals

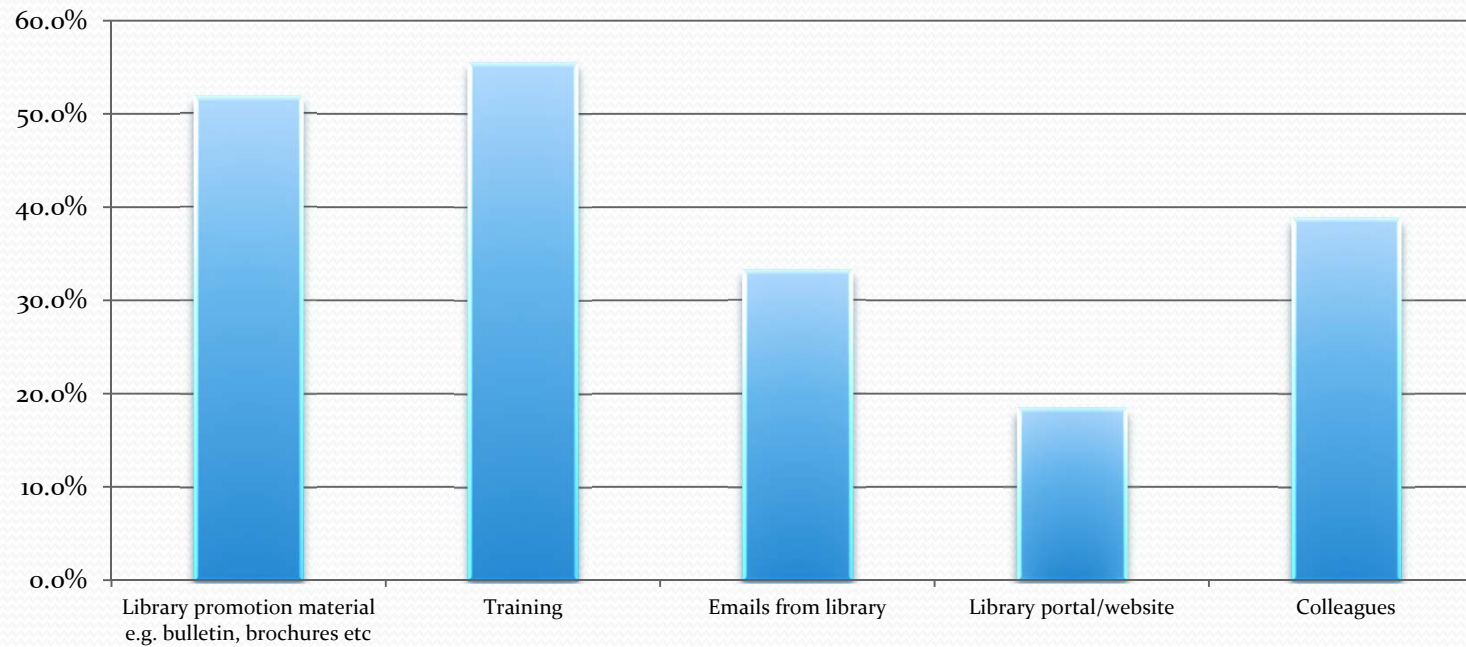
- Information Literacy
- Integrate Evidence Based Medicine (EBM) in Information Literacy
- Marketing of information resources

Why Information Literacy/EBM/Marketing

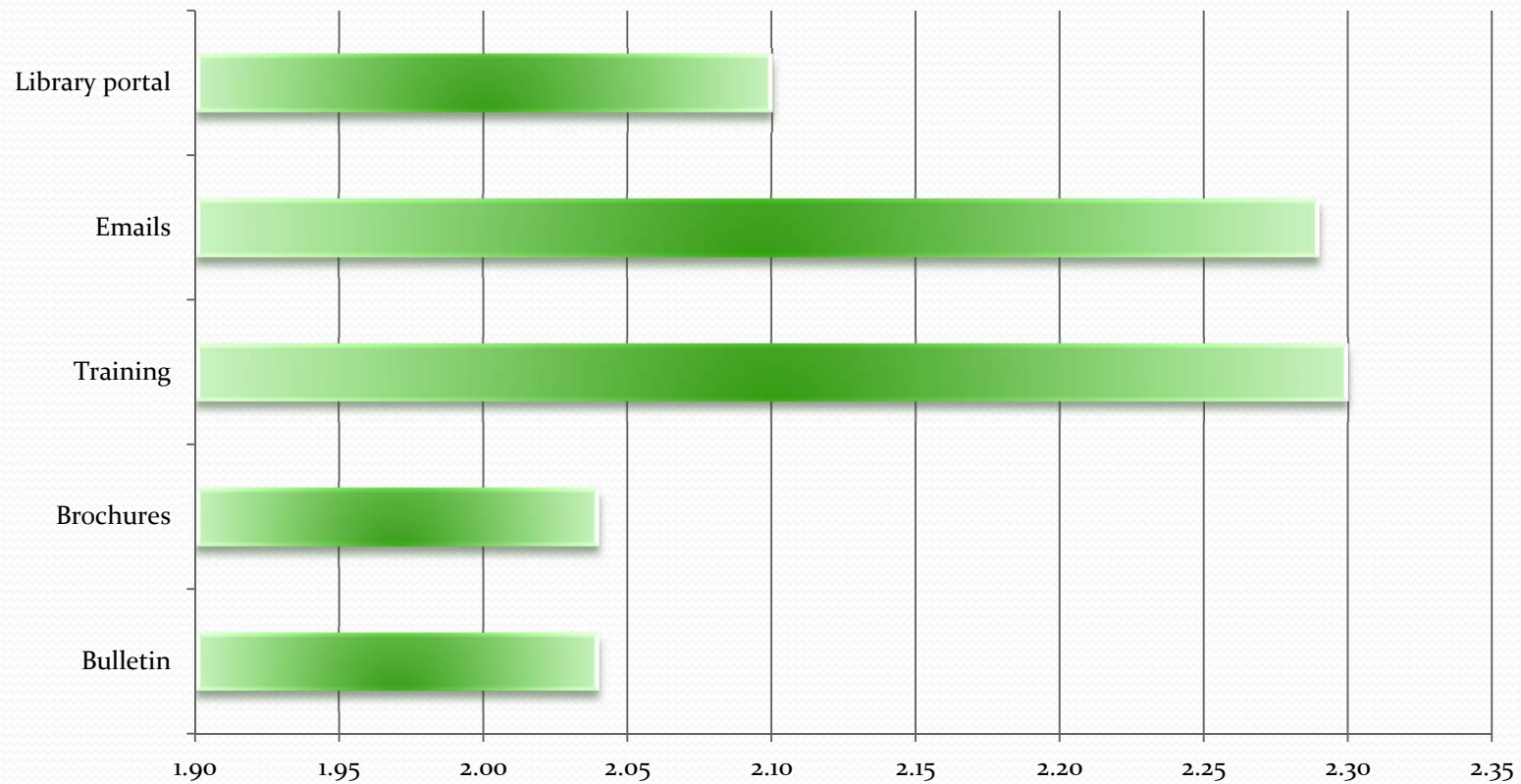
- Avoid irrational use of medicine resulting to resistance
- Able to access information at the point of care for better healthcare decisions
- EBM= *Provide effective therapy and diagnosis.*
= *Hospitalization: May reduce number of days of patients in hospital thus saving cost for the patients*

Results from a survey carried out at the Aga Khan University Hospital

Question-How did you know about the library services and online resources/databases?



Question: Please rate the following marketing strategies/ tools



Challenges and Opportunities

Challenges for librarians:

- Economically difficult times
- Users' information seeking behaviour
- Capacity building
 - Continuous professional development



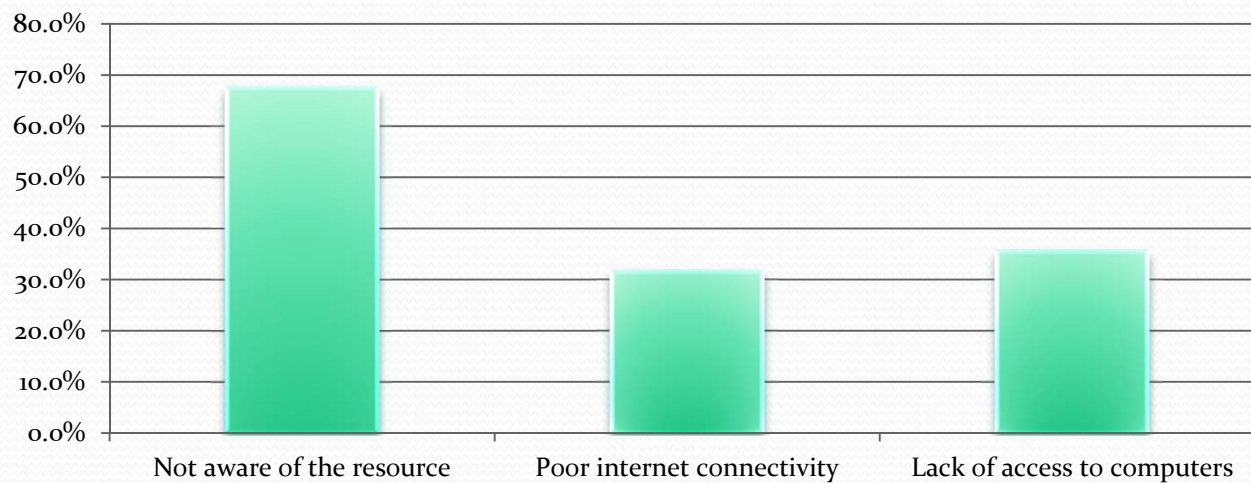
Challenges and Opportunities



Challenges for healthcare professionals:

- Lack of time
- Connectivity to online resources
- Search skills
- Preference for textbook as opposed to evidence based resources
- Awareness

Question: *If you are not using any of the online resources, what is the reason?*





Opportunities

Information Professionals:

Information professionals have a major role to play.

How?

- Information Literacy
- Evidence Based Medicine
- Marketing
- Transform and provide services for the 21st Century

The awareness and knowledge of current, accurate and credible health information has the power to drastically improve quality of life for many patients and information professionals should play a key role in this.

Examples of AKU library Services

- Reference services
- Online Public Access Catalogue
- Literature Searching
- Document Delivery
- Current Awareness Service
- Information Skills Training
- Internet / Wireless Access
- Digital Media Services



Question: What additional resources/service would you recommend for the AKU Library

- More ebooks
- More computers and improve on network issues
- Better internet connection
- Need for Wireless access to online resources
- Remote access to resources (*VPN*)
- A standby instructor to help users in case of any problems (*IT support*)



Opportunities

Publishers:

- User friendly publisher website interface
- Embrace use of emerging technology e.g. apps for iPads, mobiles etc (convenience and *just-in-time* information)
- Embrace Open Access
 - *Provide information freely and equitably*
- Collaborate with initiatives/organisations such as INASP, HINARI, AHILA, Consortia etc for synergy

Conclusion and Recommendations



- Urgent need for information providers to move away from the traditional role librarians have played over the years. Information providers should be more proactive and innovative than ever before.
- Health information professionals have a major role to play in the EBM process
- Health information professionals need training to fully understand and support EBM
- Need for collaboration to create synergy

Summary

Publishers:

- Provide “easy” access to information
- Need for collaboration

Librarians/Information Professionals:

- Restructure services in an effort to improve retrieval time
- Need for innovation
- Need for continuous professional development



The “information overload” cannot be ignored and publishers should work closely with information professionals and promoters of information in order to support the needs of healthcare professionals so as to avoid the “frustrations they encounter





Acknowledgements

I must acknowledge that besides personal experience, I have used information from journal articles, and also information from HIFA2015 discussion group to which I subscribe

Thank you for your attention!

