

Learning Resource Center Project Year 2 Workplan

This workplan outlines tasks and activities that all information coordinators will be responsible for during the second year of the LRC Project. Questions or problems with completing any of the activities in the workplan should be directed to Mark Storey – mstorey@igc.org, Irina Carnevale – icarnevale@igc.org, and your regional ICT Coordinator.

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1. LRC Operations

All LRCs should be regularly performing the following activities:

- (a) Training staff to use computers, the Internet, and LRC resources (including MEDLINE and CD-ROMs) - For details on training guidelines, see <http://www.aiha.com/index.jsp?sid=1&id=7981&pid=7976>
- (b) Responding to staff information requests
- (c) Outreach activities - This includes educating staff (as well as patients and other health professionals not affiliated with your institution) about the capabilities of the Internet in general and the LRC in particular. This can involve activities such as (i) selective dissemination of information via bulletin board and/or information packets; (ii) presentations to staff and others about the Internet; (iii) creating a brochure describing the services and resources of the LRC
- (d) Maintaining an institutional and/or partnership Web page
- (e) Maintaining an Electronic Library Index (Netscape bookmarks or Internet Explorer Favorites that staff can use to easily find information on the Internet)

2. Monthly Reports

LRC Project Monthly Reports are due on the **5th of each month**. AIHA collects important quantitative and qualitative data from the monthly reports and uses this information to report to USAID. To ensure adequate awareness and support of the LRC project by USAID, please provide detailed examples of your activities that reflect the impacts of the LRC on the work of your institution or your community. Monthly reports can be submitted by using the Web site at: www.aiha.kiev.ua/lrc/lrcmre.html

3. Staff EBP Survey

Using a standard Web-based questionnaire developed by researchers at the University of Wisconsin in Eau Claire and AIHA staff, LRC staff will periodically survey health professionals within their institutions in order to measure their knowledge and beliefs about evidence-based practice. (This survey is also being used among physicians and nurses in the United States and Australia). AIHA plans to use this survey as one of its primary evaluation tools for the LRC project.

Timeline: AIHA will conduct the Staff EBP Survey periodically (approximately once every 1-2 years) throughout the life of the project. LRC staff will receive advance notification of when staff will need to complete the survey. Each staff person will need to spend between 20-30 minutes to complete the survey on-line. AIHA would like LRC staff to try to ensure that at least 40% of the clinical staff at their institution completes the survey. AIHA will send out more detailed instructions with deadlines before each survey. The survey is located at:
<https://sol.cs.uwec.edu/AIHA-EBMSurvey>

4. Practice Standard Reviews

Through the LRC project, AIHA is trying to promote evidence-based practice as a means for information coordinators to change health care practice at their institutions by using the best available research evidence. This principle can be applied by virtually any type of health care institution--clinical, educational, health policy, or public health. To encourage the adoption of evidence-based practice, information coordinators and/or EBP Specialists are required to select a health care practice, policy, or standard and perform a review of the evidence available for this procedure. To be effective, the review process should involve a group or committee of staff at the institution. After selecting the health care practice to be analyzed, the committee should review all available evidence (research articles, etc.) and then discuss the questions included in the review template. Based upon this discussion, the committee should draw a conclusion about whether the practice under review is shown to be effective, or if another practice is more effective, or if another practice is equally effective but less expensive. Information coordinator and/or EBP specialist should be able to support the work of this committee by finding appropriate information resources and helping to report the results and conclusions of the review. Reviews should be documented thoroughly and include a bibliography of the research that was included. In addition to the guidelines and forms you will need for the Practice Standard Reviews, you can find copies of already submitted reviews on AIHA's Web site at:

www.aiha.com/index.jsp?sid=1&id=7992&pid=7976

For assistance in conducting practice standard reviews, please contact Irina Ibraghimova at ibra@aiha.sovintel.ru.

Timeline: Information coordinators should submit two practice standard reviews each year to Irina Ibraghimova, Mark Storey, Irina Carnevale, and your regional ICT coordinator. The first review should be completed no later than **March 1**. The second-before **July 1**.

5. Institutional EBP Survey

To determine the status of EBP and methods for standardizing practice at your institution, the EBP Specialist is required to complete the EBP survey every year. The survey asks about the mechanisms for the implementation of practice guidelines, quality control, and monitoring of clinical effectiveness established at your institution. We recommend you complete this survey in consultation with other colleagues. You should also keep your copy of this document because you will be asked to update it annually.

Timeline: The EBP survey should be submitted by **June 1** to Irina Ibraghimova, Mark Storey, Irina Carnevale, and your regional ICT coordinator.

6. LRC Open House

As a way of increasing the visibility of the Learning Resource Center within your institution and within your local communities, information coordinators should coordinate with their AIHA ICT Coordinator to organize an LRC Open House. The purpose of the Open House is to make staff and local communities aware of the resources and capabilities of the LRC. The Open House can include a variety of different presentations and activities, including:

- An overview of LRC resources and capabilities such as e-mail, Internet, CD-ROMs, training, teleconsultation, videoconferencing, information requests. (Be sure to mention the official hours when people can come and use the LRC.)
- A review of your LRC's achievements--examples of how the LRC has helped staff at your institution and/or others within your community; statistics on how many people have been trained, etc.
- If the people who are attending the Open House are from a particular specialty or background, you may want to give a specific presentation about useful links and resources in that specialty.
- You may want to include a small training/working session for people who are interested in staying.
- Background about AIHA and the LRC project.

In addition to staff from your own institution, you should plan to invite representatives from the following types of groups and organizations:

- Leaders from health and medical institutions within your region
- Leaders from various social and educational institutions within your community
- Representatives from AIHA Centers and Schools and initiatives within the partnership
- Representatives from local NGOs and funding organizations (like Soros and IREX)
- Officials from your local government and health departments
- Representatives from the local mass media
- AIHA/USAID/US partners representatives

Your AIHA Regional ICT Coordinator will be available to assist you in planning for your Open House.

Timeline: An LRC Open House can be conducted at any time from **October 1** through **July 1**. After conducting the Open House, you should submit an Open House Report Form to Mark Storey, Irina Carnevale, and your regional ICT coordinator.

7. LRC Access Survey

In order for AIHA to assess the size of the health care community which your LRC serves, information coordinators will need to complete the LRC Access Survey. This survey collects basic data about the community served by your LRC – the number of staff at your institution, as well as staff and non-staff access to the LRC. AIHA requests this information once a year from all LRCs in order to reflect changes in access patterns.

Timeline: The LRC Access Survey should be submitted by **June 1** to Mark Storey, Irina Carnevale, and your regional ICT coordinator.

8. LRC Success Story

Each LRC should prepare a "Success Story"—an example of how the LRC has benefited your institution. This example can be drawn from something you might write about in your monthly

reports, including how the LRC supported a teleconsultation or how a staff person used the information he or she received through the LRC. Your example might also be related to the application of evidence-based practice principles, the development of databases, and/or the future sustainability of the LRC (such as a grant you may have received).

Your Success Story should be 300-500 words or approximately one page. For additional ideas about topics for your Success Story, you may want to look at the LRC Highlights Bulletin or at the AIHA brochure, "Health Care Without Borders," which is located on the Web at:

www.aiha.com/index.jsp?sid=1&id=4055&pid=4048

Timeline: You should submit your "Success Story" to Mark Storey, Irina Carnevale, and your regional ICT Coordinator by **April 1**. Information coordinators may also be asked to give presentations on their success stories during future LRC dissemination conferences.

9. Strategic Business Plan

Each Information Coordinator will need to develop a business plan that outlines the scope of activity of the Learning Resource Center as well as a strategy for sustaining the costs of the LRC into the future. The purpose of the business plan is to formally establish what function your LRC is serving now for your institution and what functions and capabilities you would like your LRC to provide in the future. The business plan will also address the financial sustainability of your LRC and suggest approaches for ensuring that your LRC can continue to serve your institution's needs in the future.

Your business plan should address the role of your institution's LRC, but it may be expanded to include the broader information and communication technology needs of different departments within your institution or your institution as a whole. The information about the proposed business plan format as well as downloadable budget spreadsheet are available on the Web at:

www.aiha.com/index.jsp?sid=1&id=7993&pid=7976

Timeline: You should prepare your strategic business plan in consultation with your chief administrator and submit it by **July 1** to Mark Storey, Irina Carnevale and you regional ICT Coordinator.

10. Development of Databases / Information Systems

Computers and information technology can provide immeasurable assistance to health care institutions trying to improve the flow of information and thereby improve decision-making. For example, several AIHA partner institutions have established local area networks to improve the staff's ability to share and access information. Many others have created and used computer databases to improve the efficiency of monitoring and using critical health and financial data. In many of these cases, information coordinators have played a leading role in promoting the development and application of information technology.

Timeline: Since partner institutions are so varied in size and function, AIHA does not have specific requirements for activities in the area of database development or information systems planning. However, information coordinators are encouraged to pursue activities in these areas and report on their progress in their strategic plans and monthly reports.

11. Partnership Workplans (for LRCs affiliated with currently funded AIHA partnerships)

In addition to the requirements outlined in this workplan, information coordinators who are affiliated with current AIHA partnerships are responsible for fulfilling the obligations identified in their partnership workplans. Information coordinators should meet with partnership coordinators during partner trips in order to discuss the partnership workplan activities and to ensure that the

LRC is providing support in meeting partnership objectives. Copies of these workplans are available from your AIHA regional office.

12. Schedule of LRC Project Requirements

LRC Activity/Requirement	Deadline
LRC Operations	Throughout the year
Monthly Reports	5 th of each month
Staff EBP Survey	To be announced
2 Practice Standard Reviews	March 1 and July 1
EBP Survey	June 1
Open House	Before July 1
Access Survey	June 1
Success Story	April 1
Strategic Business Plan	July 1
Development of Databases / Information Systems	Optional
Partnership Workplans	Throughout the year