

Providence St. Joseph Health

## Providence St. Joseph Health Digital Commons

---

Books, Presentations, Posters, Etc.

---

5-2019

### Using REDCap to Collect Library Service Statistics in a Large Health System

Carrie Grinstead

*Providence St. Joseph Health*, [carrie.grinstead@providence.org](mailto:carrie.grinstead@providence.org)

Follow this and additional works at: [https://digitalcommons.psjhealth.org/other\\_pubs](https://digitalcommons.psjhealth.org/other_pubs)



Part of the [Health Sciences and Medical Librarianship Commons](#)

---

#### Recommended Citation

Grinstead, Carrie, "Using REDCap to Collect Library Service Statistics in a Large Health System" (2019). *Books, Presentations, Posters, Etc.*. 65.

[https://digitalcommons.psjhealth.org/other\\_pubs/65](https://digitalcommons.psjhealth.org/other_pubs/65)

This Poster is brought to you for free and open access by Providence St. Joseph Health Digital Commons. It has been accepted for inclusion in Books, Presentations, Posters, Etc. by an authorized administrator of Providence St. Joseph Health Digital Commons. For more information, please contact [digitalcommons@providence.org](mailto:digitalcommons@providence.org).

# Using REDCap to Collect Library Service Statistics in a Large Health System

Carrie Grinstead, MLIS, AHIP<sup>1</sup>  
<sup>1</sup>Providence St. Joseph Health

## Background

### CONTEXT

In January 2018, library services at Providence Health/Swedish and St. Joseph Health merged to form a single, unified system, incorporating nine libraries and sixteen full-time staff. We recognized a need to document the activities of our merged team in a consistent and meaningful way.

### CHALLENGES

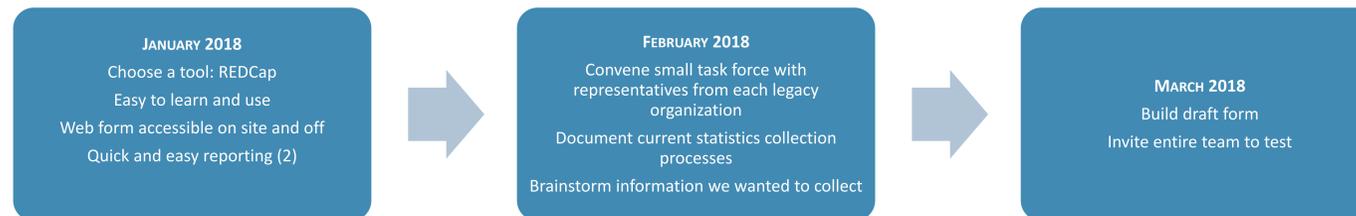
- Disparate methods of statistics collection at legacy organizations
- Variation in services offered at legacy organizations
  - Some sites serve patients, families, and the public
  - Some sites serve cancer centers and research institutes
- Large geographic spread
  - Patrons served across seven states
  - Library staff located in five states

## Literature Search

Limited literature exists on statistics collection and reporting in health science libraries. In their comprehensive article on identifying and communicating the contributions of health science libraries, Abels and colleagues emphasize the importance of selecting measures that align to organizational goals (1). We selected measures that are simple for non-library professionals to understand and that document contributions to goals such as building research capacity throughout PSJH and achieving Magnet designation at more hospitals.

We also use our REDCap form to document our contributions to particular strategic initiatives. For example, the organization has a current goal of improving patient experience, and we now flag all requests that relate to this.

## Building the Form

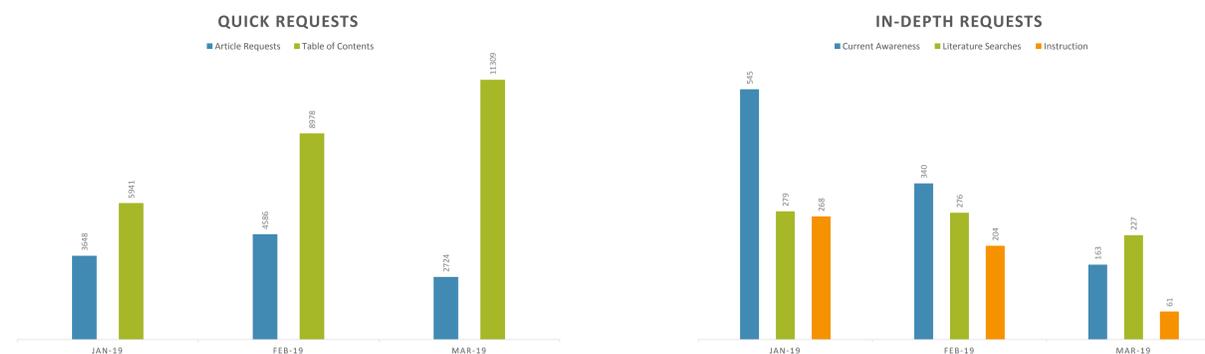


## Results

Our REDCap form for statistics collection went live on April 1, 2018. The form is simple to use, and REDCap's branching logic functions allow us to collect detailed information without making the form unwieldy. Occasional communication and retraining for our team has been necessary, to ensure that fields in the form are understood and used consistently. Finally, we are using our reports to assess and further refine the form for 2019. Some fields, such as the purpose of a request, are rarely used and may be eliminated, while new fields may be added in consultation with the team.

A **sample form** is available at <https://tinyurl.com/y6gqot2w>, or through the QR code:

This is an exact copy of our stats form but uses REDCap's "draft mode" and does not collect real statistics.

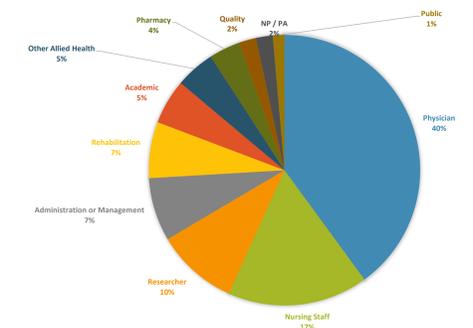


## Applications & Future Directions

We used our form to generate or contribute to a number of reports, including:

- Monthly System-wide activity summaries
- 2018 Annual Report

2018 summaries, broken down by service area  
We are investigating ways to further demonstrate our value using service statistics, and will likely begin to document hours spent on services, as recommended by the NNLM (3).



## Contact

Email: [Carrie.Grinstead@providence.org](mailto:Carrie.Grinstead@providence.org)

Phone: 818-847-3881

Health Science Library at PSJMC  
501 S. Buena Vista St.  
Burbank, CA 91505

## References

- Abels EG, Cogdill KW, Zach L. Identifying and communicating the contributions of library and information services in hospitals and academic health sciences centers. *J Med Libr Assoc.* 2004 Jan;92(1):46-55.
- REDCap [Internet]. [cited 2019 Mar 22]. Available from: <https://www.project-redcap.org/>
- Working with library statistics [Internet]. Salt Lake City (UT): NNLM MidContinental Region; [cited 2019 Apr 25]. Available from: <https://nmlm.gov/mcr/training/advocacy/working-library-statistics>

