



Leabharlann Sláinte na hÉireann
Health Library Ireland

Ár nAcmhainn Náisiúnta | Our National Resource

HEALTH LIBRARY IRELAND NEWS

ISSUE 27 • SEPTEMBER 2022

HEALTH LIBRARY IRELAND OFFICIALLY LIFTS OFF

The newly revamped headquarters of the HSE's Health Library Ireland was officially launched by CEO Mr. Paul Reid on 15th September 2022. Health Library Ireland is not just about books, but about connecting people to the best possible source of knowledge to help them make informed decisions. Sometimes that means providing a summary of evidence; sometimes it means connecting people to other people in the organisation. Sometimes it means providing training, finding the best information or lending our expertise to a group or project to help people to work through a problem.



Aoife Lawton,
National Health
Librarian

The first strategy for the National HSE Library Service was launched in March 2018. This coincided with me being on maternity leave - my daughter has just started school! Like her, the library service has developed dramatically in the last four years. The main vision of the strategy was to deliver a national eHealth Library for Ireland. In other words, that everyone working in Ireland's health service will have access to knowledge and apply it, whenever and wherever they need it, to deliver the best possible health and care.

Much has been achieved since 2018. Making sure that people can access the right information - or can access the people with the right information - is not an easy thing to achieve. I'd like to highlight some of the achievements:

BMJ Best Practice has been available to the whole population of Ireland since 2020. Despite not having any launch (due to the Covid-19 outbreak the same year), it was and is widely used by doctors and other healthcare workers in primary care as well as acute settings. It is a big step forward for health literacy and citizen empowerment.

The HLI Digital Team has increased access to core content for 'Section 38s' and voluntary hospitals, who previously had little or no access at all to a number of key e-resources. The team has also collated a number of open access resources and made them searchable to everyone in the country.

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Health Library Ireland - Official Launch

continued

We now have three Area Library Managers in place, aligned to the Regional Health Areas – Tony Linnane for the West (areas E&F) based in Merlin Park, Galway; Brendan Leen for the South (areas C&D), based in Cork University Hospital, and Bennery Rickard for the East (areas A&B) based in Connolly Hospital, Dublin.



Our Info Skills team delivers accredited learning to all professional groups in the health service and is working in partnership with the Irish College of General Practitioners to include GP trainers/trainees in our training programmes.



Aoife Lawton
National Health Librarian

We have several national services in place now, delivering standardised services locally. Our Evidence team carries out three levels of searches from basic to advanced, the latter resulting in rigorous, published Evidence Summaries. This service was accelerated during Covid and supported NIAC and the National Clinical Programmes, as well as many National Directors in the HSE.



Our Estates team is making sure that our physical libraries are up to standard. St Luke's in Kilkenny through significant funding and library staff input is now one of our flagship libraries. The Scott Building in Tullamore is another. Cork University Hospital Library got a major investment with the support of senior management in the HSE and was relaunched last year. We are working towards the same type of investment in Galway; Waterford, Kerry, South Tipperary and Mullingar who really need better spaces.

Our Knowledge Support team work with national projects in the HSE and lend their expertise where required. In partnership with NDTP we provide spaces, tools and expertise for people to innovate, using Makerlabs; Energy Pods and 3D printers, providing Design Thinking workshops so people can solve real-world problems using experimentation and lateral thinking.

HSE Health Library Ireland National Services			
NATIONAL CENTRAL REPOSITORY 3PC	DIGITAL KNOWLEDGE SERVICE	LIBRARY ESTATES	EVIDENCE
<ul style="list-style-type: none"> HSE National Central Repository Management National Standard Policy & Guideline Development Support Guidance on National e-Templates 	<ul style="list-style-type: none"> National eHealth Library www.hselibrary.ie HSE Research Repository www.hse.ie Digital Infrastructure National Library Helpdesk 	<ul style="list-style-type: none"> 29 Collaborative Onsite Learning Facilities Local Expertise Green Driven Library User Charter 	<ul style="list-style-type: none"> Research Assistance Expert Searches Search Protocols Evidence Summaries
INFORMATION SKILLS	PROCUREMENT	KNOWLEDGE SUPPORT	INNOVATION
<ul style="list-style-type: none"> Accredited Online Learning Programs Monthly Induction Training Bespoke Vendor Training Research Skills Training 	<ul style="list-style-type: none"> Value for Money Research Support Legislative Compliance 	<ul style="list-style-type: none"> Strategic Partnership Building Research Bulletins Brokering Knowledge Solutions 	<ul style="list-style-type: none"> Makerspaces Energy Pods Revitalize Chair Design Thinking Workshops

Health Library Ireland - A Look at the New National Office

Aoife Lawton
National Health Librarian

As part of the evolution of Health Library Ireland, Dr Steevens' Library has been transformed into a new, innovative space with a changed remit. The main focus of the library is to work in partnership with key stakeholders in the HSE who are based in the building or in national offices to deliver knowledge services. The space may be used for events, such as launches and the Annual HSE Open Access Awards. The library houses a "revitalize chair" which gives staff a 10-15 minute opportunity to recharge and unwind during a break. Drop in and try it!

Publishing is an important part of the role of the Health Service; be it the annual service plan, a new national policy document or a journal article, library staff at Dr Steevens are there to help. Library Assistant Elaine Scanlon provides an ISBN service (a unique number assigned to published documents) as well as depositing copies with libraries in Ireland under legal deposit legislation. Advice is available on what to include on the front, inside and back cover pages of reports.

Gethin produces a monthly QID (**Quality Improvement Digest**) with a growing number of subscribers. The digest condenses the latest information in this topic into a short two-page bulletin, saving busy professionals time while keeping them up-to-date in this growing area of interest.

One of the services coordinated by HQ is the Knowledge Support team. Gethin is a core member of this team which is made up of library staff throughout the HSE. As well as bringing digests to staff on key topics, librarians are 'loaned out' to project teams in the HSE at different intervals, or on demand to bring their expertise to a team. For more information, please talk to Gethin.



Health Library Ireland HQ staff:
(top) Anne Kearns,
Elaine Scanlon
and Gethin White;
(above) Aoife
Lawton; (below)
Padraig Manning

Research cafés are offered and run by Gethin White, Executive Librarian. The cafés run at lunchtime accommodating staff with busy schedules. They focus on information and research skills, sharing tips and tricks from a very knowledgeable and experienced librarian. Gethin shows how to find information fast and which source to use to best retrieve the most up-to-date, authoritative information. These are being introduced in the autumn as a regular series.

Further advice is available from Padraig Manning, who manages the HSE's **Lenus** research repository on depositing research in the repository. Lenus is open access, i.e. everyone can read the full content of its research online. It increases the visibility and reach of research through being easily and openly accessible as well as fully indexed in Google Scholar.



Digital Health Transformation Part 2

(continued from June edition)

**Linda Halton, Executive Librarian
Our Lady's Hospital, Navan**



The final part of my MSc Digital Health Transformation journey was to conduct a group-based research project. This significant part of the course provided the opportunity to integrate and apply learnings from the taught modules to develop and deploy a digital health transformation solution. For this project, I was very fortunate to work with three fellow students who also work with the HSE. Here is an overview of our digital health transformation project.

Connecting Communities: Digitising Access to Resources via an RPA Powered Chatbot

The management of chronic diseases is placing an unsustainable pressure on Irish health services. The Making Every Contact Count (MECC) programme, established by the HSE in 2016 aims to empower patients to self-manage their condition(s).

A key component of each 'contact' between healthcare professional and patient is to direct the patient to appropriate resources in their local area to help them manage their condition(s) and live a healthier lifestyle.

Figure 1: MECC Booklet (HSE, 2020)



Issues with the MECC Booklet

HSE Health & Wellbeing have developed a paper booklet of local resources in Community Healthcare Organisation (CHO) Dublin North City & County (DNCC).

This resource is the MECC Lifestyle Behaviour Services and Resources Booklet (Figure 1). However, the information in this directory quickly becomes outdated, and crucially, neither the public nor healthcare professionals are able to easily access this resource (Figure 2).

Our project is a proof of concept to provide a reasonable estimate of the feasibility of delivering a robotic process automation (RPA) powered chatbot that can integrate with the open-source content management system (CMS), used by the HSE Digital Communications Team.

We developed a prototype system to digitise the "Physical Activity" content of the MECC booklet and the creation of a chatbot to source particular information for both healthcare professionals and the wider public.

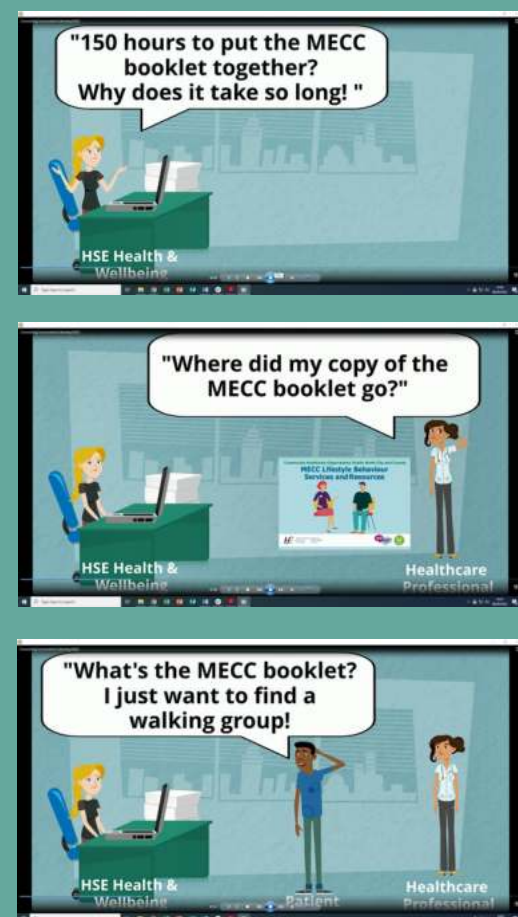


Figure 2 The MECC booklet

Digital Health Transformation Part 2

Linda Halton, Executive Librarian
Our Lady's Hospital, Navan

Short Term Objectives:

- Engage with stakeholders from:
 - HSE RPA Centre of Excellence (this department is seeking to build a pipeline of potential RPA opportunities across the public health sector)
 - HSE Digital Comms
 - HSE Health & Wellbeing in relation to project support and backing.
 - Assess the 'as is' situation with regard to accessing a subset of health and wellbeing resources.
- Produce a business case and project initiation document (PID) for delivering a prototype chatbot, and collaborate with key stakeholders to secure the necessary resources to deliver a prototype.

Medium Term:

- Produce a digital sample dataset of physical activity resources suitable for use as the source of information for a working prototype chatbot.
- Translate this dataset into a SQLite database to be hosted by HSE Digital Comms on their open-source CMS, Wagtail.



Long term:

- Provide a "How To" guide for all relevant HSE bodies seeking to digitise service information across the country.
- Deliver a working prototype chatbot that is fully integrated with the HSE CMS.
- Produce a collaborative test strategy for a prototype chatbot.
- Embed expertise in chatbot delivery within both the HSE RPA Centre of Excellence and HSE Digital Comms.
- Engage with HSE National Health and Wellbeing to plan for digitising the resources available.

Our Approach

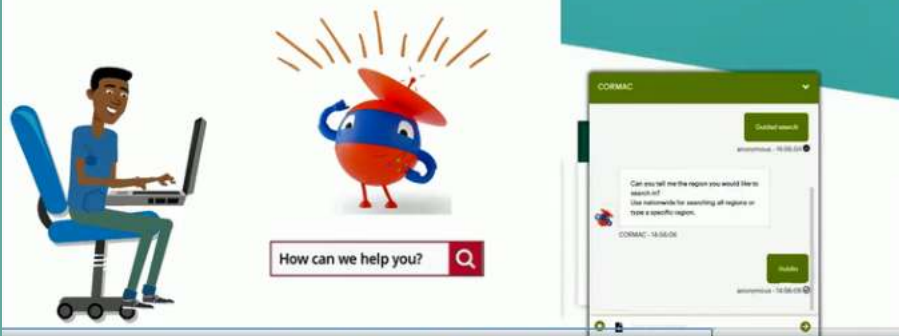
Our project ran over a nine-month period; the work necessary to prepare for chatbot development included the following:

1. In spring 2021, the project team pitched our idea to HSE Health & Wellbeing.
2. We then presented a business case to the HSE RPA Centre of Excellence. From this, we were granted the chatbot license for development with UiPath, a HSE-approved RPA vendor.
3. We also linked in with HSE Digital Comms to provide advice on developing a prototype.
4. For the proof of concept, we focused on one section of the MECC booklet, "Physical Activity". With guidance from HSE Digital Comms, we developed a dataset for the physical activity resources and services in HSE DNCC.
5. We developed and refined high-level use cases and requirements.
6. Focus groups and tree testing were also conducted.
7. We adapted a survey for user acceptance testing.

In March 2022 our first prototype chatbot was developed.

Digital Health Transformation Part 2

Cormac the chatbot



**Linda Halton, Executive Librarian
Our Lady's Hospital, Navan**

Our Deliverables

Unlike a traditional Masters programme where a student may be asked to submit a substantial thesis, the MSc in Digital Health Transformation stipulated the following deliverables for the research module.

1. Project Deliverables

®A functioning prototype chatbot that uses RPA technology to deliver on the functional requirements. The chatbot integrates with an open source CMS, called Wagtail, which is used by the HSE Digital Comms Team.
®Development of a technical "How To..." guide. This document is a comprehensive guide, outlining all stages of taking a non-digital resource and transforming it into a digital database stored on the HSE CMS and integrating with a prototype chatbot. The guide is available on Lenus, the Irish health repository. Visit <http://hdl.handle.net/10147/632826>.

2. PID Lite

®The project Initiation document is a record of all the major components of the work completed in producing an RPA powered chatbot. It includes rationale and benefits of this project, as well as an overview of the resources and costs required to deliver a prototype chatbot.

3.Video Animation/Presentation

This is an animation which outlines the current challenges and the solution that we trialled in this project. It is a sophisticated communication tool that can be used to demonstrate the challenge at hand and engage relevant stakeholders in relation to future developments.

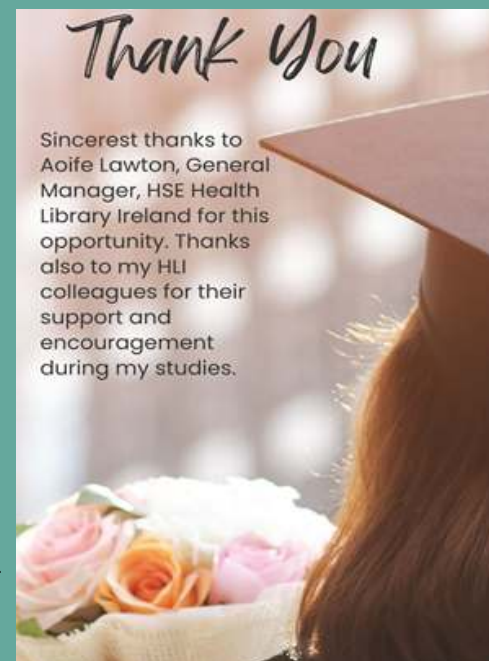
®This is a visual representation providing a general overview of the aims and objectives of the project, the approach taken and the outcome of our work.

Conclusion

The concept of utilising the HSE's CMS as a central store of information should be considered for any new project that is looking to digitise information. Chatbots provide a means to deliver access to this type of information across a range of platforms and in a way that can provide analytical information to help better understand the needs of service users. The capability to connect the communications architecture and the emergent RPA technology is possible within the HSE, and presents an immediate and achievable opportunity to improve the dissemination of information to people accessing healthcare in Ireland.



If you are interested in learning more about the Masters in Digital Health Transformation, visit <https://hsedigitaltransformation.ie/education/msc-dht>.



Upcoming Online Library Training: October - December 2022

Our online training sessions provide the opportunity to attend live training with a member of the library team as an alternative to face to face training. Go to our [training calendar](#) to register!

Contact the Information Skills Team if you would like to request training or to ask a question <https://hse-ie.libwizard.com/f/train>

Nicola Fay, Library Resources Manager

Searching the Cochrane Library **Thursday, September 29**

The aim of this workshop is to develop an understanding of the functionalities and limitations of the Cochrane Library and teach the skills required to use Cochrane for a systematic search.

Searching Medline/CINAHL (via Ebsco)

Thursday, October 6 1:00pm - 2:00pm

Tuesday, November 15 10:00am - 11:00am

Tuesday, December 6 4:00pm - 5:00pm

This training session will introduce the Medline and CINAHL databases in Ebsco. An overview of searching by keyword and subject term, search techniques and saving results will be provided.

Searching Systematically

Tuesday, October 11 10:00am - 1:30pm

Thursday, November 10 10:00am - 1:30pm

Monday, December 12 10:00am - 1:30pm

The aim of this workshop is to teach the skills for developing a research question, searching, selecting and managing the best available evidence to answer that research question, according to a defined, planned and consistent method.

EndNote Online

Tuesday, October 18 4:00pm - 5:00pm

Tuesday, November 22 10:00am - 11:00am

Tuesday, December 13 10:00am - 11:00am

Learn how to manage references within EndNote Online (the free version of EndNote). This course will focus on the functionality of Endnote Basic (free to all) and Endnote Online (available to HSE staff through Web of Science).

Using Rayyan for Screening Search Results

Thursday, October 20 1:00pm - 2:00pm

Thursday, November 24 4:00pm - 5:00pm

The aim of this workshop is to teach the skills for screening references for inclusion or exclusion using Rayyan.

Searching Embase (via Ovid)

Thursday, October 27, 2022 10:00am - 11:00am

Tuesday, November 29, 2022 10:00am - 11:00am

Develop familiarity with Embase on the Ovid platform. Conduct a literature search in Embase using keywords, subject terms, search techniques such as truncation, and limits. Learn how to save results and searches. Learn how to email and /or export results.

Accessing Leadership, Management and Personal Development Library Resources

Thursday, November 17 1:00pm - 2:00pm

The aim of this training session is to showcase the variety of books, journals and tools we provide to support leadership, management and personal development. This training may be of particular interest to clinical staff undertaking leadership qualifications and administrative and management staff for their work more generally.

**Recommended:
Reliable Internet
access and access to
a PC or laptop and
headphones**

New to Our Lady of Lourdes Hospital

Hello all, my name is Ruth and I have joined the team temporarily as a library assistant. I am based in Our Lady of Lourdes' Hospital, Drogheda, most of the time, and I get to help out with the digital team once a week. My background is in occupational therapy, and I have worked in a variety of hospitals and HSE services, such as the Mater, Usher's Island homeless mental health, and acute neurology in Connolly hospital. It's probably an occupational hazard, but I now love to bake and I enjoy any type of crafts. I am currently - poorly but enthusiastically - crocheting a dog jumper.



Ruth O'Rourke

I have just got the results for my Masters in Library and Information Studies so my lifelong hope of becoming a librarian is now a reality. I approached Aoife to try to get some practical library experience, thinking I might wrangle a day or two with any luck - and here I still am!

It has been a fantastic opportunity to bring together my experience in health and my interest in information, and everyone I have met has been so generous with their time and wealth of knowledge. Thanks for being such a welcoming and supportive...actually, what is the collective noun for librarians?

New librarian in Connolly Hospital, Dublin

My name is Aoife McGrath and I joined Health Library Ireland in June this year as Executive Librarian at Connolly Hospital Blanchardstown.

I spent the majority of my career to date in the legal sector as Librarian at a large Dublin law firm and followed this with a period in a very different role working in digital preservation of Irish films and TV shows.



Aoife McGrath

I have settled in well to the role at Connolly Hospital and am really enjoying the change in career direction. I am delighted to have a front of house role again, interacting with patrons and becoming familiar with the specialist departments in the hospital.

The team at HLI have been extremely welcoming and are so knowledgeable and generous with their time since I started. While I have learned so much in the last three months, I suspect I will have plenty more questions for my colleagues in the months ahead!

I am originally from Tipperary but a long-time resident in Dublin where I live with my family and a very bossy tabby called Jeffrey. I enjoy walking and running and am fortunate to have the Phoenix Park very close by. I am also an avid reader of fiction and have been a member of a local book club for several years.

I look forward to getting to know all my new colleagues and collaborating more with the team in HLI in the future.

Autumn News from Galway

Area Library Manager West

July saw Tony Linnane move to the post of Area Manager for Areas E & F running all the way down the Western Seaboard from Donegal to Limerick. We wish him well in his new responsibility and look forward to his leadership.

- Limerick, Tipperary and Clare [Area E]
- Donegal, Sligo, Leitrim, Roscommon, Mayo, and Galway [Area F]



Rheumatology Nurses Information Day

Library Staff from Merlin Park University Hospital recently supported Rheumatology Staff on their Information Day.

The Day was the first of many to come on educating nurses and other medical staff on Rheumatoid Arthritis and Osteoporosis, and Services available in Galway.

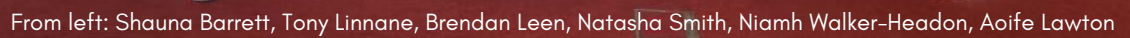
Attendees were given information on where to find up to date information using HLI and our online eResources via hslibrary.ie

UpToDate

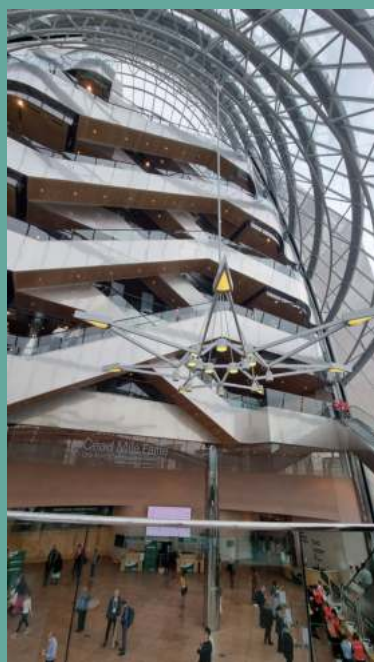
Jeanette Frietas & Rob Thomas from UpToDate visited University Hospital Galway on Thursday 23rd September. There was a great turnout and lots of interest, and questions. HSE and Section 38 employees can **register to use UpToDate on the HLI website.**



In July, the International Federation of Library Associations (IFLA) had its world congress in the National Convention Centre in Dublin. This was a prestigious event with delegates from dozens of countries, and the library staff of Health Library Ireland were well represented. National Health Librarian Aoife Lawton and library assistant Natasha Smith (Our Lady of Lourdes Hospital Library) presented a poster, as did Library Resources Manager Headon and Area Manager B. posters can be seen on pp 11-



Top left: Natasha Smith and Aoife Lawton (see also p.11); Above: Niamh Walker-Headon (see also p.12)





Knowledge for Health

Presenters: A Lawton, N Smith, Health Library Ireland, Health Service Executive.

Inspire

Background:

- Health Library Ireland (HLI) is a part of the National Health Service Executive in Ireland.
- HLI has 58 staff and 27 hospital libraries (see map).
- During the pandemic staff were delivering new services while working apart, from home.

Readiness for change:

- HLI team was ready as 2 years of change already in place, but nobody was ready for the pandemic emergency response
- An agile approach was used to address the key people and culture factors to prepare for change
- Online knowledge exchange held with academic library to share tips for online staff engagement
- SLACK messaging / files share system in place, worked well to connect staff and offer peer support in absence of VPN

Enable, Connect



Engage

People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

Technology Counts – SLACK works for HLI

People's Needs During Uncertain Times

- All staff were invited to give regular feedback & get involved – before and after events
- We focused on people's needs by using 'Define-Design-Deliver' Change Model
- Sustaining involvement through regular communication



DEFINE

A change was needed in uncertain times.



Aims and Objectives

Define the change required

- Staff were working from home and needed leadership, guidance and to feel a sense of 'belonging' and unity to keep the national HLI team connected and engaged during the Covid-19 pandemic
- The intended outcomes were: staff would feel more engaged; certain about their work and connected to each other and to library users
- A three-person 'Library Events' team was assembled to organise online events to engage, inspire and connect remote library staff



DESIGN

Design the change required

- Events were co-designed with HLI staff
- Staff were invited to share their hidden talents for annual Wellness Days e.g. Yoga; sustainable gardening; mindfulness, meditation, singing
- Virtual coffee breaks began as a test and informed future events such as virtual Christmas parties, Annual Wellness Day
- Informal, fun element to online wellness and online events e.g. Quizzes, Catchphrase, Reader's Corner, Pets corner, Bingo - games
- Formal element – message from National Director, Guidance from National Health Service Librarian, 'town hall' events, Annual Staff Engagement Days

Methodology, Evidence and Planning



DELIVER

What we learned from our experience

Deliver via a dedicated team (photo opposite)

- The lived experience revealed hidden and unknown talents and skills among existing library workforce
- Videos and recordings were made so staff who were unavailable or redeployed did not miss out.
- Progress was measured by issuing surveys post events, regular 'temperature checks', asking for feedback at staff team meetings
- People who were redeployed were not forgotten and when they left permanently for public health jobs, we celebrated their success
- Events team is permanently in place, events are now part of our sustained offering for staff in our service

Discussion and Conclusion



Outcomes

- Accelerated implementation of our Library Strategy
 - A more connected, engaged, inspired workforce, some feedback
- "Thank you for a great morning of entertainment"
- "We have increased our laughs for the day"
- "Lots of fun"



For more information contact us:

Email: hli@hse.ie
Twitter: @hslibrary; @aallawton
[Creative Commons Attribution 4.0 International license](#)

Acknowledgements: HLI Events team: Natasha Smith, Caroline O'Driscoll, Marguerite Farrell; Padraig Manning HSE Library Update Editor

References: O'Driscoll, C. Farrell, M., Smith, N. "Staying Connected: Supporting NHLKS remote workers during COVID-19." An Leabharlann. The Irish Library 30.1 (2021).



What is the impact of health library information resources on patient care?

Objectives

To gain insight into the experience of Irish healthcare personnel (HCP) utilising health library information resources, and to put forward credible estimates of the economic impact of health library information resources on patient care.

Methods

A multi-centre, cross-sectional survey in primary, secondary, and tertiary healthcare settings in the Irish public health service. Participants included HCP or students on clinical placement. We distributed a 9-item email questionnaire to registered library users, and via broadcast email to local (mainly acute hospital) email distribution lists. Our questionnaire attracted 1,278 responses.

% Survey Participants by Discipline



Results

Respondents agreed or strongly agreed that use of health library information resources:

- Improved the quality of patient care (92%)
- Led to more confident decisions (93%); more accurate or timely diagnosis; fewer or more appropriate diagnostic tests; misdiagnoses prevented
- Saved clinicians' time (78%)

Information provided by the health library in the past year had led to:

- Reduced length of hospital stay (n=162)
- Avoided hospital admission or re-admission (n=216)
- Avoided surgery (n=49)
- Prevented hospital-acquired infection (n=147)
- Prevented patient misunderstanding of a disease or condition (n=590)
- Prevented adverse drug reaction (n=424)
- Prevented adverse event (n=268)

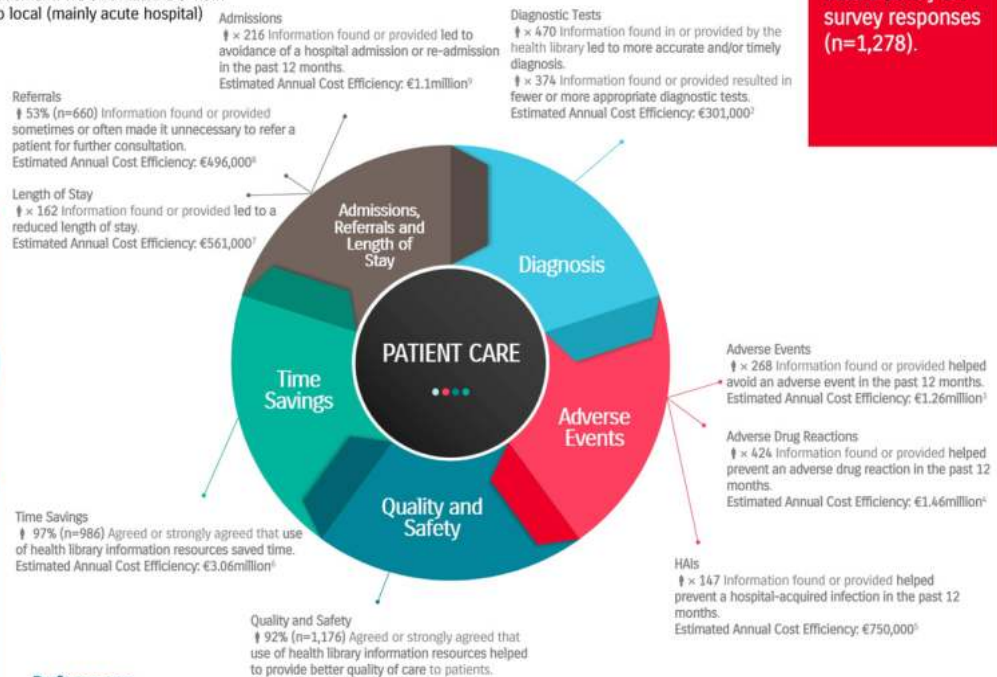
We estimate that annual cost efficiencies of €10.96million accrue from the utilisation of health library information resources among the survey population.



92% of respondents agreed or strongly agreed that use of health library information resources helped to improve the quality of care delivered to patients.

“Quality means care that is effective, safe, people-centred, timely, equitable, integrated and efficient. High-quality care improves health outcomes and reduces waste.”

OECD (2018), Delivering Quality Health Services¹



References

- Office for Economic Co-operation and Development (OECD), Delivering quality health services: a global imperative for universal health coverage. Paris: OECD, 2018. 11.
- Based on one out of an average 9.5 diagnostic tests avoided per working day at a minimum reference median cost of €33.61 (€ = 37%). See Ma L, Luo CK, Bandas Z, Jackson R, Naugle C. Estimated costs of 51 commonly ordered laboratory tests in Canada. Clin Biochem. 2019 May;55:58-60. doi: 10.1016/j.clinbiochem.2018.12.013. Epub 2019 Jan 5. PMID: 30615855. See also Sales MM, Taniguchi LI, Fonseca LA, Ferreira-Junior M, Aguiar FJ, Sumita NM, et al. Laboratory tests ordering pattern by medical residents from a Brazilian university hospital. Am J Clin Pathol. 2016 Dec;144(6):694-700. doi: 10.1093/ajcp/aww188. Epub 2016 Dec 10. PMID: 27940426. In an evaluation of almost 1,800 tests ordered for 1,024 patients during a one-year period, the authors found that the mean number of tests ordered was 9.5, and that the test repetition pattern was similar regardless of patients' diagnoses, results from previous tests, or duration of stay.
- Based on an estimated cost per adverse event in Ireland of €4,700 (€ = 268). See Connolly W, Rafter N, Conroy RM, Stuart C, Hickley A, Williams DJ. The Irish National Adverse Event Study-2 (NAES-2): longitudinal trends in adverse event rates in the Irish healthcare system. BMJ Qual Saf. 2021 Jul;30(7):547-558. doi: 10.1136/bmjqs-2020-011122. Epub 2021 Jan 12. Erratum in: BMJ Qual Saf. 2021 Nov;30(11):3. PMID: 33436402; PMCID: PMC8237194.
- There is significant variability in the reported costs of medication errors, and different parameters used to measure economic impact, including costs of medication, costs of hospitalisation, and litigation costs. Based on a cost per preventable adverse drug event (pADE) at the lower end of the scale set out in a systematic review by Walsh et al. of €1,450. See Walsh EK, Hansen CR, Sahm LJ, Kearney PM, Doherty E, Bradley CP. Economic impact of medication error: a systematic review. Pharmacoeconomic Drug Saf. 2017 May;26(5):481-497. doi: 10.1002/pds.4188. Epub 2017 Mar 13. PMID: 28295821.
- Based on estimated increased costs of €5,107 associated with HAIs and one infection per annum avoided (€ = 147). See Healthcare Pricing Office (Ireland), Activity-based funding 2020. Dublin: Healthcare Pricing Office, 2020.
- Based on a 5-minute time saving per day among respondents who strongly agreed (€ = 649). The estimated cost per hour for different HCP categories is based on consolidated salary scales in the Irish public health sector, and determined in consultation with the Healthcare Pricing Office (Ireland). See Health Service Executive (Ireland), 1 October 2021: health sector: consolidated salary scales. Dublin: Health Service Executive, 2021.
- Based on a reduction in length of stay of one day per quarter (€ = 162). See Healthcare Pricing Office (Ireland), Activity-based funding 2020. Dublin: Healthcare Pricing Office, 2020.
- Based on one referral per quarter avoided among respondents (€ = 212) who answered that use of health library information resources often made it unnecessary to refer a patient for further consultation. See Burton C, McGinn K, Richardson G, Weller D, Sharpe M. Healthcare costs incurred by patients repeatedly referred to secondary medical care with medically unexplained symptoms: a cost of illness study. J Psychosom Res. 2012 Mar;72(3):242-7. doi: 10.1016/j.psychres.2011.12.009. Epub 2012 Jan 16. PMID: 22325706.
- Based on one admission or re-admission per annum avoided (€ = 216). See Healthcare Pricing Office (Ireland), Activity-based funding 2020. Dublin: Healthcare Pricing Office, 2020.

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Contact Us



We are delighted to receive further questions or comments. Please get in touch by phone (087) 6448783 or email Brendan.Leen@hse.ie

Health Library Ireland Supports Green Ribbon Campaign

"There is no shame in having a mental health difficulty"

**Dymphna McGettigan, Executive Librarian
St Luke's Radiation Oncology Network**

Health Library Ireland is supporting Green Ribbon mental health campaign this September. The Green Ribbon campaign aims to get as many people as possible talking about mental health to help end mental health stigma and discrimination.

The theme for Green Ribbon 2022 is shame and the key message this year is that there is no shame in having a mental health difficulty.

Across the month, See Change will explore what shame is, how shame presents itself and how shame impacts people with mental health difficulties. Please follow on Twitter #GreenRibbonIRL #EndTheStigma, @SeeChangeIRL.

The green ribbon campaign is a national initiative to reduce stigma associated with mental health problems and challenge discrimination.

Stigma is recognised as a barrier to the recovery process as people do not seek help as they fear being labelled as mentally ill. The consequences of stigma are shame and humiliation and can lead people to delay or avoid seeking help.

The Green Ribbon theme for 2022 is shame. Across the month, See Change will explore what shame is, how shame presents itself and how shame impacts people with mental health difficulties.

As you can see above, our tagline for the Green Ribbon campaign this year is: There is no shame in having a mental health difficulty.

Keep an eye on our social media channels to learn about shame and the negative impacts it can have on people with mental health difficulties.



Pictured left to right, some of our Green Ribbon champions: Dympna Lynch (HLI Cavan General Hospital), Sharon Finnegan (RCSI); Jennifer Butler (HLI National Office); Cathy Hogan, Sarah Dermody (HLI St Luke's Hospital, Kilkenny); Lorraine Mason and Vita Wheehan (HLI Roscommon University Hospital)

HSE Open Access Research Awards 2022

The 9th annual HSE Open Access Research Awards are now open for entry.

The awards celebrate practitioners and researchers working across health and social care disciplines in Ireland who are publishing and making their research available in Open Access format.

The awards are judged across a number of categories, and for 2022 the categories are:

Acute Care and Hospitals
Community and Social Care
Mental Health and Disabilities
Integrated Services
Climate or Environmental Health

Entries will be reviewed by a panel of judges with research experience. There will be a prize for each category, and an overall winner will also be selected as representing the best of all submissions received.

This year there will be a special Innovation prize to recognise outstanding developments in practice or service delivery.

Winners will receive a custom piece of glassware celebrating their achievement.

Criteria for Entry

Entries must fulfil the following criteria:

- The research must have been published within the past two years (24 months)
- The research must be available in full text in an Open Access forum (and added to the Lenus repository as a condition of entry)
- At least one author must be working for or on behalf of the health services

Entries close on **Friday October 28th 2022** and the winners will be announced in early December. Enquiries about the awards can be directed to lenus@hse.ie.

Enter Now!



HLI Services

Most-borrowed items nationwide

Top 10 Books (Jul-Sep 2022)

Title
The Below Ten Thousand Way: Smith, Pete - MoshPit Publishing, Hazelbrook, NSW : 2019 - xvii, 148 pages ; 21 cm
The coaching manual : Starr, Julie. - 302p.
In house use for recording walk in requests for materials where materials are supplied.
Varcarolis' foundations of psychiatric-mental health nursing : - 1 volume : 28 cm
The way through : Palay, Lara, - NADD, New York : 2021 - xx, 136 p : 22 cm
The promise that changes everything : Kline, Nancy. - 236p.
Gatford and Phillips' drug calculations / Martyn, Julie.
A life in trauma : - 1 volume ; 24 cm
Why should anyone be led by you? : - Jones, Gareth, - xi, 244 pages ; 20 cm
Dopesick : - 408 pages, 8 unnumbered pages of plates : 20 cm

- [Get an eHealth Library Ireland Account \[OpenAthens\]](#)
- [Get a Book Borrowing Account](#)
- [Login to the eHealth Library](#)
- [Login to the Book Catalogue](#)
- [Login to BorrowBox](#)
- [About your membership](#)

If you'd like to recommend a book to be purchased by the library, you can do so **here**.

If you're not already signed up for borrowing books, why not do it now?

Don't forget to sign up for an Athens account! Athens gives you access to clinical databases, online journals and superb point-of-care tools like the British National Formulary and BMJ Best Practice.



Most popular downloads in the Lenus repository Jul-Sep 2022.

Lenus contains more than 36,000 items relating to health research in Ireland.

If you would like to add your research to Lenus to make it more widely available, visit us at lenus.ie or email lenus@hse.ie.

Item title	File downloads ▼	Item views ▼	Sum ▼
HEAR (Health Evidence Awareness Report). Volume 2, Issue 4. Focus on medical resources. August 2016	7,583	2	7,585
The health benefits of nose breathing	2,209	269	2,478
10 guidelines for writing policy recommendations	1,919	60	1,979
Methodological guidelines and recommendations for efficient and rational governance of patient registries	1,376	3	1,379
To a life that shines ten years transforming the shadows	1,275	16	1,291
Model of nursing: explanatory booklet	1,162	92	1,254
Mortality outcomes with hydroxychloroquine and chloroquine in COVID-19 from an international collaborative meta-analysis of randomized trials.	1,155	5	1,160
Eire hospitals and health services: notes and impressions	1,153	2	1,155
Community Infection Prevention and Control Manual: A practical guide to implementing Standard and Transmission-Based Precautions in Community Health and Social Care Settings	1,144	604	1,748
CHO 6 Plan: South East Dublin, East Wicklow and Dun Laoghaire	1,078	126	1,204



CAVAN GENERAL HOSPITAL

Open 24hrs with staff onsite Tuesday to Friday 9.00am – 4.00pm

CONNOLLY HOSPITAL

Monday to Thursday 10:30am – 12:30pm and 1:30pm – 3:30pm.
24/7 swipe access to study rooms

DR STEEVENS' HOSPITAL

Monday to Friday 9.00 am – 5.00 pm

MAYO UNIVERSITY HOSPITAL

Monday to Friday 9.00am – 1.00pm & 2.00pm – 5.00pm

MERLIN PARK

Mon – Thurs : 9.15 am – 4.15 pm & closed on Fridays

MIDLAND REGIONAL HOSPITAL, PORTLAOISE

10.00am – 1.00pm and 2.00pm – 4:30pm Monday – Friday,
Study Room available daily 7.00am – 9pm for out of hours study.

MIDLAND REGIONAL HOSPITAL, TULLAMORE

9:30am – 4:30pm Monday to Friday. 24/7 swipe access to study rooms

NAAS GENERAL HOSPITAL

24/7 for the PCs/staff area. We hope to have the library staffed Monday to Friday 9.30am – 4.30pm

OUR LADY HOSPITAL, NAVAN

Swipe access to library 7 am – 10 pm daily. Library staffed Monday to Thursday 9 am – 4 pm

OUR LADY OF LOURDES HOSPITAL, DROGHEDA

Monday to Thursday 9:30am – 1.00pm and 2.00pm – 5.00pm
Friday 9.30 am – 1.00pm and 2.00pm – 4.30 pm
Study Area 7.00 am – 11.00 pm

PORTIUNCULA

10.00am – 12.00pm and 2.00pm – 4.00pm Monday – Thursday and
9.00am – 11.00am and 1.00pm – 3.00pm Friday. Study room available
24/7

ROSCOMMON UNIVERSITY HOSPITAL

Open 24/7

REGIONAL HOSPITAL, MULLINGAR

Monday – Friday 10am – 1.00pm and 2.00pm – 4.30pm

SLIGO UNIVERSITY HOSPITAL

Monday – Tuesday 9.15am – 5.00pm, Wednesday 9.00am – 4.00pm, Thursday
CLOSED, Friday 9.00am – 3.00pm. Computer area is open 24/7

ST. COLUMCILLE'S HOSPITAL

Access to Library study area and PCs Monday to Friday 7am – 7pm

Library staffed Monday and Wednesday 9.15 am – 5.30 pm, Thursday 9.30
am – 5.30 pm

ST. CONAL'S HOSPITAL LETTERKENNY

Monday – Friday from 9:30am – 5.00pm.

ST. LUKE'S RADIATION ONCOLOGY NETWORK (SLRON)

Monday – Thursday 10.00am – 4.00pm
Closed Friday

UNIVERSITY HOSPITAL GALWAY

Mon/Tues/Thurs : 9.15am – 4.15 pm
Wed: 9.00am – 5.15pm & Friday 9.00am – 2.55pm

UNIVERSITY HOSPITAL LIMERICK

Open unstaffed – 24 hr swipe card access
Staffed Monday to Friday 9.00am – 5.00pm

UNIVERSITY HOSPITAL WATERFORD

Monday – Thursday 9.00 am – 5.00 pm; Friday 9.00 am – 3.30 pm.
Out-of-hours access via swipe-card to Library Training Room.

WEXFORD HOSPITAL LIBRARY

Open 24/7

Our Virtual Assistant LAMA (Library Ask Me Anything) is available on the website 24/7 to answer simple questions about library services and access.

And our Virtual Desk is live from Monday – Friday 11.00am – 1.00pm & 3.00pm – 4.00pm . Visit hselibrary.ie for more information.