

Row, Don't Drift. Librarian Involvement in Hospital Employee Orientation

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BACKGROUND

Allina Health has a large and diverse workforce that numbers over 22,000. Since 2006, Allina has conducted system-wide orientation for new hospital employees. Sessions are held once a week at four different sites.

Library Services fulfills a vital role in providing a consistent message to new employees on the services available to them.

DESCRIPTION

Orientation for patient contact employees includes 45 minutes presented by Allina librarians.

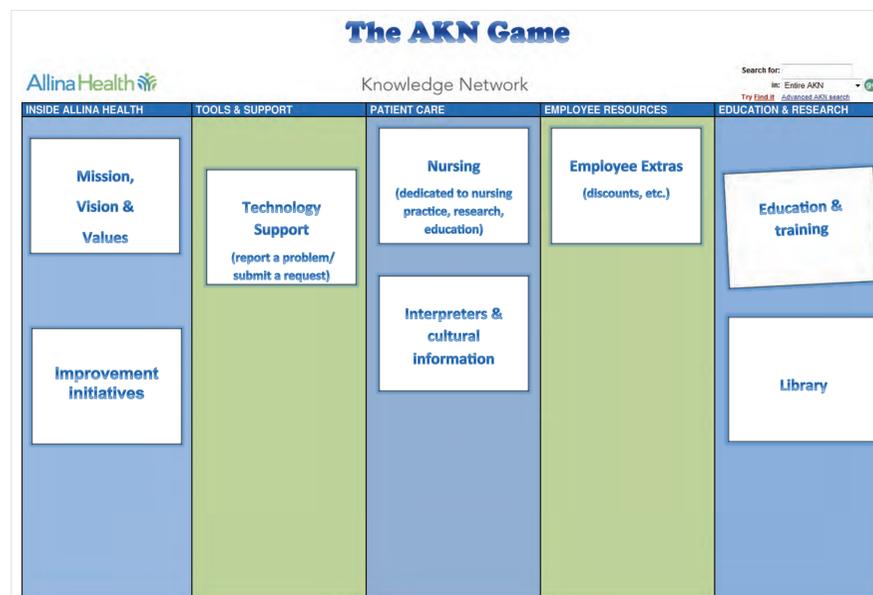
Time	Presentation Title/Content	Facilitator/Speaker
8:00 – 8:10am	Welcome and Introductions	Facilitator
8:10 – 8:35am	Patient Experience	Patient Experience
8:35 – 9:20am	Population specific: including interpreter services, bariatric sensitivity, mental health stigma awareness, culture and other population specific	Presenter/Facilitator
9:20 – 10:05am	Navigating the AKN, Allina LMS, Library, Policies & Procedures	Library Services Rotating presenters
10:05 – 10:20am	Break	
10:20 – 10:50am	Falls	Quality/Facilitator
10:50 – 11:20am	Infection Control	Facilitator
11:20 – 11:45am	Caregivers and Skin	Facilitator
11:45 – 12:00pm	Specimen labeling	Facilitator
12:00 – 12:30pm	Recognition and Reporting of Abuse	Facilitator
12:30 – 1:15pm	Lunch on own.	
1:15 – 1:45pm	Verbal De-escalation	Mental Health Services/Facilitator
1:45 – 2:15pm	Restraints – Policy and Application	Mental Health Services/Facilitator
2:15 – 2:45pm	Spiritual Care	Spiritual Care Department
2:45 – 3:00pm	Break	
3:00 – 3:30pm	Allina Patient Education	Allina Patient Education
3:30 – 4:15pm	Safe Patient Movement Awareness	Safety Specialist
4:15 – 4:30pm	Evaluations & Closing	Facilitator

Welcome to Allina!

Content includes an overview of our intranet, the Allina Knowledge Network (AKN), how to maximize a search for policies and for patient education handouts, and a demo of Allina Library resources, highlighting full-text journals and e-books.

AKN GAME

While much of the 45 minutes is a demo, incorporation of a unique tool to engage attendees makes the session more interactive.



Employees spend 10 minutes matching content cards with the columns. This engages them with the content and their colleagues.

FULLTEXT ACCESS

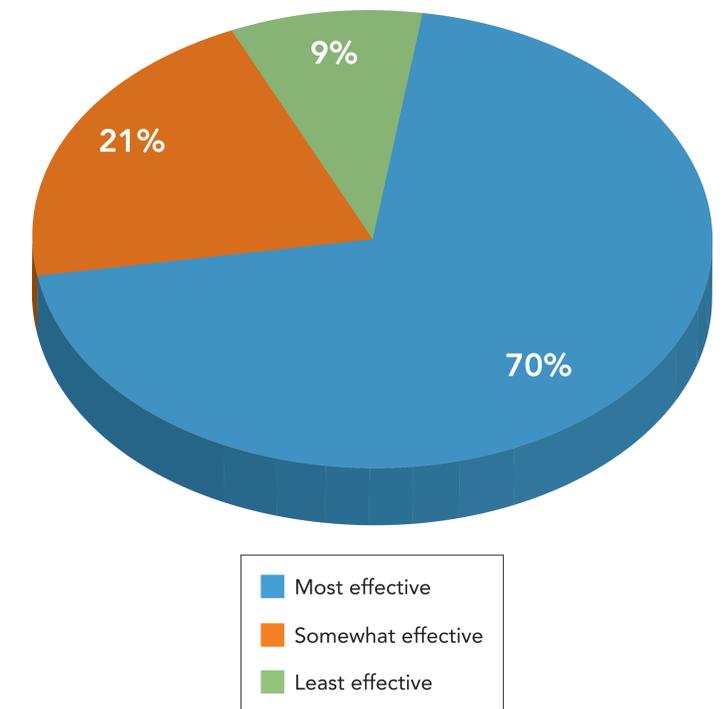


Demos include a highlight of the library's link resolver and the process to access fulltext either through the desktop or with a request to the library.

EVALUATION

Overwhelmingly, evaluations are positive.

Effectiveness of Presentation



CONCLUSIONS

Participation in Allina Health system-wide orientation provides a consistent, standardized venue for librarians to tell our story and assist the organization with introducing the available resources that will help employees be successful in their new jobs.