LKC Roadmap 2018-2020 Summary

Mission
To contribute to patient centred care we:

- Promote and facilitate access to evidence based practice resources
- Support research, decision making and policy development
- Embed innovative practices and technologies that enable organisational learning and knowledge sharing

Strategic alignment

- CHHHS strategic plan 2018-2022 – Priorities: Patients | People | Aboriginal & Torres Strait communities | Research & Education | Technology | Future Growth & Sustainability
- CHHHS Organisational Sustainability Plan – Safety, Quality, Cost
- CHHHS Clinical Services Plan 2018-2022 – 3 Patient focused services, integrated services, evidence based models of care
- CHHHS Nursing & Midwifery, Medical Services and Allied Health operational plans – Clinical governance, Education, and Research goals
- Queensland Health My health, Queensland’s future: Advancing health 2026 – 2.2 Empowering our workforce | 2.3 Continuous improvement culture and clinical practice | 4.2 Research and new ideas into practice
- National Safety and Quality Health Service Standards (2nd edition) – standards: Clinical governance | Partnering with consumers | Comprehensive care | Communicating for safety
- Guidelines for Australian Health Libraries Australian Library & Information Association

Objectives & new and key actions

Objective 1 Focus on evidence | Connect clients with relevant and reliable information to support evidence based decision making, knowledge creation, and learning

Key and new actions

- Ongoing service provision (loans, document supply, literature searches, reference support, evidence updates
- Regular, evaluated training program
- Support research activities (create research libguide, journal clubs, register of staff publications, critical appraisal tools, contribute to research & ethics governance processes)
- Improve online access to LKC and client self-help options
- Develop facilities to enable collaboration & learning
- Improve content delivery and collection development – in particular: regular, tailored evidence updates for staff; health literacy for staff and patients, consumer health information
- Review & update LKC marketing and communications plan

Objective 2 Provide value | Save money by reducing duplication, maximising the use of assets, and saving clients’ time

Key and new actions

- Develop plan for revenue generation
- Provide access to eBooks
- Implement a digital repository for historical CHHHS images & documents
- Create database of real world research issues (with ICT)
- Procurement advice re online clinical databases and information resources
- Monitor and evaluate cost effectiveness of LKC collection and purchasing
**Objective 3 Collaborate** | Collaborate with clients, partners and stakeholders to achieve our mission

**Key and new actions**
- Develop LKC engagement strategy
- Develop strategic partnerships with Communications team, business case and project management areas, Paediatric ward, etc
- Establish LKC representation in key organisational patient care forums
- Plan and trial an embedded librarian project with Oncology
- Therapy dog trial project
- Review and update JCU Service Agreement for provision of library services

**Objective 4 Continually improve** | Proactively review processes, and comply with legislation and standards

**Key and new actions**
- Review of tasks, and redesign or streamline low value tasks
- Ensure all LKC work instructions and procedures comply with legislation, policy and standards

**Objective 5 Build team capacity** | Value and enable LKC staff to be innovative, skilled and adaptable

**Key and new actions**
- Develop staffing business case to deliver future value added services
- Ensure all LKC staff undertake regular IDPs
- LKC staff presentations to showcase initiatives or publishing papers and resources

### Measures / Key performance indicators

**Satisfaction**
- 90%+ of clients are satisfied or highly satisfied with services
- 60%+ of clients rate the LKC facilities as above average or excellent
- 100% of actionable complaints are resolved successfully

**Relevance**
- 95% of clients rate literature search results as relevant or very relevant
- 90% of clients find training relevant or very relevant
- 90%+ of client requests are satisfied internally vs externally

**Timeliness (response time)**
- 90% of requests are actioned within 1 working day or as negotiated
- 90% of literature search requests are actioned within 2 working days or as negotiated

**Demand**
- 10% annual increase in requests and usage

**Value (Cost effectiveness)**
- Average cost per loan is less than $16.50

**Compliance**
- 100% compliance with legislative, policy and standard requirements
- 100% compliance with CHHHS Individual Development Plans targets
- 100% compliance with CHHHS values
- 100% compliance with delegations and financial procurement directives

**Other**
- Number of research projects with LKC representation or contribution acknowledged increases over time (set benchmark)
- Number of client published articles with acknowledgement of LKC contribution increases over time (set benchmark)
- Number of projects or service initiatives LKC contributes to increases over time

See: [Full Roadmap version](#) | [Poster version](#)