KPIs and Metrics to Support
Advocacy & Service Delivery

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clinical queries
method
ORGANIZATIONAL MISSION

STRATEGIC OBJECTIVES
- Quality of patient care
- Quality of patient safety
- Efficiency of patient care

KEY PERFORMANCE INDICATORS
- Influence on patient care / practice / policy
- Length of hospital stay
- Referral to dept.
- Staff time
- Risk / error reduction

ACTIVITES & OPERATIONS (LOCAL)
1. How did the information provided by the Library help? (Tick all that apply)

- [ ] It influenced my decision on patient care/practice/policy
- [ ] It enabled my patient to leave the hospital sooner
- [ ] It saved me time
- [ ] It prevented referral to another department
- [ ] It reduced errors/risk in my practice
- [ ] No effect/impact
Champion

BLUE SKY THINKING

SCALE

INTEGRITY

I love INTEGRITY

Value-Add

Empowerment

Empowership

KRAKISLACKIFIED (?)

Anxiety

Talk about this gone

I'll ping you later

Marinaxing

Innovation

Sustainability

Crowdsourcing

Optimize

Let's have a BBL on this

Sustainability

Cure once"
How did the information provided by the library help?

- It influenced my decision on patient care/practice/policy: 80% of Respondents (n=28)
- It enabled my patient to leave the hospital sooner: 40% of Respondents (n=28)
- It saved me time: 100% of Respondents (n=28)
- It prevented referral to another department: 20% of Respondents (n=28)
- It reduced errors/risk in my practice: 60% of Respondents (n=28)
- No effect/impact: 0% of Respondents (n=28)

% of Respondents (n=28)
making local evidence global
why publish?
97% of newly qualified librarians indicated that they intended to write for journals, newsletters and peer-review publications (Bradley 2008)

why not?
how & where
selecting a journal
Source: Dalton (2013)
Source: Dalton, M (2013)
visibility + impact
A Library Writer’s Blog (Great for CFPs)
http://librarywriting.blogspot.com

Academic Writing Librarians (Helen Fallon, NUIM)
http://academicwritinglibrarian.blogspot.ie/

Day, A. How to Get Research Published in Journals

Your peers and colleagues

OALIS – www.oalisjournal.com [Watch this space]

Write a guest blog post for libfocus.com :)
thank you