

# A Care Provider Toolkit for Equitable Access

Darlene Lytle, MLIS





# Positionality Statement

## **Social Identity**

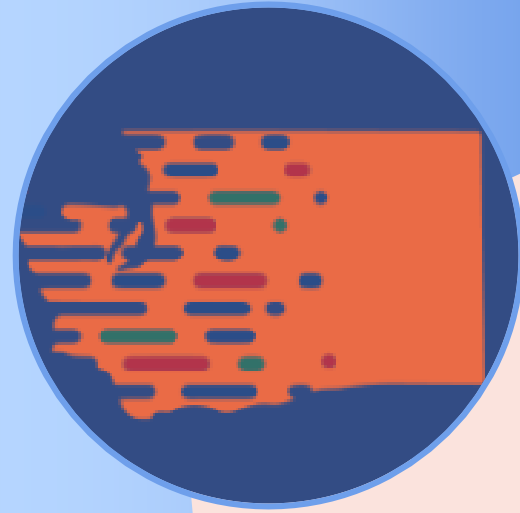
My name is Darlene Lytle, and I was raised by a healthcare worker in a household with chronic, long-term health conditions. This social identity has driven my understanding of healthcare and its importance. Having experienced uncertain access to healthcare as an adult, I understand how a lack of quality care can affect every aspect of a person's life. Even with this experience, as a white cisgendered woman, I have had better access to care than many others. Today, I strongly value universal access to healthcare.

## **Professional Experience**

My undergraduate work in history and culture has trained me to be analytical and reflective in my work. I focused my Masters in Library Science on using analysis and reflection to center user-needs when designing ways to share information. An essential part of this work is identifying barriers to equity within existing systems and finding ways to remove or counter them.

## **Motivation**

I chose to collaborate with HEAL-WA to help them support a diverse care provider workforce across Washington state. Providing evidence-based resources at no extra cost creates options for healthcare workers who may otherwise be limited by the high cost of these databases. Ensuring these resources are provided in an effective user-friendly way that is easy to navigate is part of creating this access. Additionally, the experience with these resources equips me to help future users navigate the health information landscape.



### **What is HEAL-WA?**

“HEALWA assures affordable, anytime, online access to current, authoritative clinical information and educational resources to eligible health care practitioners in Washington State. We do this in partnership with the Washington State Department of Health.” – Mission Statement, About Us, HEAL-WA

For more information visit: <https://heal-wa.org/>

### **Meet Tania**

Tania Bardyn, MLIS, is the Senior Director for HEALWA. Tania was responsible for providing access to the HEALWA resources and team. She answered any questions I had about the databases and the user needs. Tania and the rest of the HEALWA team provided feedback throughout the process of creating the Toolkit to ensure it was successful and met the needs of their users. I am grateful to Tania and the team at HEAL-WA for the opportunity to work on this project.



# Sponsor Introduction

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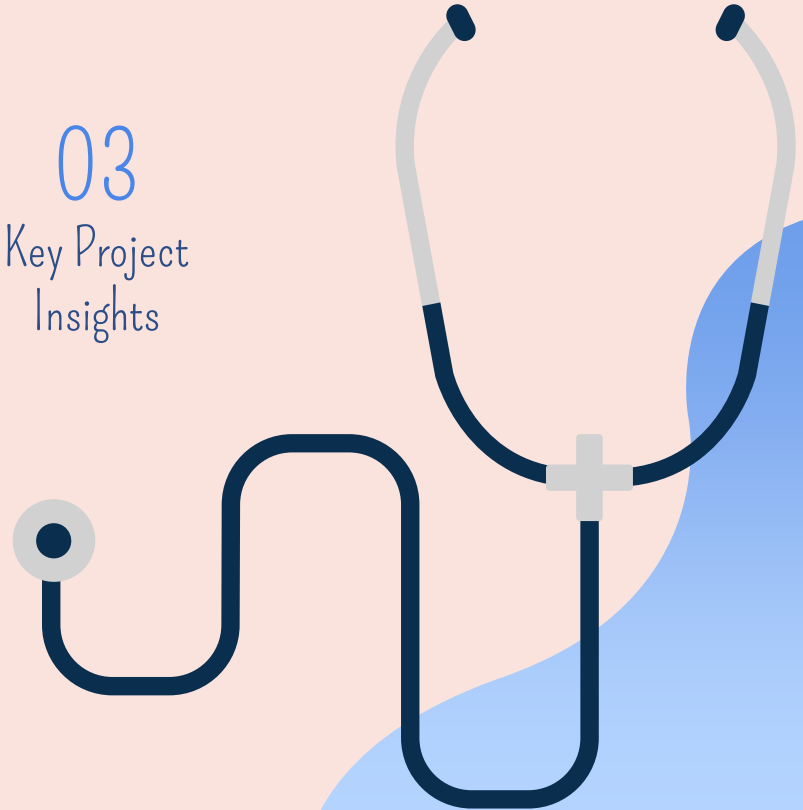
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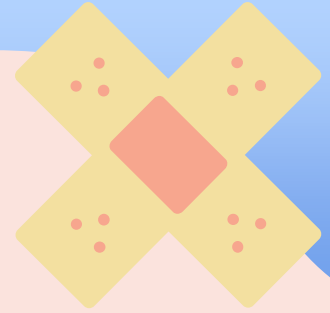
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01

## Information Problem and Result

Improving affordable access points to evidenced-based information for healthcare providers in Washington state.

# Abstract



## Problem

The HEAL-WA team's mission is to increase use of their portal by clinical care providers, meeting their mission to "provide evidenced-based information to support patient care."

## Results

A Care Provider Toolkit designed to increase access to the quality databases and journals funded by HEAL-WA. In conjunction with a site redesign, this toolkit simplifies and streamlines the previous design.

## Impact

The toolkit creates affordable access to evidence-based health information. It will encourage use of these resources in it's clear and easy-to-use design. With reliable access to evidenced-based information clinical care providers can more effectively serve their patients.

# Final Product: The Care Provider Toolkit



CAB Abstracts | Dynamic Health  
ClinicalKey | CINAHL | DynaMedex  
NatMed Pro | PubMed

All Resources | eJournals | eBooks

Keyword Search Discovery Service for Heal-WA

Limit your search

Full Text  Peer Reviewed

HEALWA Eligible Professions | About Us | Contact Us | Help | Login

- Toolkits
- Databases
- eBooks
- eJournals
- Help »
  - Getting Started
  - Where to Look
  - About Evidence-Based Practice
  - Requesting Articles
  - Continuing Education
  - Forgot your Login Name?
- Tutorials
- About Us »
  - Mission and Vision
  - HEALWA Leadership
  - FAQ
  - Annual Reports
  - Eligible Professions
  - Questions or Comments?
- News Archives

## Search HEAL-WA Library

Advanced Search | MeSH

## Multicultural Care

- Nursing Reference Center Plus
- EthnoMed
- American Indian and Alaskan Native Health at Medline
- Health Information in Multiple Languages with NIH

## Diagnosis & Treatment

Leading point-of-care tools for Clinicians.

- DynaMedex
- ClinicalKey
- Dynamic Health
- NatMed Pro

## Care Provider

### Evidence-Based Answers

Find answers for patient care and diagnosis questions in these reliable databases.

- MEDLINE Ultimate with Full Text
- Cochrane Database of Systematic Review
- CINAHL Ultimate
- OVID Emcare
- CAB Abstracts
- SocINDEX
- Rehabilitation & Sports Medicine Source
- Nursing Reference Center Plus
- Rehabilitation Reference Center

### E-Book Collections

- HEAL-WA Collections
- ClinicalKey Collections
- Ovid Collection

### Current Information

Journals featuring clinical care innovations and research

- JAMA
- NEJM
- NEJM AI
- NEJM Catalyst Innovations in Care Delivery
- NEJM Evidence
- NEJM Journal Watch

Browse our Complete Journal Collection

### Resources by County

Journals featuring clinical care innovations and research

Find your county

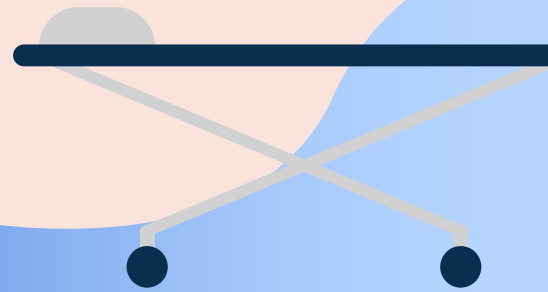
Pictured is the toolkit I created for this project.



# 02

## Project Objectives

Update the HEAL-WA portal to center the needs of care providers.



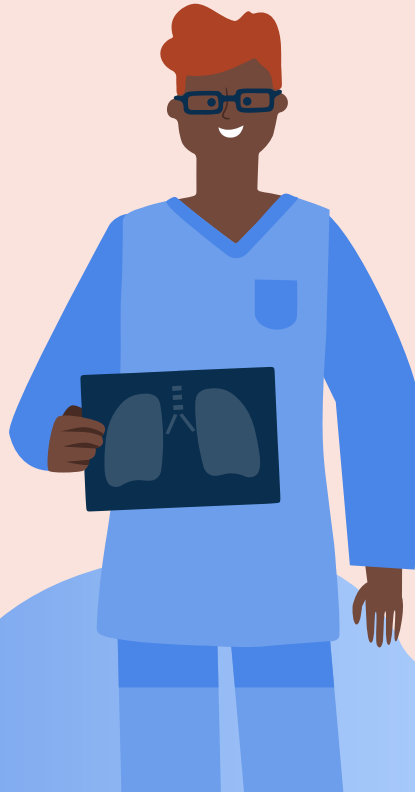


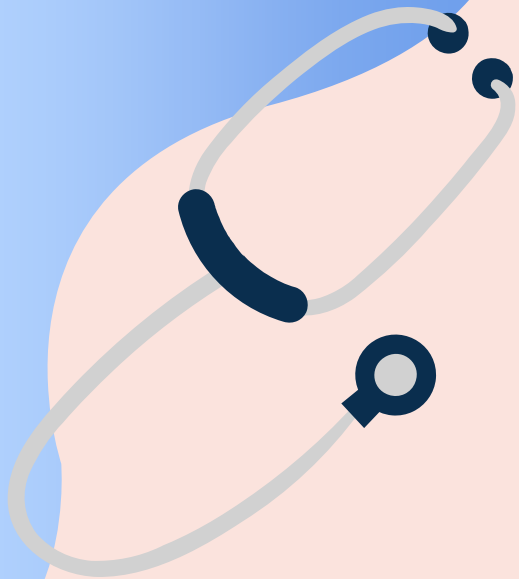
# Objective #1

Evaluate the selected databases, identifying the most needed.

# Objective #2

Create a toolkit that highlights these resources to increase use.

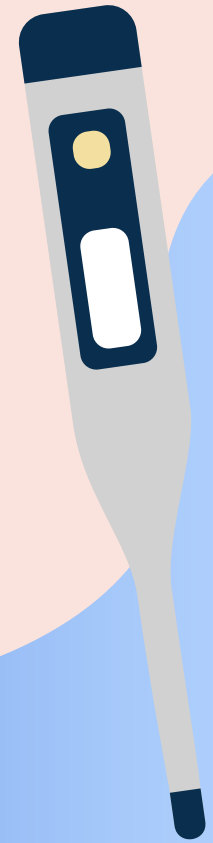




# 03

## Key Findings

What makes a resource most useful to a care provider?



# Care Provider Resources

01

## Equity = Cost

HEAL-WA's value lies in its affordability. Its cost is built into certification fees. The collective fee essentially allows for a discounted access to the databases. As such the most needed and most costly resources should be visible to ensure clinicians are able to get the most out of this service.

02

## Clinicians are not Researchers

Clinicians are not researchers. They need quick, clear, and easy access to information while caring for patients. Therefore, the resources needed in those moments with patients should be quick at hand.

03

## More than just Articles

These resources are practical and include tools such as drug calculators, decision aids, and patient education handouts. Making a clear distinction of which resources go beyond research allows us and the user to understand their value.

04

## Answers are always Changing

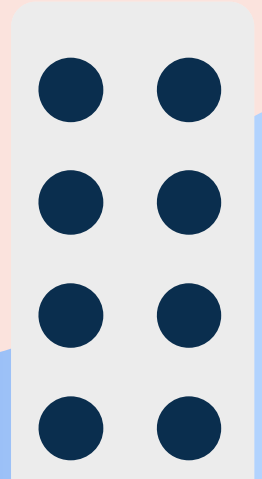
The information landscape in healthcare changes quickly. Providers prioritize continuing education and up to date resources. It is valuable to clinicians to have peer-reviewed, current, verified updates to innovation and research in their field.



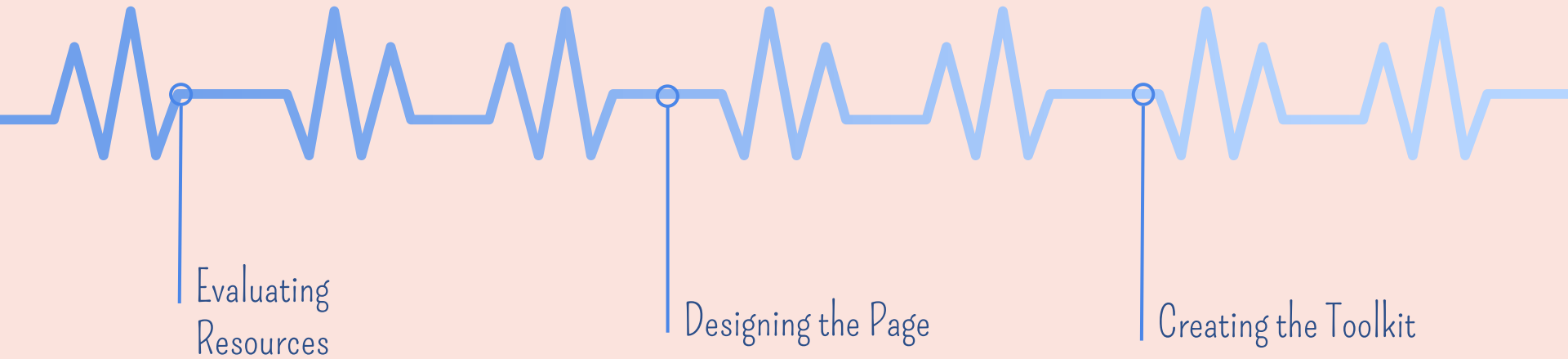
# 04

## Methodology

The following is a summary of how I approached the issue and created a solution.



# Project Timeline

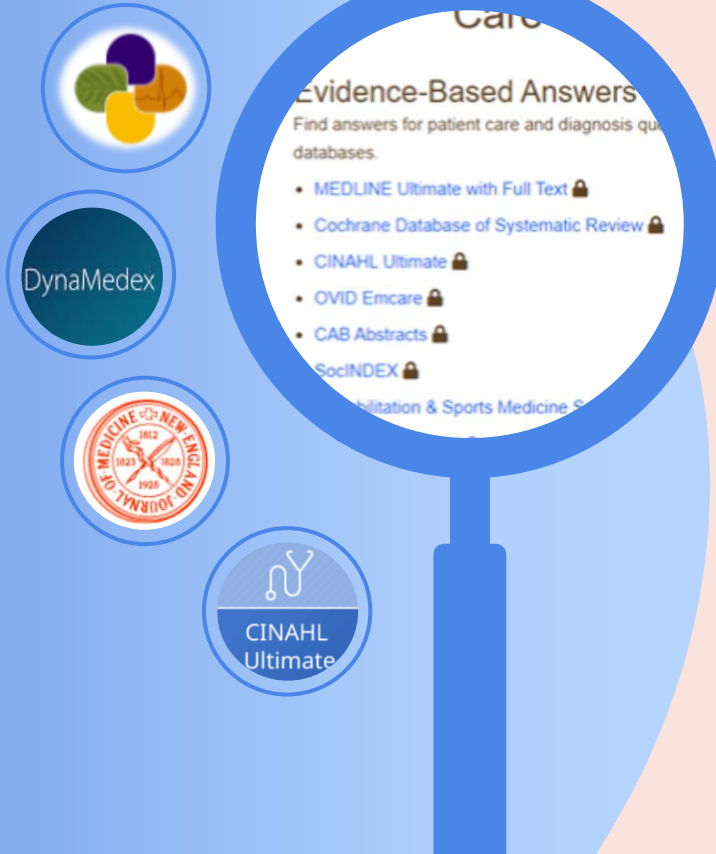




# Evaluating Resources

I manually evaluated the usability of the databases and read vendor documentation to curate data on the available resources. This was put into a database for analysis.

# Key Features of the Analysis



## Contextual Comparison

Comparing the resources to each other allows the team to see what they have and what is missing.

## Accessibility Testing

Testing for accessibility ensures all users can use the resources and sheds light on what improvements are needed.

## Diversity and Inclusion

Resources with multilingual patient education material and cross-cultural care information were noted and featured in a prominent section.



# Designing the Page

Through collaborative analysis with the team, we determined what resources were most valuable to include and how they should be organized.



# Design Process

**HEALWA Clinical Care Featured Resources**

Trending in Clinical Care	Diagnosis & Treatment Tools	Evidence-Based Answers
Up to date publishing on medical innovations and research.	Leading point-of-care tools and information for clinicians, nurses, and clinical medical professionals.	Find information for patient care and diagnosis questions.
JAMA NEJM (New England Journal of Medicine)	DynamicMedica ClinicalKey	MDLINE Ultimate with Full Text Cochrane Database of Systematic Reviews
NEJM AI	VisualDX	CINAHL Ultimate Cumulative Index to Nursing & Allied Health Literature (CINAHL)
NEJM Catalyst: Innovations in Care Delivery	Dynamic Health	JBI (Joanna Briggs Library)
NEJM Evidence	Nursing Reference Center Plus	ovid Embase
NEJM Journal Watch	Rehabilitation Reference Center	CAB Abstracts NatMed Pro SOCINDEX Rehabilitation & Sports Medicine Source
Need More Help? Check out these resources:		Washington Resources for Health Professionals by District
Search Discovery Service for HealWA	HEALWA Ebooks	

Using broad facets, I first created three columns with three subheadings based on patterns I saw in the data.

**HEALWA Clinical Care Featured Resources**

Search the Library	Evidence-Based Answers	Trending in Clinical Care
Search Discovery Service for HealWA	Find answers for patient care and diagnosis questions in these evidence databases.	Journals featuring clinical innovations and research.
HEALWA Collections	MDLINE Ultimate with Full Text Cochrane Database of Systematic Reviews	JAMA NEJM NEJM AI NEJM Catalyst: Innovations in Care Delivery NEJM Evidence NEJM Journal Watch
Diagnosis & Treatment Tools	CINAHL Ultimate Cumulative Index to Nursing & Allied Health Literature (CINAHL) JBI EBP Database Joanna Briggs Library	Resources In Your County
Leading point-of-care tools and information for clinicians, nurses, and clinical medical professionals.	CAB Abstracts Rehabilitation & Sports Medicine Source Nursing Reference Center Plus Rehabilitation Reference Center	Visit your county public health department for local resources and updates.
DynamicMedica ClinicalKey Dynamic Health NatMed Pro	SOCINDEX	Select from list... (This would be a drop down menu with a list of counties that have had responses that I have been putting together for the list and could provide them—the counties can be found here: <a href="#">Ethical Desktops BY COUNTY</a> )

With feedback from the team I adjusted, reordering for usability and resource value. This resulted in more subheadings.

**Care Provider Toolkit**

Search HEAL-WA Library	Evidence-Based Answers	Current Information
Search Discovery Service for HealWA	Find answers for patient care and diagnosis questions in these evidence databases.	Journals featuring clinical care innovations and research.
Multicultural Care	MDLINE Ultimate with Full Text Cochrane Database of Systematic Reviews CINAHL Ultimate ovid Embase CAB Abstracts SOCINDEX Rehabilitation & Sports Medicine Source Nursing Reference Center Plus Rehabilitation Reference Center	JAMA NEJM NEJM AI NEJM Catalyst: Innovations in Care Delivery NEJM Evidence NEJM Journal Watch Browse our Complete Journal Collection
Diagnosis & Treatment		Resources In Your County
Leading point-of-care tools for Clinicians:		Visit your county public health department for local resources and updates. <i>*Visit list on next page.</i>
DynamicMedica ClinicalKey Dynamic Health NatMed Pro	E-Book Collections HEALWA Collections ClinicalKey Collection ovid Collection Collection	Select from list... (This would be a drop down menu with a list of counties that have had responses that I have been putting together for the list and could provide them—the counties can be found here: <a href="#">Ethical Desktops BY COUNTY</a> )

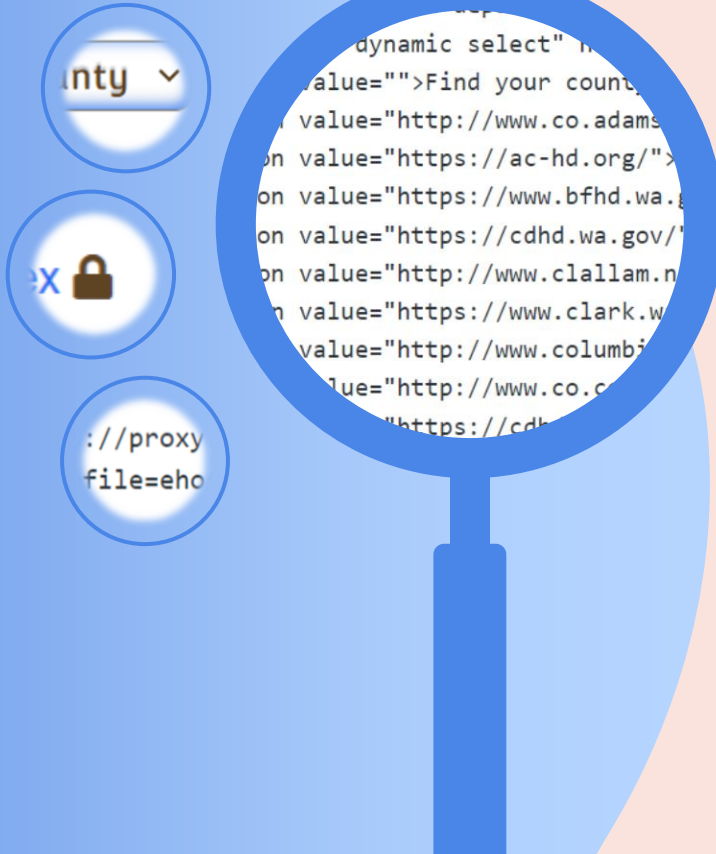
Wording was adjusted to be appropriate for the industry and provide clarity in meaning.



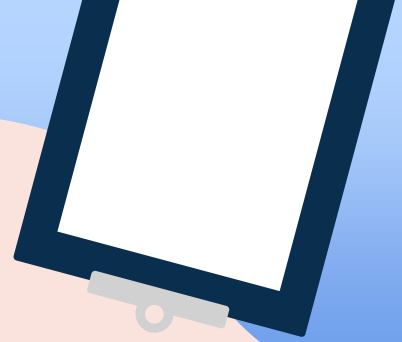
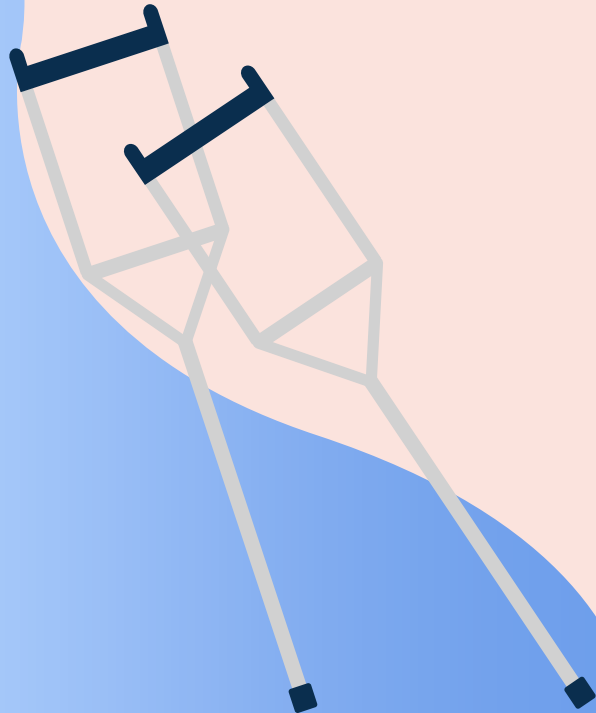
# Creating the Toolkit

The page was developed in WordPress using HTML. The site came with a predetermined design, attention was given to gathering the secure links and ensuring the code matched the rest of the website and that the decided order was adhered to.

# Key Features of the Code



- Drop-down menu  
Providing a dropdown menu for the county resources aimed to keep the design clean while still providing this new resource.
- Cohesive style and iconography  
Identifying the aspects of other toolkits, such as the symbol of a lock for resources that require a login.
- Secure links where needed  
Without the correct link users could get lost and would be unable to login and use the resource.



05

Evaluation and Reflection

# Takeaways



STUDENT

The creation of this toolkit provided me with valuable experience in user-centered design. The database evaluation and collaborative analysis with Tania provided introductory knowledge of healthcare information resources that I can take and use in my future work.

SPONSOR

The evaluation of HEALWA resources gave Tania an opportunity to reassess the collection with fresh eyes, which she said aids her selection process. HEAL-WA received the Care Provider Toolkit as requested. They confirmed it meets their goals of improving access for clinicians.

NEXT STEPS

The team will publish the toolkit with the new site design later this year. I recommend they continue to use the data curation method I provided via a spreadsheet database to iteratively evaluate their collection for adherence to their needs, especially regarding accessibility and inclusion of diverse perspectives in the resources they provide.



# Thank You!

Do you have any questions?

Email: [darlene.lytle@gmail.com](mailto:darlene.lytle@gmail.com)

*Title Image above created by Darlene Lytle with use of HEALWA logo.*

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