

Building an Interprofessional Literature Review Service Using a Service Framework and Design Thinking

The Team

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The authors have no conflicts of interest to report.

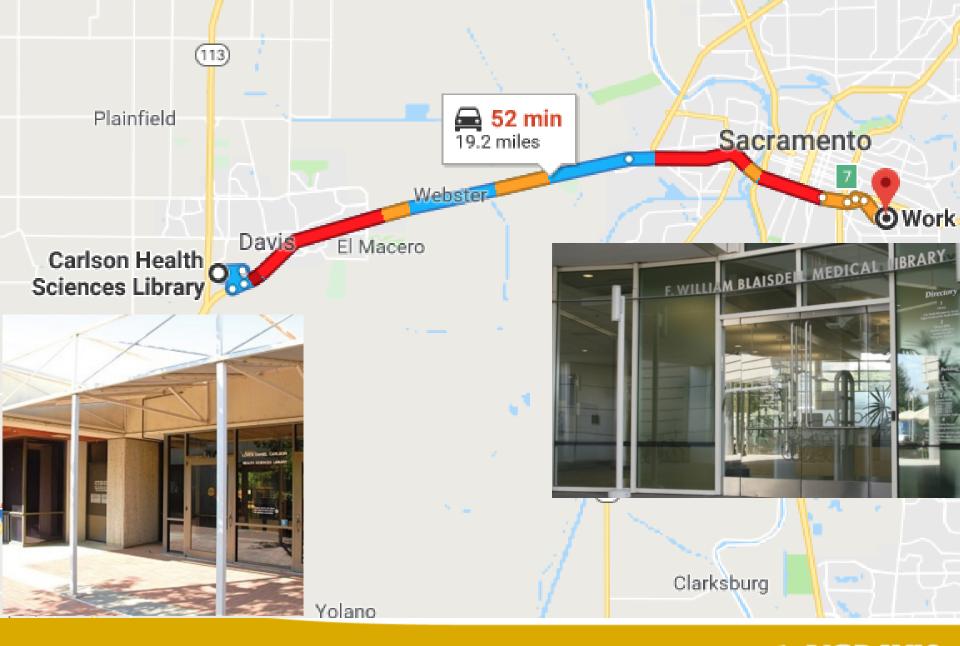


Author Support/Acknowledgements

- Nicole Capdarest-Arest: LAUC-D Research & Professional Activities Grant, University of California Research Grants for Librarians Program
- Erik Fausak Health Sciences Staff Development Fund, LAUC-D Research & Professional Activities Grant, University of California Research Grants for Librarians Program
- Amy Studer LAUC-D Research & Professional Activities Grant, University of California Research Grants for Librarians Program
- Megan Van Noord LAUC-D Research & Professional Activities Grant

Background







Why?

- Formalize a service point around work we're already doing
- Build in a way to assess the work we do on systematic reviews (e.g., time, production of end product, level of collaboration)
- Create a service framework and process to use again in the future (e.g., bibliometrics services, others)

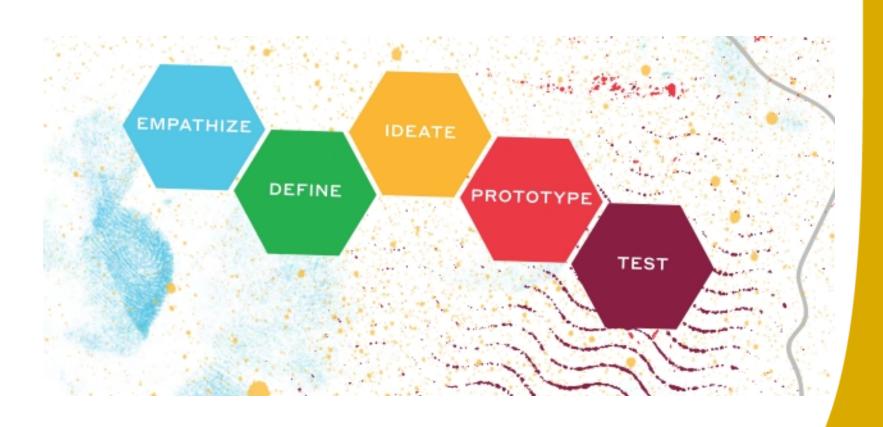




Our Development Process



Overarching Approach: Design Thinking



Step 1 - Brainstorm

Brainstorm: What things should we consider as we design this service (to be collated and incorporated into future phases of project)?

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"should we charge for this service?"	to assess the success/failure/impact of the service?"	*How will EHR data at UC Davis fit into SRs in	the future and how should we train/prepare?"
how do we partner with existing coursework o	n systematic reviews?"	multiple softwares? Select some that we prefer? Bo	e nimble in all?" "How do we market this service?"
"will there be a service agreement for "clients" t	to sign?" "How will users request the service?"	*Shall we build a peer-review component into	o our services?"
will there be a gate keeper for the service? cur	rrently individual librarians are approached and respo	ond." "what do we tell outside requesters	who aren't really affiliated?"
"How do we transition services for the patrons	we have served previously (e.g. level of service, expe	ectations)" agreement about levels of contribu	tion? (e.g., acknowledgement, co-authorship, etc.)"
"how do we address the differences between h	numan and animal?" Anyone prepared to ment	or?* *partner with other faculty to teach other	aspects of systematic reviews (as consultants, etc.)*
synthesis%22%5Bti%5D+OR+%22meta-synthes	ses%22%5Bti%5D+OR+%22Umbrella+Review%22%5E	8ti%5D+OR+%E2%80%9Creview+of+reviews%E2%8	ti%5D+OR+meta-analysis%5Bti%5D+OR+%22meta-analys i0%9D%5Bti%5D)+AND+ 9D%5Bad%5D+OR+%E2%80%9CUC+Davis%E2%80%9D ^c
"Database needs/user group" "What are th	he deliverables to the end user?" *should we bu	uild or link to online instructional objects?"	
"What are the best tools for us? EndNote? Covid	dence? Etc.?"	ing to measure to identify successful strategies and	improve process*
"What guidelines do we want to follow?"	How are we going to gather data for our user needs	assessment : structured and standard methods?"	*Develop an online in-take form, with guidance."
is this for sys revs only and anything that's not	a sys rev gets pulled out of this service?"	at or how do we list services offered and where	"audience???"
"what is our data management plan for systema	atic reviews?" amarketing/advertising strategies	to reach broad health fields/ social media?"	
"How does our level of involvement map to cre	dit ar economic model?"		
"do we require use	ers of the service to de	o some "homework"	un front like watch a

"do we require users of the service to do some "homework" up front, like watch a video or read an article on systematic reviews?"

"developing search strategies specific to health fields, (i.e. vet med systematic review search guidelines)"

*How do we best foster team-work / a spirit of collaboration among librarians in this service.

Step 2 – Information Gathering

- Models of interdisciplinary systematic review services
- Barriers/facilitators what does & doesn't work
- Library needs (e.g., software, people, training, etc.)
- Program/service evaluation
- Service models (e.g., cost/no-cost, searches only, authorship, etc.)
- Marketing and web presence



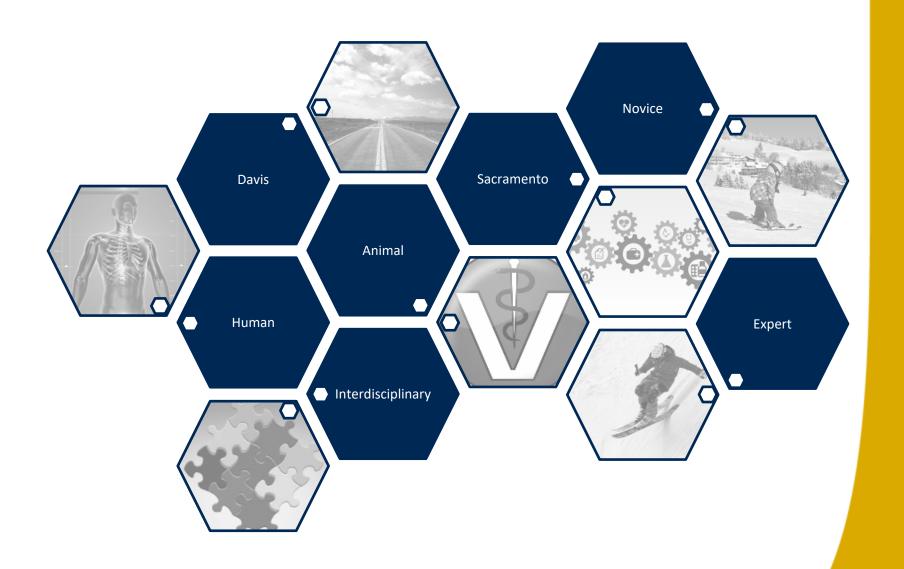
Step 3 – User & Library Needs

Empathize

- Personas
- User stories
- Librarian stories
- Interviews

Goal: understand needs of the people who will use and deliver the service

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User	What they want/scenar io	Potential library challenges	Potential library actions
Faculty member innovine gradie about and experienced with representative sections of the faculty	-help with advanced searches to searches with the waste of the databases - do they search help with methods section/man usoriot?	- filme to execute the searches - how do see figure out who takes the review phow to divide incoming search - Endhote files if campus downt support Endhote? - Grey literature - Intendisciplinary /collaborative csp. we public health	- assign librarian - librarian plan writerality - discuss co-authorship, if applicable - searches seacuted - delineats appead services (just searches and citation warright; etc archey uning breilviots, Condense, Design, St.M. 4889; William we support this now, later?) - tracking the review as we can kneep track of how many, what kind, topics of reviews (how will see do this?)
Modical student told by faculty neember to "go to likeray and have them help you do a systematic review" - no toos - enforcesed question - no idea what a systematic review must need to a systematic review must be a systematic	- to do what tensity member suggested - a tall systematic review - TODAY!	- films - "cought in middle" - deliver disappointing nows	offer "types of reviews" article as discussion point ("Typology of Reviews") - suggest a fiscussion with faculty member - help with faculty member - offer resources on web re. "what is a systematic neview?" site. - teaching opportunity
Resident or fellow with 1-2 yes for a scholarly project. Whether of on a systematic review. Does not have a focused question.	- they have limited time frame - they have project in mind - lack of a team problematic.	explain/document/resource of "what is a system" leg, you can't do one by yourself 5	- have set of resources available - articles/videos/etc - to support their setting up the review and coming back when ready, journal guidelines, PRISMA flow sheet handout for finding full teat, handout for importing to other databases, description of more common other reviews (e.g., scoping, mapping, etc.)
? Non-athliste		- does the PI need to be affiliated with UC Davis? - are these situations where we might	 say no, with a rationale refer them to their own institution's lib serian (if applicable)



Step 4 – Service Framework

Define

Components:

- Service name
- Service description
- Service delivery
- Budget
- Service evaluation
- Sunsetting

Service Framework Brainstorming FINAL

Service Name

· Proposed names for the service:

Systematic Review Service

Service Description

Purpose/overview of service – what is it?

This is a service for literature reviews that follow specific methodology or guidelines that require documentation of reproducible search strategies across multiple databases, yielding comprehensive retrievals to reduce bias and/or using appraisal. For example, systematic reviews with or without meta-analysis for journal publication, policy analysis, comparative effectiveness research, scoping reviews, health organization studies and projects (e.g., WHO, Gates Foundation, CHBRP, clinical pathways, others). Literature reviews of other types are not included in this service and will be handled as usual.

Reference and definition of systematic review:

From Uman, L. S. (2011). Systematic reviews and meta-analyses. Journal of the Canadian Academy of Child and Adolescent Psychiatry, 20(1), 57.

Introst/www.ncbi.nlm.nih.gow/pmc/articles/PMC3024725/). "Systematic reviews differ from traditional narrative reviews in several ways. Narrative reviews tend to be mainly descriptive, do not involve a systematic search of the literature, and thereby often focus on a subset of studies in an area chosen based on availability or author selection. Thus narrative reviews while informative, can often include an element of selection bias. They can also be confusing at times, particularly if similar studies have diverging results and conclusions. Systematic reviews, as the name implies, typically involve a detailed and comprehensive plan and search strategy derived a priori, with the goal of reducing bias by identifying, appraising, and synthesizing all relevant studies on a particular topic."

Also see UCD Libraries web guide on systematic reviews: https://www.library.ucdavis.edu/guide/systematic-reviews/#what-is-a-systematic-review-2

What need does it fM?

This service will normalize and standardize the intake process for reviews of this nature, it will also allow for better tracking of these types of reviews, which are very time and labor intensive for librarians. Lastly, it will allow us to spread the work according to expertise, interest, and available time.

. Who is the audience? Be specific, who is most likely to use this service?

UC Davis affiliates (e.g., current faculty, students, researchers with a documented ucdavis.edu email address) - a UC Davis affiliate must be an active member of the review team and serve as the main point-of-contact on the project (exceptions will be considered on a case-by-case basis).

How will people use the service?

When contacted for a "systematic review" or "literature review"; librarians will ask requestors to fill out an intake form for fill it out on their behalf). That form will help us

Step 5 - Prototype

Ideate

Prototype

- Collaborative brainstorming and discussion on all service aspects
- Software demos (e.g., SUMARI, Covidence, DistillerSR), inviting users to participate
- Web page revisions
- Intake form
- Tracking considerations
- Feedback

SUBJECT GUIDES

Systematic Reviews

by <u>Bruce Abbott</u>, <u>Amy Studer</u>, <u>Nicole A Capdarest-Arest</u>, <u>Megan G. Van Noord</u>, <u>Erik Davis Fausak</u> — March 14, 2019



Courtesy of the National Library of Medicine

This guide provides an overview of the systematic review process, definitions, best practices related to database selection, developing and documenting the search strategy, and managing publication citation data. Resources and strategies for finding existing systematic reviews are also included.

Are you looking to collaborate with a librarian on a systematic review? Complete our intake form to request a consult.

Test

Step 6 - Test



Consultations and collaborations on systematic review projects are provided for current members of the UC Davis community (e.g., current faculty, students, researchers with a verified ucdavis.edu email address). A member of the UC Davis community must be an active member of the review team and serve as the main point-of-contact for the project.

Please complete this form to the best of your ability before scheduling a consultation with a librarian related to a systematic review, as this will help us plan the meeting. By "systematic review," we mean reviews requiring a systematic, reproducible, documented approach to the literature search.

For more information on systematic reviews as you complete this form, please refer to our <u>online guide</u>.

For more information on different types of projects related to literature reviews, please refer to <u>resources about review types</u>. If you wish to consult a librarian for another type of review project or consultation that is *not* a systematic review, please <u>contact your librarian</u> directly.

Your name (last, first	:):		

Feedback

- Excitement for meeting software needs
- Increase in number of requests
- Knowledge of library as a resource for the process
- Peer support within the library

"I'm really happy to see Davis moving forward with a more streamlined system. Very cool!"



Step 7 – Continuous Redesign

- Tracking reviews across 2 campuses
- Software solutions
- Forms and processes that work for us as well as larger <u>L</u>ibrary



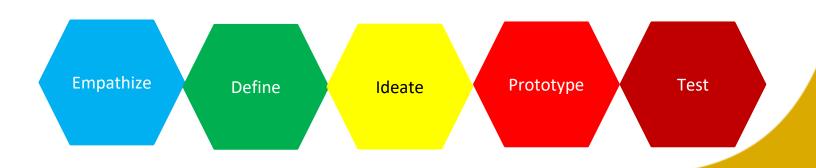
Conclusion





What worked best

- ✓ Design thinking approach can be useful way to build a service
- ✓ Framework to hone in on service definition
- ✓ Human-centered
- ✓ All ideas worth discussing
- ✓ Flexibility and new ideas are key



Tips

- Resource (online): "<u>A Virtual Crash Course in</u> <u>Design Thinking</u>"
- Seriously consider all input (both internal and external)
- Use frameworks to build services

Name	Characteristics	Marketing
Purpose	Resources	Training
Needs	Timing	Tools
Audience	Location	Budget
Usage	Restrictions	Evaluation

Questions?

Contact us:

