Manitoba’s Health Information and Knowledge Network:

MHIKNET

Training and Education Survey Results

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# Table of Contents

Executive Summary ........................................................................................................................................... 4
Background ......................................................................................................................................................... 5
Objectives ............................................................................................................................................................ 5
Methodology ....................................................................................................................................................... 5
Results .................................................................................................................................................................. 5
  Library Card Holders ................................................................................................................................ 6
  Occupation ................................................................................................................................................. 6
  Place of Work ............................................................................................................................................. 6
  Interest in Training .................................................................................................................................... 6
  Preferred Training Method and Location .............................................................................................. 7
Results: Manitoba Health, Seniors, and Active Living (MHSAL) .......................................................... 8
  Library Card Holders ................................................................................................................................ 8
  Occupation ................................................................................................................................................. 8
  Interest in Training .................................................................................................................................... 8
  Preferred Training Method and Location .............................................................................................. 9
Results: Physicians ....................................................................................................................................... 11
  Library Card Holders .............................................................................................................................. 11
  Place of Work ........................................................................................................................................... 11
  Interest in Training .................................................................................................................................. 11
  Preferred Training Method and Location ............................................................................................ 12
Results: Regional Health Authorities (RHA’s) ........................................................................................ 14
  Library Card Holders .............................................................................................................................. 14
  Occupation ................................................................................................................................................. 14
  Interest in Training .................................................................................................................................. 14
  Preferred Training Method and Location ............................................................................................ 15
  Notable Differences between RHA’s ................................................................................................... 16
Discussion ......................................................................................................................................................... 18
MHIKNET Priorities for Training and Education .................................................................................. 19
MHIKNET TRAINING AND EDUCATION SURVEY RESULTS

BACKGROUND

Pronounced "my net", MHIKNET is Manitoba’s Health Information and Knowledge Network, a service provided by the University of Manitoba’s Health Sciences Libraries to staff of Manitoba Health, Seniors & Active Living (MHSAL), staff of participating Regional Health Authorities (RHAs), and fee-for-service physicians in Manitoba. MHIKNET provides quality information for patient care, evidence-based practice, health promotion, program planning and evaluation, continuing education, and staff development.

In early October 2016, MHIKNET launched a voluntary survey to identify the training and education needs of its clients in order to develop programs and sessions that met the needs of MHIKNET’s users.

METHODOLOGY

In the fall of 2016, MHIKNET consulted with key stakeholders from MHSAL and the RHAs to design an online survey using Survey Monkey. The survey opened October 13, 2016, and closed on November 7, 2016. MHIKNET distributed the survey to MHIKNET clients and sent three reminders messages through the MHIKNET email list; a link provided on the MHIKNET website, and the MHSAL internal email list. All responses were collected anonymously through Survey Monkey. After the survey closed, results were analyzed using SurveyMonkey’s built-in analysis tools and Microsoft Excel.
Executive Summary

In October 2016, MHIKNET launched a voluntary survey to identify the training and education needs of MHIKNET clients to inform the content, location, format, and scheduling of sessions offered by MHIKNET in 2017. There was a good response to the survey, with 341 responses, the majority of which were from Manitoba Health, Seniors, and Active Living (MHSAL) (158 or 46%), and the Regional Health Authorities (RHA’s) (128 or 38%).

Interest in Training

Overall, there was an overwhelmingly positive level of interest in participating in MHIKNET training sessions, with the greatest interest being in:

- Searching for high quality, evidence-based information quickly and easily (255 or 75%);
- Time saving techniques to manage references and full-text files (233 or 70%);
- Googling for Good Evidence (184 or 70%);
- Evidence Based Practice (174 or 66%);
- Keeping Current with the Literature (143 or 54%); and,
- Free Health Apps (147 or 56%).

Preferred Training Method and Location

The majority of respondents indicated they would prefer for training to be held a couple of times a year. The preferred training format (e.g. live webinars, in-person, etc.) varied by the respondent’s place of work. Tuesday’s, Wednesday’s, and Thursday’s from 09h00 – 12h00 or 13h00 – 15h00 were the most popular day of the week, and time, to hold the training.

MHIKNET Priorities for Training and Education

Using these results, MHIKNET will be providing training specifically tailored to the interests and needs of the communities surveyed, enabling MHIKNET to maximize client engagement and participation.

The schedule for MHIKNET training and education sessions for the 2017 calendar year includes:

- February: Introduction to MHIKNET / How the Library Can Help You
- March: Googling for Good Evidence
- April: In-person at MHSAL on Keeping Current with the Literature
- September: PubMed Basics
- November: Free Health Apps

Through our partnership with the University of Manitoba’s Bannatyne Campus Continuing Professional Development Program for Primary Care, we will provide additional presentations on UpToDate. We will create resources for these dates that can be presented during the MHIKNET training, as well as handouts that can be accessed from the MHIKNET website.
Background

Pronounced "my net", MHIKNET is Manitoba's Health Information and Knowledge Network, a service provided by the University of Manitoba's Health Sciences Libraries to staff of Manitoba Health, Seniors & Active Living (MHSAL), staff of participating Regional Health Authorities (RHA’s), and fee-for-service physicians in Manitoba. MHIKNET provides quality information for patient care, evidence-based practice, health promotion, program planning and evaluation, continuing education, and staff development.

In early October 2016, MHIKNET launched a voluntary survey to identify the training and education needs of its clients in order to develop programs and sessions that met the needs of MHIKNET’s users. The results of this survey will only be used to implement training and education sessions for MHIKNET clients. Approval through Research Ethics Boards was therefore not required.

Objectives

The objective of this survey was to identify the training and education needs of MHIKNET clients in order to inform the content, location, format, and scheduling of sessions offered by MHIKNET in 2017. The survey did not aim to gain insight into the use of, or familiarity with, MHIKNET services more generally.

Methodology

In the fall of 2016, MHIKNET consulted with key stakeholders from MHSAL and the RHA’s to design an online survey using Survey Monkey. The survey opened October 11, 2016, and closed on November 7, 2016. MHIKNET distributed the survey to MHIKNET clients and sent three reminders messages through the MHIKNET email listserv, a link provided on the MHIKNET website, and the MHSAL internal email list. All responses were collected anonymously through Survey Monkey. After the survey closed, results were analyzed using Survey Monkey’s built-in analysis tools and Microsoft Excel.

Results

The results below provide a general synthesis of the responses from the survey, and are followed by a detailed analysis of the results from MHIKNET’s three client groups; MHSAL, the RHA’s, and fee-for-service physicians. The results are organized according to the key questions put forward in the survey, namely: MHIKNET library card holders, occupation, place of work, training interests, and preferred training method and location.

MHIKNET received 341 responses to the survey. None of the questions in the survey required a response and respondents were free to skip questions, resulting in the number of respondents for each given question not necessarily totaling 341. Percentages below are calculated based on the number of individuals that responded to the specified question.
When consulting the general results below it is important to acknowledge that these results may not accurately reflect the interests of the different communities MHIKNET serves. Detailed analyses for each of MHIKNET’s client groups following the general results indicate that responses varied significantly between these groups.

**Library Card Holders**

Of the respondents, 209 (67%) indicated they had a MHIKNET library card, 83 (27%) indicated they had never heard of MHIKNET, and 23 (7%) indicated they did not need library services.

**Occupation**

In terms of occupation, the largest groups of respondents were nurses and nurse practitioners (64 respondents or 20%), analysts (38 respondents or 12%), physicians (25 respondents or 8%), clerks (e.g. file/records management, data entry) (22 respondents or 7%), and administrators (19 or 6%).

A large number of respondents (107 or 34%) indicated they had an occupation that did not fit into the categories provided. The occupations individuals identified the most in the “other” category included:

- Health inspectors (9 respondents or 3%),
- Mental health workers (10 respondents or 3%),
- Coordinators and educators (12 respondents or 4%),
- Dieticians (6 respondents or 2%),
- Administrative assistants (3 respondents or 1%),
- Social workers (3 respondents or 1%),
- Psychologists (2 respondents or 0.5%), and,
- Pharmacists (2 respondents or 0.5%).

**Place of Work**

Of the 341 respondents:

- 158 (46%) were from MHSAL;
- 128 (38%) were from the RHA’s;
- 8 (2%) were private practice physicians;
- 13 (4%) were from Selkirk Mental Health Centre;
- 12 (4%) indicated they were from other areas; and,
- 22 (6%) individuals did not respond to this question.

**Interest in Training**

Overall, there was a strong level of interest in participating in MHIKNET training sessions. Two survey questions asked about specific types of training sessions. When asked if they would be interested in learning search techniques that would help them find high quality, evidence-based
information quickly and easily, 255 respondents (75%) indicated they would be interested. There was also a strong interest in learning how to manage references, with 233 respondents (70%) indicating they were interested in learning time-saving techniques for managing references and full-text files.

Respondents were also asked to indicate whether they would be interested in a number of additional training topics. Googling for Good Evidence and Evidence-Based Practice were popular with over 65% of respondents. Keeping Current with the Literature and Free Health Apps were also popular, with over 50% of respondents indicating an interest.

**Preferred Training Method and Location**

A majority of respondents indicated they would prefer for training to be held a couple of times a year, with the top methods of training delivery being online pre-recorded, live webinars, and in-person classroom sessions. The most popular locations for training sessions were MHSAL (300 Carlton Street) (41%), Selkirk (24%), and the University of Manitoba’s Neil John Maclean Health Sciences Library (15%). Tuesdays and Thursdays were the most popular days for training sessions, with 09h00 – 12h00, and 13h00 – 15h00, being the most popular times.
Results: Manitoba Health, Seniors, and Active Living (MHSAL)

In total, 158 individuals from MHSAL responded to the survey.

Library Card Holders

Of the MHSAL respondents, 75 respondents (49%) indicated they had a library card, 63 (41%) indicated they had never heard of MHIKNET, and 18 (12%) indicated they had no need for library services.

Occupation

The occupations of respondents from MHSAL were: analyst (32 respondents or 24%); clerk (15 respondents or 10%); nurse (15 respondents or 10%), and other (42 respondents or 27%). Of the “other” category, occupation of respondents included:

- Health inspectors (9 or 6%);
- Technologists (3 or 2%);
- Spiritual health workers (2 or 1%);
- Rehabilitation assistants (2 or 1%);
- Students (2 or 1%);
- Psychologists (2 or 1%); and,
- Computer programmers (2 or 1%).

Many of the frontline care providers who identified MHSAL as their workplace are employed at the Selkirk Mental Health Centre. In future surveys we would break down this workplace category to include MHSAL 300 Carlton, and MHSAL Selkirk Mental Health Centre, as employees at these locations have different education and information needs.

Interest in Training

Learning Search Techniques

When asked if they were interested in learning search techniques that would help them find high quality, evidence-based information quickly and easily, 108 MHSAL respondents (69%) indicated an interest, with 23 (15%) saying they already have enough training opportunities, and 11 (7%) indicating they did not have time to attend training sessions.

Managing References

When asked if they were interested in learning time-saving techniques for managing references and full-text files (e.g. PDFs), 102 MHSAL respondents (65%) indicated their interest, with 39 (25%) indicating they do not spend a lot of time managing files, and 17 (11%) indicating they already know enough about file management.
Additional Training Interests

In terms of preferred training topics, 77 respondents (69%) indicated they would be interested in Googling for Good Evidence. Evidence Based Practice (67 respondents or 57%), Keeping Current with the Literature (62 or 53%), Free Health Apps (58 respondents or 50%), and PubMed (Basics or Advanced) (48 respondents or 41%) were also areas of interest.

For MHSAL staff there appeared to be a fairly strong correlation between occupation and training interests, with nurses and clerks being more interested in the Free Health Apps, analysts being most interested in Googling for Good Evidence, occupational therapists having the greatest interest in PubMed Basics, and physicians having the greatest interest in PubMed Advanced.

Preferred Training Method and Location

When asked to rank their preference for training session method (with 1 being the top preference and 5 being the lowest preference), MHSAL respondents’ highest ranked method of training was in-person classroom, with online pre-recorded, and live webinar also being top choices.
Tuesdays and Wednesdays were the top days for attending sessions with 09h00 – 12h00, and 13h00 – 15h00, being the most popular time-periods.

In terms of location, 300 Carlton was preferred by 93 respondents (80%). The Neil John Maclean Health Sciences Library (14 respondents or 12%), and Selkirk (27 respondents or 23%) were also mentioned by a number of individuals.
Results: Physicians

While nearly 200 physicians hold MHIKNET library cards, only 25 physicians responded to the survey.

Library Card Holders

Of the physician respondents, 22 (92%) indicated they had a MHIKNET library card. One physician indicated they had never heard of MHIKNET, and one indicated they had no need for library services.

Place of Work

Regarding place of work, 7 of the physician respondents (28%) were from private practice, 4 (16%) indicated they worked at MHSAL, and 11 (44%) indicated they worked in one of the rural RHA’s. Two physicians from the Selkirk Mental Health Centre, and one from the Winnipeg RHA, also responded to the survey.

Interest in Training

Learning Search Techniques

The majority of physicians (18 or 72%) indicated they were interested in learning search techniques that would help them to find high quality, evidence-based information quickly and easily. In addition, five physicians (20%) indicated they had enough training for their current needs, and 2 physicians (8%) indicated they did not have time to attend training sessions.

Managing References

In terms of learning timesaving techniques for the management of references and full-text files, 16 physicians (64%) indicated they were interested, 7 (28%) indicated they did not spend a lot of time managing files, and 2 (8%) indicated they already knew enough about file management.

Additional Training Interests

Primary topics of interest for physicians were Evidence-Based Practice (with 80% indicating an interest) and PubMed Basics (with 70% indicating an interest). Other training topics of interest (50% - 65% of physicians) included: Googling for Good Evidence, PubMed Advanced, How the Library Can Help You, Keeping Current with the Literature, and Free Health Apps.
Preferred Training Method and Location

Most physicians (65%) indicated they would attend a training session a couple of times a year, with Tuesday and Friday afternoons (13h00 – 15h00) being the most popular times for training sessions.
Physicians in a private practice preferred the online pre-recorded video or live webinar sessions, whereas physicians at MHSAL preferred the online pre-recorded video method, and those in the RHA’s were most interested in one-on-one in person sessions.
Results: Regional Health Authorities (RHA’s)

Overall, there were 128 respondents from the Regional Health Authorities (RHA’s).

Library Card Holders

Of the 128 respondents, 114 (90%) indicated they had a MHIKNET library card, with 9 (7%) indicating they had never heard of MHIKNET, and 3 (2%) indicating that they did not need library services.

The following identifies the number of respondents who held library cards from each region:

- 100% of respondents (11 total) from Prairie Mountain Health;
- 96% of respondents (43 total) from Southern Health -Santé Sud;
- 85% of respondents (35 total) from Northern Health Region; and,
- 89% of respondents (25 total) from the Interlake-Eastern Regional Health Authority.

Occupation

The top occupations for RHA respondents were: nurses (32 responses or 25%), managers (13 or 10%), and physicians (11 or 9%). Of the 53 RHA respondents (42%) who marked “other”, their occupations included:

- Mental health worker (7 respondents or 6%),
- Dietician (6 respondents or 5%),
- Educator (6 respondents or 5%),
- Coordinator (5 respondents or 4%),
- Nurse practitioner (2 respondents or 2%), and
- Social worker (2 respondents or 2%).

Interest in Training

Learning Search Techniques

RHA respondents demonstrated a strong interest (104 or 81%) in learning search techniques that will help them find high quality, evidence-based information quickly and easily. A small percentage of respondents (13 or 10%) indicated they have enough training for their current needs, 3 (2%) said they do not need to find high quality, evidence-based information, and 8 (6%) indicated they did not have time to attend training sessions.

Managing References

The majority of RHA respondents (95 or 74%) said they were interested in learning timesaving techniques for managing references and full-text files. Only 30 respondents (23%), indicated they do not spend a lot of time managing files, and 3 (2%) said they already knew enough about file management.
Additional Training Interests

RHA respondents were interested in a number of training sessions, with *Evidence-Based Practice* being the most popular. In diminishing order, *Googling for Good Evidence, Keeping Current with the Literature, Free Health Apps, How the Library Can Help You*, and *PubMed Basics*, were also popular, with over 50% of respondents indicating an interest in sessions concerning these topics. *Googling for Good Evidence* was the most popular among managers, and *Evidence-Based Practice* was most popular with nurses. All physicians within the RHA’s (100%) were interested in learning how the library could help them.

![Training Interests - RHA’s](chart)

Preferred Training Method and Location

When asked to rank their preference for training session method (with 1 being the top preference and 5 being the lowest preference), online pre-recorded was the highest ranked, with live webinar being the second highest ranked, and in person classroom the third highest ranked.
The majority of respondents indicated they would attend a training session a couple of times a year. Tuesdays and Thursdays were the most popular days for training sessions with 0900 – 12h00, and 13h00 – 15h00, being the most popular times for the sessions.

**Notable Differences between RHA’s**

It may not be accurate to extrapolate training needs for the RHA’s as a whole, as there were more responses from some RHA’s than others (see the chart below). Results were further analyzed by each RHA. (Churchill Health Centre was excluded from the following analysis as only one response was received from this region).
As demonstrated in the chart below, training interests differed by RHA, with *Evidence-Based Practice* being most popular in the Interlake-Eastern RHA, Northern Health Region, and Southern Health – Sante Sud, whereas *Keeping Current with the Literature* and *Googling for Good Evidence* were the most popular in Prairie Mountain Health.

In terms of in-person training locations: Interlake-Eastern RHA preferred Selkirk and Gimli; Northern Health Region preferred The Pas, Thompson, and Flin Flon; Prairie Mountain Health preferred Brandon; and Southern Health-Santé Sud preferred Steinbach and Morden/Winkler.
Discussion

Overall, the results from this survey provide a useful and sufficient framework for determining the education and training needs of MHIKNET’s diverse clients. Over the next few months these results will be used to drive the provision of training and education programs to MHIKNET clients from various communities.

Despite the success of this survey, there a few areas that could be investigated further or improved for future surveys:

1) Many of the frontline care providers who identified MHSAL as their workplace are employed at the Selkirk Mental Health Centre. In future surveys we would break down this workplace category to include MHSAL 300 Carlton, and MHSAL Selkirk Mental Health Centre, as employees at these locations have different education and information needs.

2) In the survey question that asked for a ranked preference for training session method (e.g. in-person classroom, live webinar, etc.) the original version of the survey did not include the direction of the ranked scale (i.e. whether 1 was top or lowest preference). As soon as this oversight was brought to our attention, the question was amended to indicate that 1 was the top preference and 5 was the lowest preference. There were a number of responses that were submitted before this was articulated, so caution should be used as to the validity of the results of this question.

3) MHIKNET only received one response from Churchill Health Centre, which means the data cannot be reliably used to determine the needs of this community. MHIKNET will need to find a more effective way of assessing the community’s training/education needs.

4) Since January 2016, staff of the RHA’s, MHSAL, and fee-for-service physicians have access to the online resource UpToDate. Since the survey was released, there has been an increase in questions about accessing and using this resource. Though UpToDate was not included as a training topic option in this survey, because of the increased interest and requests, MHIKNET will incorporate UpToDate in its upcoming training and education schedule.

5) The survey identified a substantial number of respondents that had an interest in training sessions / MHIKNET services from respondents who did not have a MHIKNET library card. This is an opportunity to reach these clients. A survey focused on MHIKNET services may provide additional insights into who these groups are. This would assist MHIKNET in designing promotional programs and materials for these potential clients.

6) Some comments suggested respondents did not understand training topics. In the future it may be useful to provide definitions of the topics for those unfamiliar with the terminology.

7) The survey did not explicitly ask respondents whether they were fee-for-service physicians, one of MHIKNET’s core client groups. Although analysis of physician respondents was possible using the survey question concerning occupation, in the future it will be useful to
have this group identify themselves as a separate entity, as it is possible that not all respondents who listed physician as their occupation are fee-for-service.

**MHIKNET Priorities for Training and Education**

Using these results, MHIKNET will be providing training specifically tailored to the interests and needs of the communities surveyed, enabling MHIKNET to maximize client engagement and participation.

The schedule for MHIKNET training and education sessions for the 2017 calendar year includes:

- **February**: Introduction to MHIKNET / How the Library Can Help You
- **March**: Googling for Good Evidence
- **April**: In-person at MHSAL on Keeping Current with the Literature
- **September**: PubMed Basics
- **November**: Free Health Apps

Through our partnership with the [University of Manitoba’s Bannatyne Campus Continuing Professional Development Program for Primary Care](https://www.mb.ca/), we will provide additional presentations on UpToDate. We will create resources for these dates that can be presented during the MHIKNET training, as well as handouts that can be accessed from the [MHIKNET website](https://www.mhiknet.ca).