

HESS - Health Evidence Support Service

Providing Knowledge Support for Frontline Clinical Staff

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Background

A Health Evidence Support Service (HESS) has been available free of charge to all NHS staff in the Bradford Health Community since 2002. The prime purpose of this new service was to ensure that the clinical practice of frontline staff is based on evidence and knowledge of best practice. HESS offers a variety of services which compliment the services already offered by the four NHS Libraries in the district. The Bradford Health Community consists of over 12000 staff from two Acute Trusts, four Primary Care Trusts and a District Care Trust.

Why?

HESS was implemented because the Library services wanted to proactively work with clinical and healthcare teams to make more effective use of the evidence for their specialties. There was a need to go out and encourage people to use evidence-based practice, to ensure evidence gets to frontline staff and to promote and facilitate best practice.

Aims

- To provide evidence based knowledge support for frontline clinical staff by working proactively with clinical and health care teams.
- To promote and facilitate best practice by highlighting relevant guidelines and evidence-based literature.
- To deliver quality-assured health related information to these teams.
- To enhance evidence-based practice and support life-long learning, education and training.

How?

In January 2002 a Health Evidence Support Specialist was recruited. This new post was established as part of the Local Implementation Strategy for Information for Health.

Initially publicity material was produced to promote the HESS at various education events. Adverts were placed in Trust newsletters. In the first year of the service, over 1600 leaflets were distributed.

What?

The following services are provided:

- Weekly new guidance bulletins & topic specific guidance.
- Targeted dissemination of relevant national and local guidelines.
- Investigating the evidence base for research and audit projects.
- Providing evidence-based information for specific clinical questions.
- Summaries of evidence for education events.
- Tool Kits for evidence-based practice.
- Teaching sessions on evidence-based practice.

A lot of time is spent attending meetings and networking with groups involved in research, clinical governance, guideline, care pathway and practice development.

Feedback

The feedback received from staff is very positive. Using the HESS saves them valuable time and alerts staff to useful information they otherwise wouldn't come across. An evaluation of the service is currently taking place.

Future

Uptake of the request service could be improved among some critical teams. Current demand is growing and consequently affording resourcing opportunities within the HESS team.

Achievements

- The HESS has a presence at an average of 25 events a year.
- A new guidance bulletin is distributed via email every week.
- Over 500 Tool Kits for evidence based practice have been produced.
- Over 300 requests for guidance have been received in total.

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<http://nww.bradford.nhs.uk/Bradford+HIS/>

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