

**SCAMeL Speedy Startup 2019  
Clinical Kiosks  
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**Why did you want to do the project?**

The aim of this project was to further aid in democratized health information access, where all JPS team members could easily obtain quality biomedical evidence & health information from their respective clinical locations throughout the health network. The primary issue many hospital and wider health network staff dealt with was lack of fully connection workstations across clinical locations within the hospital. While networked, the information technology department limited the stations ability to go much beyond utilization of the electronic health record. Staff lacking offices or without hospital approved laptops were limited to walk in library computer use.

**What did you do?**

The original plan was to pilot out five information kiosks to allow for walk up information resource access and direct request for assistance on select clinical units. There is every reason to believe this approach can still be achieved, but unforeseen factors came into play ahead of implementation. To be detailed in next sections of report.

**Who was involved?**

With appropriate sign off and approval from the UNTHSC Gibson D. Lewis Health Science Library Director, Dan Burgard, and the JPS Health Network Vice President Academic Affairs, Dr. Tricia Elliot, we would implement the project via Tim Kenny, JPS Clinical Library Manager & Senior Librarian, UNTHSC. Tim was assisted in the project via support from Lorraine Sheldon, Community Engagement Librarian, UNTHSC; Brandy Klug, Digital Services Librarian, UNTHSC; and Kellie Boyd, JPS Clinical Librarian & Librarian, UNTHSC.

**Was the budget accurate?**

The budget was accurate for the project. We were able to obtain the five iPads, tablet stands, locks, software and headphones as detailed in the application without any overrun.

**Was the time sufficient to carry out the plan?**

The time would have been sufficient under typical circumstances. There was slight delay beyond schedule due to additional hurdles with hospital IT security and facilities management, but that wasn't entirely unexpected. As we approached being ready to truly implement the plan (albeit delayed), we were presented with the start of the COVID-19 pandemic. Being a clinical setting, JPS began taking infection control steps in late 2019. This would include not introducing new touch interface surfaces such as our kiosks. Within a month or two, all non-essential personnel were working offsite and the library space was being used for overflow patient care.

**Were expected outcomes met?**

Given the unusual circumstances of a global pandemic the outcomes were not met...as of yet. Current JPS Clinical Library Manager, Brook Amen, has all the technology and plans to implement the effort or something within the same vein as soon as clinical conditions allow for introduction of touch based

## **Speedy Startup Report – 2019 as submitted by Tim Kenny**

kiosks in settings within the JPS network. Should it not become possible to implement the original plan, the UNTHSC & JPS library management will work up alternate approaches to ensure the technology is put into service for broader access to quality and evidence-based health information services.

### **What worked well?**

The planning and budgeting went especially smoothly which is a testament to Lorraine Sheldon and her expertise dealing with similar kiosk roll out projects. Her familiarity and insight was invaluable. Brandy Klug also help have all the backend technology ready for implementation and the JPS on-site support from Kellie Boyd was also a great resource. Despite the pandemic halting the effort, the beauty of the project is that it works well to be picked back up and restarted when the circumstances allow for it. I know it is a goal of the JPS library team to get the stations rolled out and create the resource connection point for the broader JPS community.

### **Would you have done anything differently?**

With what we know now about some of the surprise IT security & networking hurdles as well as the particulars of JPS facility support services, we would have sought more detailed input from both of those departments. While we did consult with them, I think we would have better idea of what questions to ask to ensure a quicker rollout. A rollout that may have allowed for some degree of project implementation ahead of the arrival of the COVID-19 pandemic.