

Manual M-6, DM&S Program Evaluation

(Veterans Administration, Department of Medicine and Surgery Manual)

Part II, Evaluation Criteria

Chapter 18, Library

(Paragraphs 18.01 through 18.11)

This document includes:

Title page and p. ii for M-6, Part II, dated **November 14, 1960**

Rescissions page for M-6, Part II, dated **December 1, 1969**

Contents pages for M-6, Part II, dated **December 1, 1969**

Text for Chapter 18, dated **March 15, 1961** (Change 1)

Transmittal sheets located at the end of the document:

Change 1, dated **March 15, 1961**

Reference slip dated November 11, 1977 regarding all of M-6, Part II

VETERANS ADMINISTRATION
DEPARTMENT OF MEDICINE AND SURGERY MANUAL

PART II
M-6

DM&S PROGRAM EVALUATION



PART TWO
EVALUATION CRITERIA

WASHINGTON 25, D. C.

NOVEMBER 14, 1960

M-6, Part II

Department of Medicine and Surgery
Veterans Administration
Washington 25, D.C.

November 14, 1960

Part II, "Evaluation Criteria," VA Department of Medicine and Surgery Manual M-6, "DM&S Program Evaluation," is published for the compliance of all concerned.



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Distribution:

CO: Same as M-6, Part I.

Field: HP: 5; CNR, CND: 6; AMO: 8 each.

RO w/Outpatient Clinics, VAOC, VAD, SD: 3 each.

RESCISSIONS

The following material is rescinded:

1. COMPLETE RESCISSIONS

a. Manuals

Change 9, dated December 14, 1962, to M-6, part II

*2. Manual Change
12-14-62*

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CHAPTER 18. LIBRARY

18.01 GENERAL

The library program has three areas of responsibility with the ultimate aim of assisting the medical staff in the rehabilitation of the hospitalized veteran. These areas involve service to patients, medical staff and other employees.

The objectives of the library service to patients are threefold:

- a. Therapeutic. To aid recovery through the dissipation of idleness and through assistance in psychological adjustments on the part of the patient.
- b. Educational. To meet individual patients' needs for educational improvement and to stimulate and develop good reading habits.
- c. Social. To help the patient through group participation in resuming normal social relationships.

The second area comprises service to the medical staff provided through the medical library program. The objectives of this service are to provide information for the study of treatment from a diagnostic and therapeutic standpoint, to give bibliographical assistance and to give library support in research and training activities.

It is in the areas of self-development and job improvement that the library gives support to other employees. Collateral reading materials connected with official duties of employees are provided by the patients' library.

18.02 MAJOR ELEMENTS FOR CONSIDERATION

The following major elements have been selected for consideration in evaluating the library program at VA field stations:

- a. Program planning.
- b. Book collections.
- c. Funds (management support).
- d. Service.
- e. Facilities and equipment.
- f. Staffing.
- g. Publicity, intrahospital and public relations.
- h. Procurement and cataloging.

18.03 CRITERIA FOR EVALUATION

The areas of inquiry identified in the following paragraphs are means to objective review of the effectiveness of the library program. The effectiveness of the review and the validity of the findings are largely dependent on the professional judgment of the reviewer. In addition to observation and contact with those directly concerned with the library, inquiry as to program and staff effectiveness should also be made of the Manager, Director of Professional Services, and others whom the library is intended to serve. Influencing factors such as type of hospital, diversity of patient classification, location of library, extent of medical research and training, and related activities must be considered.

18.04 PROGRAM PLANNING

The process of integrating all program elements (service to patients, medical staff and other employees) is essential for effective and economical operation of the library program.

Areas of Inquiry:

- a. The basic aims and objectives of service to the three groups are clearly defined.
- b. The place of the library in overall hospital program is understood and accepted.
- c. There is an awareness on the part of library staff of the station programs in which library support can be utilized.
- d. Effective channels of communication are maintained within the library staff and with other divisions and services throughout the hospital.
- e. There is an awareness of trends in general library practices as evidenced by standard professional methods and procedures.
- f. Methods and techniques are in effect to keep the Director, Professional Services, and management apprized of the accomplishment and projected needs of the library program (statistical analysis, narrative summaries, charts, etc.).
- g. Long-range plans for improvements to meet future plans of the hospital operations and mission are developed.

18.05 BOOK COLLECTION

Up-to-date, useable and active collections are necessary for effective library service to the three groups served in the hospital. The extent of development in various classification or subject areas will vary according to individual station needs and interests, geographical locations, educational backgrounds and types of patients, research and training activities.

Areas of Inquiry:

- a. The books available are up to date and in good state of repair.
- b. Weeding is done on a consistent and planned basis to avoid collections becoming static.
- c. The library staff is familiar with selection aids and utilization is made of available tools such as Virginia Kirkus' Service Book Review Digest, Bookbuyer's Guide, Central Office Review List, and Central Office Acquisitions List.
- d. Authoritative, up-to-date reference sources are available.
- e. Consistent effort is made to insure that station needs and interests are reflected in the book and journal collections.
- f. The appearance of the books on the shelves is such as to be conducive to use--i.e., books clearly marked, not overcrowded on shelves, accessible.
- g. Guides to medical classification system are available in the medical library.

18.06 FUNDS

The expenditures authorized by station management for the purchase of reading materials should be adequate for station needs. Influencing factors in determining adequacy of funds: outstanding requests for books to be ordered, reserve lists, extent of interlibrary loans, donated materials, etc.

Areas of Inquiry:

- a. Presentation of budgetary needs and the breakdown of the expenditure of funds within the three areas of service reflects sound planning and controls.
- b. There are current records for all expenditures.

18.07 SERVICE

Patients, members of the medical staff and other employees in the hospital are potential users of the libraries. The development of programs to fit the needs of these three groups is essential to the fulfillment of the library's objectives. The extent of services from the medical library is influenced by extent of training programs, research activities, medical school affiliations, loan resources, etc.

Areas of Inquiry:

- a. Library resources are made available to nonambulant patients by means of the book cart. Regularly scheduled visits are made a minimum of once per week by a professionally trained librarian.
- b. Scheduled hours of service are maintained in the libraries for service to ambulant patients, medical staff and other employees.
- c. Books and periodicals in the library are accessible to wheelchair patients.
- d. Programs are developed for specialized groups such as neuropsychiatric, geriatric, chronic long-term.
- e. The library participates in planned living programs, industrial therapy and patient-employee programs.
- f. Special equipment is available for handicapped--projected books, reading stands, talking books, bed specs, etc.

18.08 FACILITIES AND EQUIPMENT

The efficient functioning of a library program demands adequate equipment and space. Adjoining general and medical libraries afford more efficient utilization of personnel. Specifics for space and equipment see DM&S Program Guide G-11, M-2, part XIII.

Areas of Inquiry:

- a. Libraries are accessible to both ambulant and wheelchair patients, and employees.
- b. Storage, work and office space are adequate.

18.09 STAFFING

The library staff consists of at least one professional librarian in each hospital. Additional professional librarians may be required by the local situation, i.e., size and type of hospital, intensity of the medical training and research program, and other factors which affect the use of libraries.

Areas of Inquiry:

- a. Clerical assistance is available where needed for such duties as correspondence, receipting and processing.
- b. Volunteers make an important contribution in supplementing the services of the professional library staff. Effective supervision is given them by the library staff.

18.10 PUBLICITY AND INTRAHOSPITAL RELATIONS

The attainment of the objectives of any program can be furthered by a continuous, good public relations program. The aim of the public relations program for the library is to achieve good working relationships with all units served by the library and to acquaint each patient, medical staff member and other employees with the library services available to him.

Areas of Inquiry:

a. Libraries have an atmosphere of cordiality--with every person connected with the program extending prompt and courteous service.

b. Library staff makes certain that all members of hospital staff as well as patients are acquainted with services available.

c. Library staff affiliates with local professional organizations wherever appropriate.

18.11 PROCUREMENT AND CATALOGING

The selection of books and preparation of order slips is the responsibility of the chief librarian. The procurement and cataloging are functions of Supply Service.

Areas of Inquiry:

a. Effective procedures and arrangements with Supply Service are in effect for checking status of unfilled or delinquent orders.

b. Local adaptation of catalog cards is accomplished upon receipt of cards and books and materials made available for circulation promptly.

Veterans Administration
Washington 25, D.C.

10E
M-6, Part II
Change 1

March 15, 1961

Part II, "Evaluation Criteria," VA Department of Medicine and Surgery Manual M-6, "DM&S Program Evaluation," is changed as indicated below:

NOTE: The purpose of this change is to publish chapters 11 through 18, furnishing evaluation criteria for additional DM&S programs.

chg b Page v: Remove this page and substitute pages v through viii attached. (Contents brought up to date.)

Pages 11-1 through 18-4: Insert new pages attached. (Chs. 11 through 18 added.)


WILLIAM S. MIDDLETON, M.D.
Chief Medical Director

Distribution:

Same as DM&S Manual M-6, Part II.

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REMARKS

I am returning the attached material with the request that we inform facilities requesting copies of VA Manual M6, Part 2, that the manual will not be reprinted and that Health Care Review Service is working on the developing of a consolidated policy statement to replace M6, Part 2, and similar requirements relating to review of facility activities.

Also, facilities requesting copies of M6, Part 2, as a response to Internal Audit recommendations, should inform Internal Audit staff of the developmental activity of Health Care Review Service in regard to review policy.

FROM  JOHN MULHEARN, Chief, Quality Assurance Division, Health Care Review Service (174)	DATE 11-7-77 TEL. EXT. 275-0301
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