



Health Care Management Case Study

Supporting the Delivery of Leadership
programmes within the NHS

Lancashire Teaching Hospital NHS Foundation
Trust Library and Information Service



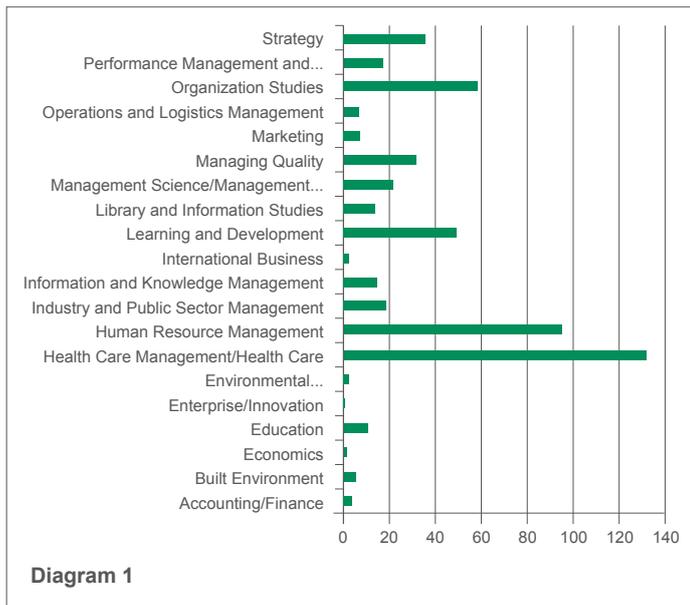
Library and
Knowledge
Service



Supporting the Delivery of Leadership programmes within the NHS

Over the last 12 months the number of article downloads from our Emerald journal portfolio has grown significantly. This has been achieved by the production of electronic based alerts that are compiled to support the leadership programmes that are delivered in-house. The alerts are called “Knowledge@lerts” and they provide links to relevant articles journals from the Emerald collection. One of these alerts is produced for each taught session of the programme and sent to the delegates before each session. Course participants are encouraged to access the Emerald Collection via links in the Knowledge@lerts. This provides up-to-date research and background reading for the programme.

The number of downloads in 2012 was 537 this is an increase of 36% on the previous year. The most popular topic area subject area was the ‘Health Care Management/Health Care’ section which was closely followed by ‘Human Resource Management’, ‘Organisational Studies’ and ‘Learning and Development’, see diagram 1.



The most popular journals in 2012 were ‘Human Resource Management International Digest’ and ‘Leadership in Health Services’ with 61 and 62 article downloads respectively.

A survey was undertaken to gauge how useful the “Knowledge@lert” service had been to the delegates and the following comments were received:

“Facilitated access and awareness of articles and journals I would not normally know about or look for.”

“The Knowledge @lerts were an excellent service.”

“I felt it was really helpful to receive the alerts. I did request several articles that seemed relevant to me, and received them very promptly. Also some of the links were useful, and helped me navigate the high volume of information available. I am pleased to still receive the bulletin, and it encourages me to look further and keep up with new developments.”

“I don’t think the alerts needed to be changed in any way as they were perfect when I needed them for the reports.”

The Head of Organisational Development indicated that:

“The delegates on the leadership development programmes really value being to access the wide range of journals which are available through Emerald. The availability of such resources really help to enhance the learning experience for our delegates, without them they would struggle to complete their assessed work to such a high standard. The library staff help to guide and advise delegates on which journal articles can help support their pieces of work and seek to match current research available in the Emerald collection to the learning aims of each taught session. This level of support has helped the Trust win a national Training Journal award for the ‘best public sector programme’ 2012.”

Mandy Beaumont

Knowledge and Library Services Manager

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