Collecting Qualitative Feedback for an Institutional Repository to help demonstrate value to stakeholders

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Thomas Jefferson University, Philadelphia PA
10.17
Agenda

• Jefferson & Jefferson Digital Commons background
• Workflows
• Feedback received
• Analysis
• Q&A
Learning Objectives

At the conclusion of this presentation attendees will be able to:

• Gather qualitative feedback for an IR
• Demonstrate value to your stakeholders on the power of an IR
• Share feedback to your patrons and build on transparency
Jefferson Health

13 Hospitals

- Abington Hospital
- Abington – Lansdale Hospital
- Aria – Bucks County Hospital
- Aria – Frankford Hospital
- Aria – Torresdale Hospital
- Jefferson Hospital for Neuroscience
  - part of Vickie and Jack Farber Institute for Neuroscience at Jefferson
- Jefferson Cherry Hill Hospital
- Jefferson Stratford Hospital
- Jefferson Washington Township Hospital
- Methodist Hospital
- Physicians Care Surgical Hospital
- Rothman Orthopaedic Specialty Hospital
- Thomas Jefferson University Hospital
  - Sidney Kimmel Cancer Center at Jefferson (NCI-designated)

6,000 physicians/practitioners

7,200 nurses

50+ outpatient and urgent care locations

Over 3.6 million patient interactions annually

Jefferson Health

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE
Thomas Jefferson University

9 Colleges + 4 Schools
- College of Architecture and the Built Environment
- College of Biomedical Sciences
- College of Health Professions
- College of Nursing
  - Aria Health School of Nursing
- College of Pharmacy
- College of Population Health
- College of Sciences, Health and the Liberal Arts
- Kanbar College of Design, Engineering and Commerce
  - School of Business Administration
  - School of Design and Engineering
- School of Continuing and Professional Studies
- Sidney Kimmel Medical College
and also
- Philadelphia University Design Institute
- Philadelphia University Honors Institute

160+ Graduate & Undergraduate programs

63,000 Alumni
7,800 Students (full/part time)

over $110 million in public/private research funding.

5th largest university in Philadelphia

326 combined years of providing professional education

Nationally ranked in architecture, fashion design, primary care, research and strategic leadership
Jefferson Digital Commons

• Open Access IR
• Over 12,000 assets
• Over 3 million downloads
• http://jdc.jefferson.edu
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The power of stories
Workflow

A manual of military surgery, b

A manual of military surgery [full vol

Browse

A manual of military surgery [full volume]

A manual of military surgery - Cover, dedication, pre

A manual of military surgery - Chapter I: Historical of contents

A manual of military surgery - Chapter II: Importance military surgery

A manual of military surgery - Chapter III: Importance surgery

Jefferson Digital Commons Feedback Form

Name (optional):

Email (optional):

Country:

What is your role?

Please copy and paste the link to the resource you are viewing in the JDC and commenting on:

Comments:

I give permission to use my comments in promotional materials for the Jefferson Digital Commons.

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Please enter the text above in order to submit this form:

CAUTION: Please DO NOT submit emergent or urgent health care matters.

Submit Feedback
Name: Dorian J Wilson

Country: US

Role: faculty

Comments: I am giving a lecture that includes a salute to two military surgeons under whom I trained. The information will be quite helpful in setting a background for the talk. Thank you.

Permission: checked

Referring Page: http://jdc.jefferson.edu/milsurgusa/1/
Qualitative Feedback

Name: Kristen Merryman
Country: US
Role: Librarian
Resource URL: https://dc.jefferson.edu/cgi/viewcontent.cgi?article=1001&context=imcmatriuculates
Comments: We have a historian of Durham, NC's history who has been trying to track down the education history of Bartlett Durham, who founded Durham, NC and this helped confirm that he did attend Jefferson but never graduated. So thank you!

Name: Gus Gotvall
Country: US
Role: Great Grandson of WWI medic at Base 38
Resource URL: http://dc.jefferson.edu/american_red_cross_base_hospital/
Comments: I have a copy of that book that the pdf forms are from; and that book is falling apart. I am very grateful for whoever scanned the pages from their book.

Name: Praja Shapkota
Country: US, Syracuse NY
Role: researcher
Resource URL: http://dc.jefferson.edu/mohcapstone_presentation/150/
Comments: Interesting presentation. I am working on a similar project relates to refugee home ownership, community gardening and their well being.

Name: Karyem H. Aliffe, MD
Country: US
Role: Medical Doctor
Resource URL: http://dc.jefferson.edu/cgi/viewcontent.cgi?article=1002&context=jmbcimfo
Comments: Thank you. It is very helpful to have open-access articles; it enables more effective e sharing, especially with motivated patients and fellow practitioners.
Lessons learned from creating the form

- Set Default permission to use comments
- Use captcha to prevent flood of spam
- Use pull-downs to help researchers identify themselves
- Place feedback link on cover pages of all assets in IR and make it large enough to see
- Point feedback on a page that can be shared with administrators and stakeholders
Of course statistics...

From Nov 2015-October 2017
64 comments
16 countries
(https://mapchart.net/world.html)
Demographics

- Researcher (27)
- Non-profit regional
- Student (7)
- Flight Medic
- Film Company
- Physical Therapist (2)
- Faculty (13)
- Nurse (1)
- Physician (6)
- Patient (3)
- Librarian (2)
Nutritional Literacy Scale

Since May 25, 2017

• 71 downloads
• 20 countries
• 15 institutions

• Department of Veterans Affairs (Olathe, CO) most downloads
Healthcare agencies
Researchers
Genealogists
Film makers

On the anatomy of the breast
Plate X: Arteries and veins 1840

Sir Astley Paston Cooper
http://jdc.jefferson.edu/cooper/
Quarterly reports

Since 2013
20 reports

Downloaded in:
• France
• Germany
• China

JDC Quarterly Report October-December 2016

The Jefferson Digital Commons (JDC) had a great 2016. On December 14, 2016 the JDC reached a new milestone by passing the 3 million download mark along with the deposit of more than 12,000 assets to date.

In addition, new Departments joining the JDC include:
- Neurosurgery Grand Rounds
- Jefferson Sleep Center

Here are some statistics from 2016 to share:
- Total assets added in 2016: 1,493
- 18,380 different institutions accessed content in the JDC
  - 45% Education, 39% commercial, 16% Organization, 8% government, 3% other
- 215 countries visited the JDC
- March 2016 generated the most downloads with 43,493
- Total downloads for 2016: 467,382

Top 5 Most Downloaded Assets Deposited in 2016:

1. The relationship between body positioning, muscle activity, and spinal kinematics in cyclists with and without low back pain (PT Capstone poster, 456 downloads, posted March 11, 2016)

2. Biomechanical Factors Associated with Knee Pain in Cyclists: A Systematic Review of the Literature (PT Capstone poster, 403, posted March 14, 2016)

3. The effect of night splints in the treatment of plantar fasciitis: a systematic literature review (PT Capstone poster, 352, posted March 14, 2016)

What people are saying about the JDC

Name: Carla
Country: US
Role: student
Resource URL: [http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1063&context=jmc_catalogs](http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1063&context=jmc_catalogs)
Comments: I'm using this document as a primary source document in an English paper. The topic is "Choose a medical document that is important to today and was important in the past."

Name: Dr P Prabhakar
Country: Ireland
Role: faculty
Resource URL: Common peroneal nerve palsy following total knee arthroplasty: prognostic factors and course of recovery. [http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1067&context=orthofp](http://jdc.jefferson.edu/cgi/viewcontent.cgi?article=1067&context=orthofp)
Comments: The article would be of use in management of post TKR complications
Initiatives on campus

- Continued outreach to community to gather conference posters
- Working with University President on new journal
- Gathering annual reports from all departments on campus
- Working with satellite locations to gather materials
- Scanning more materials from University Archives