WHAT IS THE ROLE OF KNOWLEDGE RESOURCE SERVICE?

Knowledge Resource Service (or KRS) is a unit within the provincial Knowledge Management (KM) department and is comprised of library teams and consultants located throughout the province. To support evidence-informed decision making and quality patient care, KRS connects Alberta Health Services staff and healthcare providers with evidence resources and support in using them effectively (e.g. evidence literacy instruction; consultation).

For more information, visit our website, http://krs.albertahealthservices.ca, or contact us at KRS@albertahealthservices.ca

WHAT KINDS OF SUPPORT DOES KRS PROVIDE?

We support evidence-informed decision making through the management, access and use of evidence.

- Reduce the barriers to information and evidence by increasing AHS-wide access to both resources and staff via a core set of electronic resources available on one website and a team of knowledge experts ready to respond to their information needs
- Literature searches using clinical and research databases, grey literature resources and point-of-care tools
- Interlibrary loans and document delivery services
- Customized training sessions in literature searching, point-of-care tools, effectively using clinical and research databases and evidence literacy, plus our KM colleagues provide further training related to sharing and using knowledge effectively
- Acquiring and managing high-quality evidence resources in various formats, including e-journals and e-books, print journals and multimedia
- Current awareness services, including electronic table of contents and subject alerts
- Summaries of knowledge and evidence in the form of literature reviews, evidence tables and annotated bibliographies
- Consultation regarding research and effective use of information resources
- Support for knowledge synthesis and evidence appraisal
- Advocating and thinking broadly about the knowledge resources and services that a health care organization may need now and in the future including the management of in-house or repositories of information

Evidence is information derived from a range of sources (e.g., experience, evaluation, research, context) that has been subjected to testing and is found to be credible (Higgs & Jones, 2000; Seidel et al, 2009)
LINK TO THE KNOWLEDGE CYCLE

KRS uses the knowledge cycle in the belief that effective health services planning, management, delivery and use, involve iterative processes to:

- Ask questions that clearly articulate issues and opportunities
- Acquire and assess all types of relevant evidence, including research, evaluation, experience and context
- Adapt evidence as needed
- Apply evidence in context
- Evaluate outcomes
- Create opportunities for linkage and exchange throughout the knowledge cycle

KNOWLEDGE MANAGEMENT TOOLS AND SUPPORT

Knowledge Management is proud to support you in evidence literacy and in sharing and applying knowledge for effective decision making, including providing and supporting use of such resources as:

- **Asking Questions – a ‘How To’ Guide** designed to increase your understanding of the importance of posing well-formulated questions, knowledge of leading practices in developing questions and awareness of the knowledge cycle, particularly how asking strong questions supports the acquisition and application of evidence to inform decisions

- **Appraising Evidence – a ‘How To’ Guide** intended to support you in appraising evidence with a constructive eye towards whether it is relevant, applicable, reliable, and of high enough quality to inform practice

- Information on storytelling as a leading knowledge management practice

- Tools for facilitating effective knowledge sharing and knowledge capture and guidance for building and sustaining communities of practice