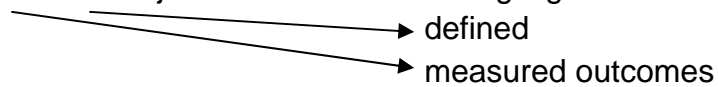


Demonstrating the value of KM – workshop outputs

1. What are our priorities for enabling colleagues to use and apply knowledge?

Do staff understand organisational objectives?

SMART objectives related to strategic goals



Focus on :

- Skills
- Knowledge
- Objectives of organisation

Our priorities:

- Making use of existing studies
- Cost effectiveness
- Added value
- Sharing best practice
-

2. How can we improve performance through building know-how?

- Use a database such as 'sharepoint' to put case studies of good practice on
- Selective dissemination to people who could benefit
- Innovators / users of best practice to share at ward / departmental meeting

SERVICE REDESIGN e.g. MRSA	<ul style="list-style-type: none"> • Benchmark variation - http://www.connectingforhealth.nhs.uk/systemsandservices/us/delivery/comparators • Research evidence • Put in place KPIs to measure • Process • Number crunching • After Action review
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- Ensure staff understand the business and where they fit through clear objectives which are shared
- Provide an environment in which staff can share knowledge based upon focused theme
- KPIs (Key Performance Indicators) meaningful goals → objectives → outcomes
Needs assessment → contracts → programme → priorities

Write up presentations → *develop* organisation template "lessons learned"

3. How can we share and spread good practice and embed lessons learned?

- Showcase the journey of one of the case studies from 'spark to bang'
- Build subject based knowledge assets
- Build Communities of Practice
- Identify and make accessible staff skills/ expertise/ interests
- Develop Shared platforms
- Embed in KSF profiles

CKO Event Workshop 1.12.2009