



Supporting the implementation of good practice: NHS Evidence for Chief Knowledge Officers (CKOs)

1st December 2009

Aims of the day

To provide an update on relevant national initiatives
To facilitate sharing of information on successful local work relating to knowledge management
To stimulate new ideas

And...

to understand how the CKO role is working in practice
to help identify how best the role should relate to NHS Evidence

Knowledge management – many definitions

"The creation and subsequent management of an environment, which encourages knowledge to be **created, shared, learnt, enhanced, organised and utilized** for the benefit of the organisation and its customers."

Abell & Oxbrow, tfpl Ltd, 2001

"The capability of an organization to **create new knowledge, disseminate it throughout the organization and embody it in products, services and systems.**"

Nonaka & Takeuchi, 1995

"Knowledge management is a relatively young corporate discipline and a new approach to the **identification, harnessing and exploitation of collective organisational information, talents, expertise and know-how.**"

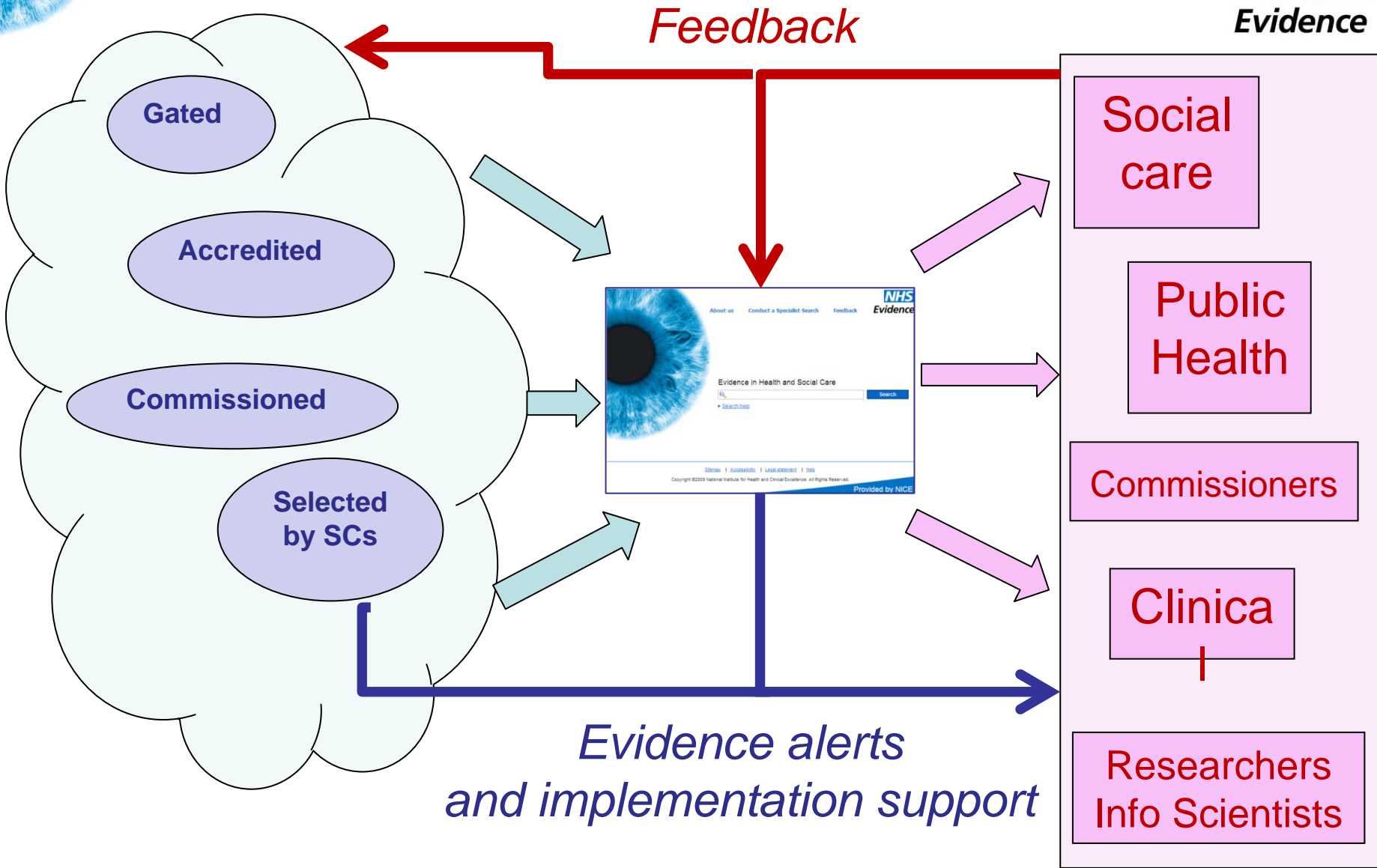
Office of the e-Envoy, 2002

"Knowledge management is the explicit and systematic management of vital knowledge and its associated processes of **creating, gathering, organizing, diffusion, use and exploitation.** It requires turning personal knowledge into corporate knowledge that can be widely shared throughout an organization and appropriately applied."

David J Skyrme, 1997

The NHS CKO role

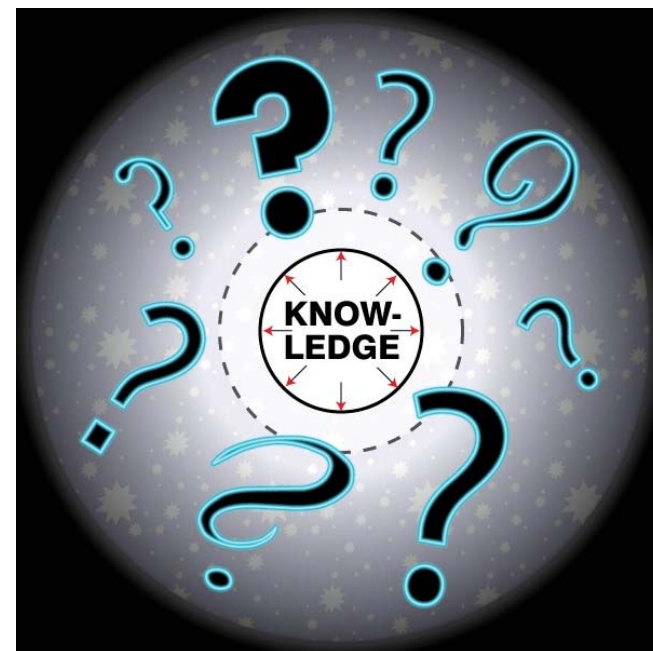
- To ensure relevant knowledge, **evidence, research, information** and data are available to **all staff**.
- To lead **horizon scanning** to ensure the organisation is prepared for future service needs
- To participate in national/regional networks
- To develop specific strategies to protect organisational knowledge
- To work with people responsible for HR, CPD, information, innovation, library and related strategies to develop a knowledge based culture



How should the CKO role...

Relate – or be tailored to:

- The Chief Information Officer role within the IT environment
- Commissioning functions and the management of data/statistics
- The quality agenda and the lead function of medical directors
- Innovation, innovation hubs and SHA innovation leads
- Librarian services
- **NHS Evidence!**



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Today's programme

1. Panel Session facilitated by Chris Collison
2. Sir Muir Gray
3. Highlights since October 2008 – Rachel Cooke and Lynda Cox
4. Speed consulting facilitated by Chris Collison
5. Workshops
6. Next steps
7. Close