



Demonstrating the value of KM in your Trust

Sue Lacey Bryant
Chief Knowledge Officer
NHS Milton Keynes

How?

\$ 64,000 Questions:

How to measure the outcomes of 'knowledge in action? Demonstrate the value of KM to your Trust?

David Gurteen:

“The value of knowledge is contextual! You can have all the knowledge in the world and still do nothing with it”

“Sometimes activity is the only proxy we have but too often we focus on activities at the expense of outcomes”

Two set of stakeholders

- Senior management -
Sell KM initiatives and
assess it on business
outcomes
- Staff –
- Sell and measure
programmes on:
“What's in it for me?”



Measuring outcomes

Examples

- Reduce development time
- Improve quality
[prompt safe effective considerate efficient]
- Reduce spend and waste
- Staff retention; satisfaction
- Patient satisfaction

“Quality comes cheap”

Don Berwick, IHI

Soft measures

- Outcome based measures
- Activity based measures
- Anecdotal stories
 - Success stories focused on outcomes
- Lessons learned – system change
- Surveys provide numbers

Choosing indicators: to be effective ..

- Must be developed, owned and bought into by the people involved otherwise they will be 'gamed'
- Provide feedback to facilitate learning
- Enable personal and organisational learning
- Reality check:

Causal attribution versus contributory factors

“Preparing and supporting
the Trust to rise to the challenge
of impending financial constraints:
the role of the Chief Knowledge
Officer”

Discuss...

Some questions ...

1. Where can knowledge have the most impact?
2. Can we improve business performance by building know-how?
3. How can we share and spread good practice & embed lessons learned?



1. In our cold climate - what are our priorities for enabling colleagues to use and apply knowledge?



Aligning services with priorities

Reduce
geographic health
inequalities

Reduce
mortality from
major killers

Keep
vulnerable
people well

Improve the
local urgent
care system

Maintain
patient safety
and national
standards

- Focus on strategic goals
- Profile and define knowledge needs
- Review: accessibility, resources, tools and techniques
- Review services on offer; coordination
- Streamline reporting

Delivering
capability

Evidence-based disinvestment



Support a systematic approach to challenging variation

Review systems and support for monitoring, analysing, interpreting, enforcing - activity, outcomes and cost

- What is working well?
- What could work better?
- Improve access to data, skills and resources
- Increase use of data, skills and resources



Variation shows NHS community services ripe for efficiencies

13 AUGUST 2009 | BY HELEN CRUMP

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

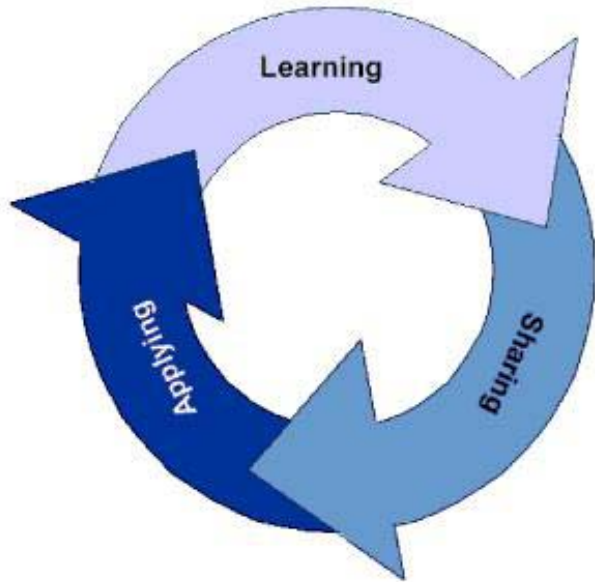


NHS Milton Keynes Commissioning and Contracting Manual

1st Draft Nov 2009



Core skills; accessible resources



1. Quality improvement workshops
2. Effective meetings practice
3. Evidence-based practice skills
4. Tools and techniques



Welcome to Quality:MK

Quality:MK is for anyone and everyone with an interest in improving health, reducing health inequalities, and improving ease of access to high quality services across Milton Keynes.

Focussed on the **How** of service improvement, this dynamic resource offers a practical roadmap to quality improvement that is firmly rooted in the health planning cycle and commissioning plans for Milton Keynes

- ▶ building an invaluable resource for staff, patients, public and providers
- ▶ offering quick access to tools and techniques to support improvement across the whole system
- ▶ mapping essential steps in planning, commissioning, pathway redesign and service improvement
- ▶ shaping a practical roadmap to quality improvement for healthcare in Milton Keynes

[Who is Quality:MK for?](#)

[Quality:MK - three principles](#)

[What is on offer?](#)

[Key contacts](#)

- ▶ [Planning and Commissioning](#)
- ▶ [MK Commissioning Manual](#)
- ▶ [Quality Improvement](#)
- ▶ [Evidence into Practice](#)
- ▶ [Clinical engagement](#)
- ▶ [Patient and Public Engagement](#)
- ▶ [Partnership Working](#)

Latest News



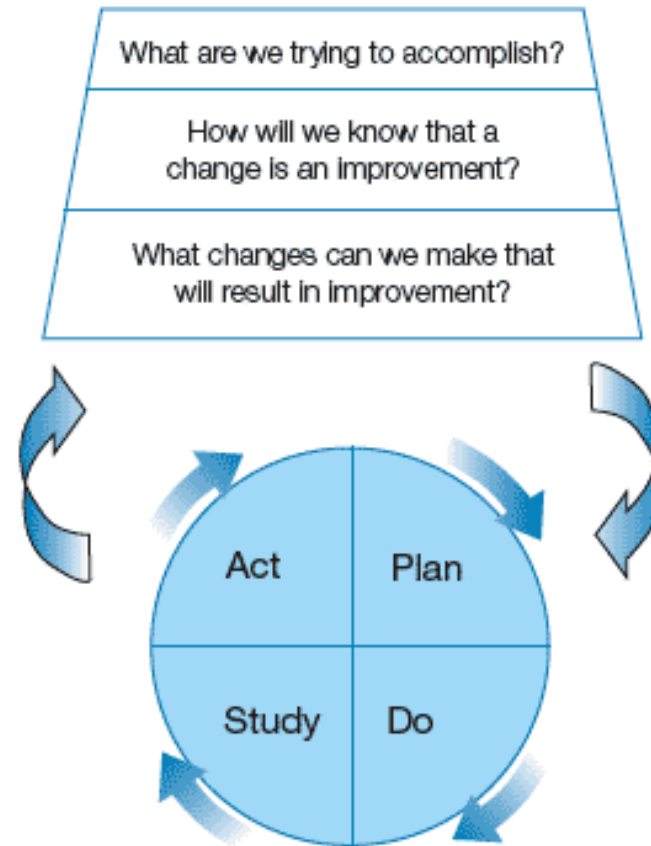
New BMJ Learning module NICE: evidence into practice - how to bring about change
[16/11/2009](#)
[FULL STORY](#)

Quality:MK website to be launched on November 5th
[02/11/2009](#)
[FULL STORY](#)

Shared learning example published on the NICE website
[05/10/2009](#)
[FULL STORY](#)

Measuring and Monitoring Patient experience conference
[05/10/2009](#)
[FULL STORY](#)

NHS Milton Keynes Model for Improvement



4. What does “a fit for purpose knowledge strategy look like”?



New year resolutions:
How will we demonstrate the
value of KM in our Trusts?

