



# **Knowledge for Healthcare Driver Diagrams January 2017 and April 2017 (STG)**

Developing people

for health and

healthcare

www.hee.nhs.uk

# PRIMARY DRIVER

## Mobilising Evidence And Organisational Knowledge

Mobilise evidence and organisational knowledge.

# SECONDARY DRIVERS

Enable healthcare systems and organisations to meet their responsibilities and objectives by Applying and use evidence in decision making, Building know-how and Continuing to learn.

Increase the confidence and capability of librarians and knowledge specialists to assess organisational needs and introduce knowledge management solutions.

Enable healthcare staff to use key tools and techniques to share their knowledge within their organisation.

#### **INTERVENTIONS**

HEE policy to champion the responsibility of NHS bodies to use evidence from research and the positive role of librarian and knowledge specialists.

Joint HEE/ CILIP campaign to highlight the role of librarians and knowledge specialists in delivering evidence.

Senior stakeholders champion the expertise of librarians and knowledge specialists in mobilising evidence to improve quality and productivity.

Introduce a Board self -assessment tool for organisations to identify further ways to mobilse evidence and knowledge.

Devise a programme of learning for knowledge specialists. [With the workforce planning and development group]

Launch, promote, monitor use and further develop the Knowledge Management toolkit for librarians.

Establish a community of practice of healthcare knowledge management specialists.

Promote role redesign to embed knowledge specialists within wider healthcare teams. [With the workforce group].

Commission and promote technology enhanced learning to spread understanding and encourage use of knowledge management approaches.

Launch and promote a core suite of knowledge management tools and resources, partnering with NHS Digital.

January 2017

## PRIMARY DRIVER

# Public and Patient Information

To enable the public, patients and carers to use the right information to improve health and wellbeing, for selfcare and shared decision-making.

# SECONDARY DRIVERS

Increase the confidence and capability of healthcare library and knowledge staff to find, signpost and evaluate health and wellbeing information.

Enable *healthcare staff* to find and signpost trusted health and wellbeing information.

Enable information providers in the public and third sectors to find and signpost trusted health and wellbeing information and share guidance on evaluating information.

Enable healthcare organisations to provide high quality information to patients and carers

#### **INTERVENTIONS**

Formalise working relationships with national partners to increase access to health and wellbeing information, and improve health and digital literacy

Work with Health Education England's programme for Making Every Contact Count.

Promote digital health literacy for our LKS and healthcare workforce including the use of NHS Digital and MECC programme resources

Signpost to appropriate training to engage representatives from every NHS library and knowledge service

Provide materials to foster and develop local networks of health information providers to share guidance, experience and resources

Develop guidance, and resources for those healthcare library and knowledge staff who directly provide health and wellbeing information to the public, patients and carers.

Signpost NHS provider organisations to the relevant information standards and the ways in which librarians and knowledge specialists can contribute

# PRIMARY DRIVERS

## SECONDARY DRIVERS

### **INTERVENTIONS**

Services.

## **Quality and Impact**

Assure the quality of healthcare library and knowledge services.

Review and agree LQAF core criteria and consistent verification process for assessment in 2017

Develop and implement an outcomes evaluation framework for Healthcare Library and Knowledge

Enhance the quality and demonstrate the value of library and knowledge services.

Drive the performance and improvement of healthcare library and knowledge services.

Develop and implement a process for monitoring,

quality strategy framework to assure the quality of

Align the new outcomes evaluation framework to HEE's

Develop and implement a process for monitoring, assessing and benchmarking the outcomes of the evaluation framework.

Ensure Learning and Development Agreements are robust and reflect our strategic principles.

Review required activity statistics for monitoring and benchmarking

Demonstrate the value and impact of healthcare library and knowledge

services.

Identify and promote innovation and best practice in library and knowledge services

Work with partners to progress a research framework for library and knowledge services.

Generate, collect and promote evidence of value and impact.

January 2017

# **PRIMARY**

#### SECONDARY DRIVERS

#### INTERVENTIONS

## **DRIVER**

Work with partners to deliver HEE's digital knowledge and learning service

## **Resource Discovery**

so ensure efficiency and widen access to a consistent body of evidence. Working in collaboration with partners.

Pool funding to procure digital resources England wide and

Staff. the point of need

Procure, manage and widen access to digital resources centrally

Widen the routes of discovery to NHS procured resources.

Ensure that HEE funded library and knowledge services digital resources are attributed

Actively promote open access publishing

Promote a consistent user experience by working with national and arms length bodies and IT services at every level to work towards a robust IT infrastructure and simplified sign on to resources

> Scope and deliver a digital content store for the NHS across England working with the Copyright Licensing Agency, the British Library and other partners

Build the business case to procure and implement a single library management system for NHS managed libraries

January 2017

Investigate the options and costings of a collaborative nationwide document supply and inter-lending service

learners and patients benefit from quick and easy access to relevant evidence and services at

Streamline LKS systems and delivery of library and knowledge services

#### Work strands

SECONDARY **TERTIARY** PRIMARY User needs analysis **DRIVER DRIVERS DRIVERS** Understand current provision, variation, gaps & good practice Understand customer needs Build universal service offer Understand customer Engage with stakeholder Standard SLA for HE needs organisations **Service** LKS to PH teams **Transformation** Equitable access to universal service offer Resources/ services for commissioners Extend reach Develop targeted service offers LKS for NHS England, Proactive. Senates, etc customer Implement collaborative delivery focussed LKS for HEE models services are LKS for Ambulance Services Streamline back office functions provided Release LKS staff time and used Mergers & collaboratives for customer-facing services Develop national products for local CAS collaboration DD streamlining Design common promotional materials Promote awareness HEE LKS back office functions and use Promote digital literacy of Promotional materials healthcare workforce STEP e-learning April 2017 Partner with TEL workstream

# PRIMARY DRIVER

## SECONDARY DRIVERS

#### **INTERVENTIONS**

Workforce
Planning and
Development

Provide effective national and regional leadership

There is effective leadership, planning and development of the LKS workforce

Develop an appropriately skilled, flexible library and knowledge services workforce

Enable robust workforce planning for library and knowledge services Identify/appoint a lead for each Region

Ongoing review of capacity at regional and national levels

Develop governance model

Develop a robust understanding of learning needs and wants, and strategic priorities

Coordinate a national, equitable approach to delivering continuing professional development opportunities

Promote and monitor use of the PKSB for Health and the Talent Management toolkit

Develop and implement a tiered skills programme on delivering knowledge and evidence into practice

Develop and promote resources for role redesign, including role enhancement, for professional and paraprofessional roles

Promote, monitor use and further develop the Learning Zone

Develop a staff survey to monitor engagement with Knowledge for Healthcare

Establish a robust, sustainable approach to workforce profiling

Develop and promote resources to enhance recruitment, and succession planning

Understand and promote opportunities for vocational qualifications and apprenticeships within LKS

January 2017