

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

Developing people

for health and

healthcare

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#HEELKS

PRIMARY DRIVER

SECONDARY DRIVERS

INTERVENTIONS

Mobilising Evidence And Organisational Knowledge

Mobilise evidence and organisational knowledge.

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.

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 mobilise 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.

PRIMARY DRIVER

Public and Patient Information

To enable the public, patients and carers to use the right information to improve health and wellbeing, for self-care 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

Quality and Impact

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

Assure the quality of healthcare library and knowledge services.

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

Demonstrate the value and impact of healthcare library and knowledge services.

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

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

Align the new outcomes evaluation framework to HEE's quality strategy framework to assure the quality of library and knowledge services

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

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.

PRIMARY DRIVER

SECONDARY DRIVERS

INTERVENTIONS

Resource Discovery

Staff, learners and patients benefit from quick and easy access to relevant evidence and services at the point of need

Procure, manage and widen access to digital resources centrally

Streamline LKS systems and delivery of library and knowledge services

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

Pool funding to procure digital resources England wide and so ensure efficiency and widen access to a consistent body of evidence. Working in collaboration with partners.

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

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



