

Knowledge for Healthcare: An Update

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Services
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Knowledge for healthcare



Full framework and a short briefing are available at:

<http://hee.nhs.uk/work-programmes/library-and-knowledge-services/>

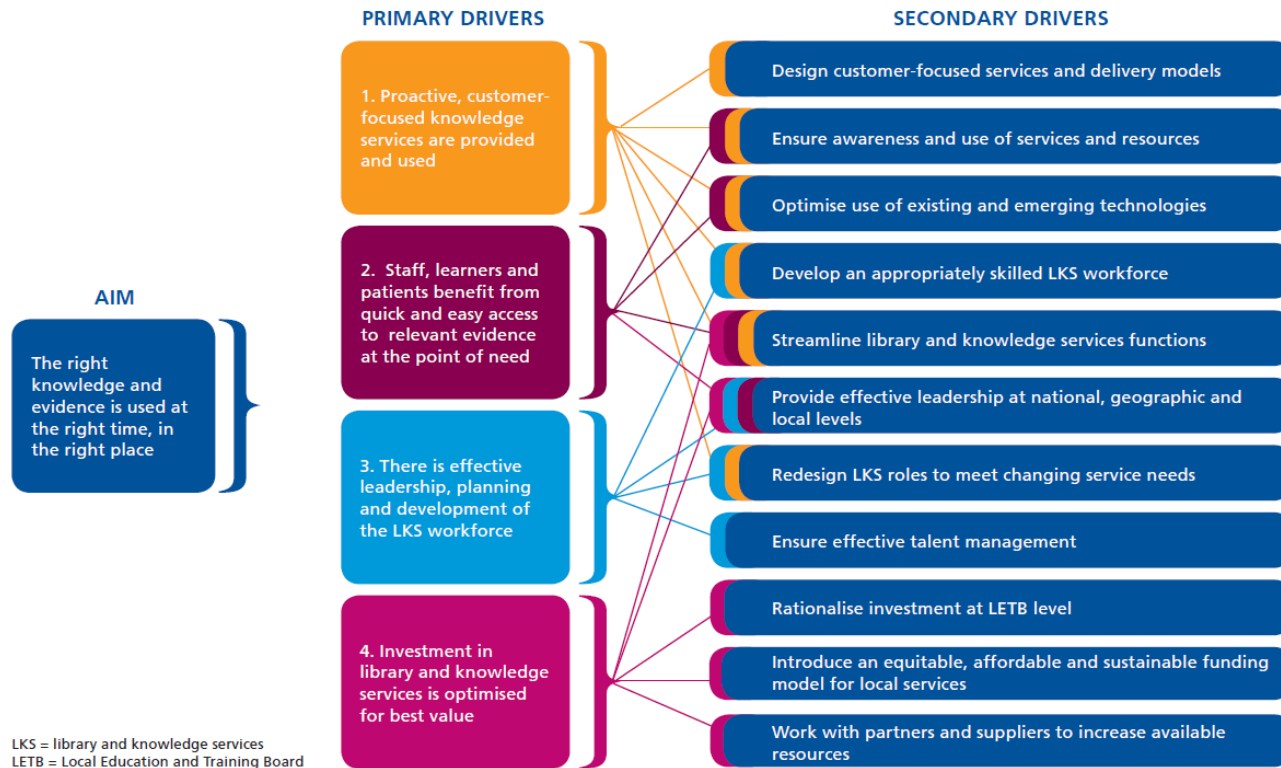
An ambitious vision

Our vision

NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.

There is often a large gap between evidence-based treatment guidelines and current practice (Nolte and McKee, 2008). Therefore, there is much to do to achieve this vision.

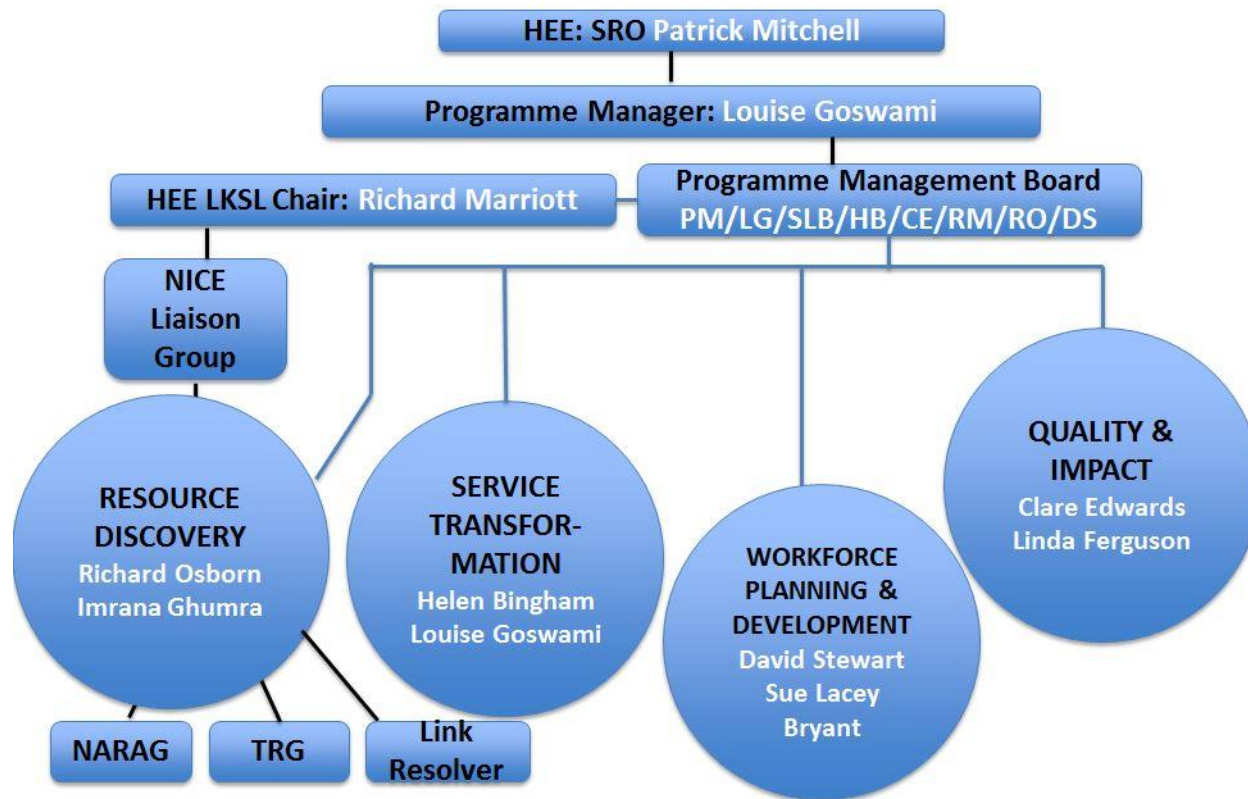
Transforming the service



Partnerships are central to success

- Ensure a consistent, equitable, funded core service offer to learners and staff and offer coordinated information to patients and the public
- A coherent approach to deliver *Knowledge for Healthcare*; optimise investment in products & services
- Committed to:
 - learning from and partnering with others
 - strengthening working relationships across the library community

Governance Structure



Service transformation: Helen Bingham



Resource Discovery: Richard Osborn

Knowledge
Hub

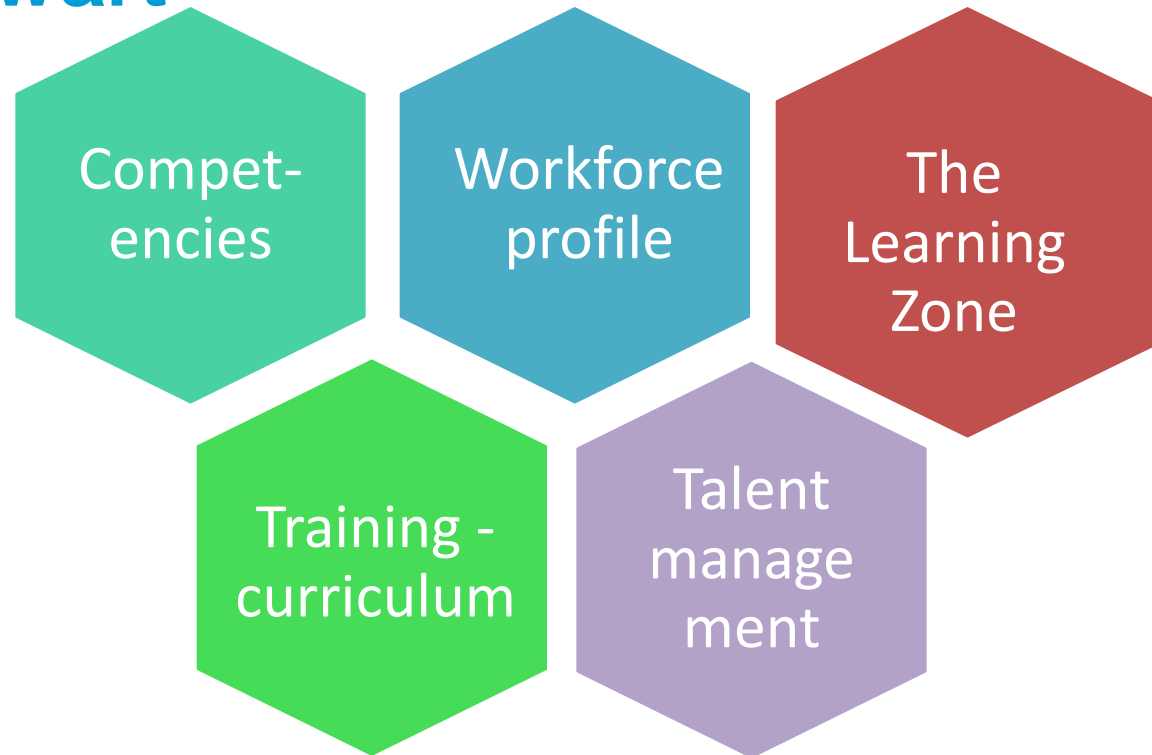
Open
Access

Discovery
service for
the future

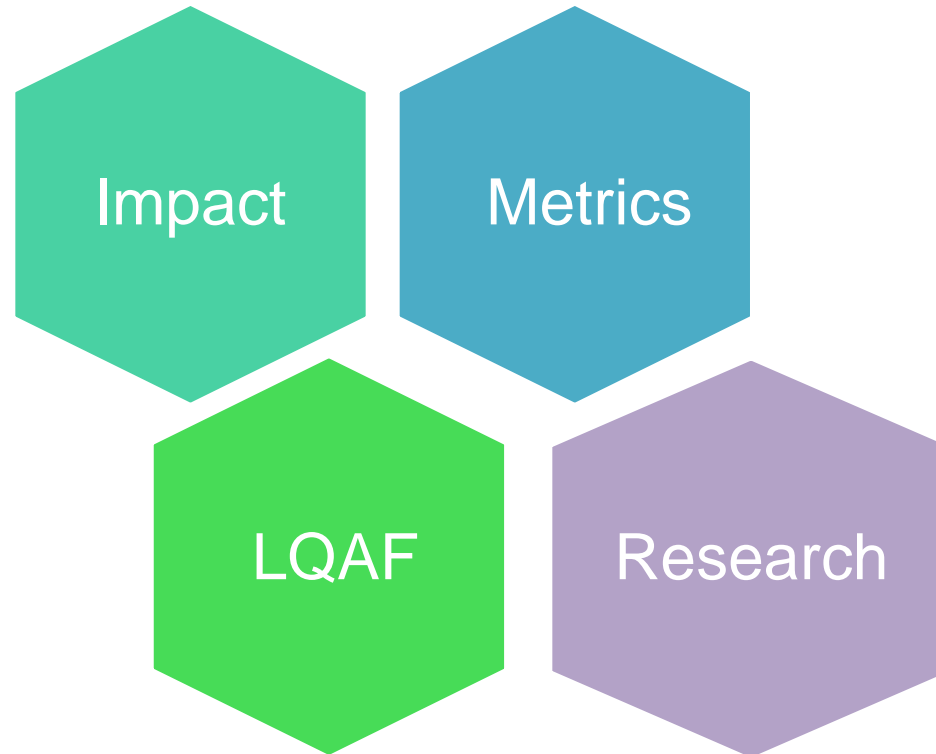
Collaborative
purchasing

Authen-
tication

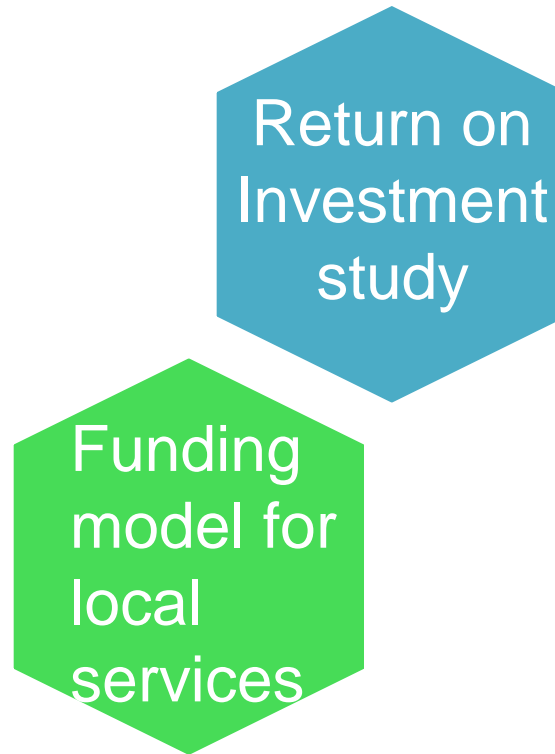
Workforce planning & development: David Stewart



Quality & impact: Clare Edwards



Optimising investment: Louise Goswami



Metrics for success

Quality and Impact

- Increase in use of the refreshed *Impact Toolkit*: used by **95%** of services
- Proportion of library and knowledge services over **90%** compliant with NHS Library Quality Assurance Framework: **98%**

Service Transformation

- Increase in proportion of knowledge services with clinical/outreach librarians: from 58% to **80%**

Resource Discovery

- Increase the proportion of staff in four target groups (medical and dental; nursing and midwifery; allied health; scientific and technical) using NHS-funded knowledge resources and services: by **20%**
- Across the whole NHS workforce, increase the number of staff using NHS-funded knowledge resources and services: by **10%**
- Double the amount of investment in national, collaborative procurement of e-resources
- Increase in production and use of nationally-produced horizon scanning bulletins: **25%** increase in Year 1; **10%** in Years 2 and 3

Workforce Development

- Define and publish core and specialist competencies (then set ambitious targets to increase the proportion of staff with these)

Challenges and Opportunities

- Service redesign – partnering, shared services, mergers
- Streamlining back office - at scale
- Workforce planning and design – skill mix role redesign
- Getting the right leadership in place – talent management, succession planning, strategic thinking
- £££££ Sustainable funding models
- Harnessing technical advances for the 21st Century
- Concerns about lack of awareness and narrow view of the value of LKS
- Unique opportunity to shape strategic direction of travel for LKS at local level
- Partnership working is vital
- With the right people we can effect real change and provide a new and improved way of delivering services

Questions and comments

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