LIHNN HCLU Briefing

9th July 2019

HCLU North: Addresses

Health Education England

3rd Floor

3 Piccadilly Place

Manchester M1 3BN

David Stewart
Health Education England
1st Floor
Regatta Place
Brunswick Business Park
Liverpool L3 4BL

Knowledge for Healthcare
10 Work-streams

- Mobilising evidence and knowledge
- Public and patient information
- Workforce planning and development
- Library service funding
- Quality and impact

10 work-streams

- Resource discovery

- Research

- Employer engagement and advocacy

- Communication and promotion

- Releasing time through streamlining regional (and local) ways of working

Quality Improvement Outcomes Framework

1. All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of *Knowledge for Healthcare.*

2. All NHS decision making is underpinned by high quality evidence and knowledge mobilised by skilled library and knowledge specialists.

3. Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.

4. All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and *Knowledge for Healthcare* priorities.

5. Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice.

6. Library and knowledge specialists demonstrate that their services make a positive impact on healthcare.

Outcome 5: Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice

Quality and Improvement Outcome Levels of Development for NHS Funded Library and Knowledge Services												
Not developed ←——————————————————————————————————————→ **Highly developed**												
Level 0	**Level 01**			**Level 2**			**Level 3**			**Level 4**		
	Low	Medium	High	Low	Medium	High	Low	Medium	High	Low	Medium	High
	Library and knowledge specialists: • keep up to date with good practice and appropriate evidence relevant to their practice. **AND** • discuss good practice, appropriate evidence and share their professional knowledge with their team or work colleagues. **AND** Changes to everyday library and knowledge practice are informed by appropriate evidence and professional knowledge.			Library and knowledge specialists: • implement an ongoing cycle of measuring and evaluating their activities and the services they deliver. **AND** • routinely review good practice, innovation and external research to identify improvements and developments to introduce locally. **AND** • put the outcomes of service evaluations and the results of reviewing the evidence in to practice. **AND** • share descriptive accounts of resolving service issues with the wider library and knowledge community.			Library and knowledge specialists: • deliver an evidence-based library and knowledge service. **AND** • publish case studies or descriptive accounts of changes made in their professional literature. **OR** • reflect on and share the implications for the profession and/ or results of their service evaluations. **OR** • collaborate on library and knowledge research projects. **AND** • use data to analyse the relative costs and benefits of individual library and knowledge services.			Library and knowledge specialists: • are supported by the organisation to lead formal research in to library and knowledge practices. **AND** • contribute the outcomes of their formal research to the library and knowledge evidence base (e.g. peer-reviewed journals).		

Outcome 5: Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice

Scope	Key Questions to ask	Why is this outcome important?
This outcome shows how library and knowledge specialists implement evidence based practice in the planning, design and delivery of the activities, products and facilities ("the library and knowledge service") they provide. Improvement to existing services and the development of new services may involve: • adopting or adapting innovation/good practice • reviewing effectiveness of services • showing optimised investment • testing for cost-effectiveness.	• How do library and knowledge staff keep up-to-date on the latest developments in the profession to help identify and evaluate ideas for service improvement? • Is this an ad-hoc, opportunistic process or embedded within the culture of the service? • Where opportunities for library and knowledge improvement/development/ innovation are identified how are these progressed, monitored, and evaluated? • How are service improvements and developments shared with the wider library and knowledge profession? • How cost-effective are the services provided?	Library and knowledge specialists support evidence-based practice across healthcare organisations. It is therefore something which they should practice ensuring the continuing improvement of the services they provide. Expansion of the service into new areas can only be achieved through efficiencies by rationalising investment, reducing duplication, streamlining back-office functions and exploring partnership opportunities. Library and knowledge services need to evolve in a planned and structured way based on the best available evidence and professional knowledge. Changes should be evaluated and shared with others to prevent the duplication of errors and ensure the spread of good practice.

Outcome-based Evidence Examples for Outcome 5

• How innovation/ good practice/ new technologies have been adapted or adopted within the library and knowledge service. • Analysis and reflection on what local statistics show. • Impact outcomes/stories of service improvement and development. • Masters/PhD dissertations on library and knowledge issues/ topics submitted by members of the library and knowledge services team. • Testing and review of services and other deliverables. • Work flow analysis including analysing process costs (time spent, staff and resource costs) for providing individual services. • Value for money/return on investment/ benefits realisation/cost benefit studies.	• Appropriate research published in library and knowledge peer reviewed and non-peer reviewed journals. • Library and knowledge service evaluations. • Shared learning reports with reflection on the implications for the library and knowledge service. • Reflective pieces on identified good practice, innovation and research. • Good practice or innovation submissions to the national database. • Quality improvement methods being used to underpin this outcome. • Examples of the application of LEAN thinking • Streamlining back-office functions • Cost-benefit and return-on-investment analyses.

In other news...

- New health module in the MMU masters programme – starting September 2019

- Exploring the idea of an e-learning course in KM

- A new "concordat" to share purchasing of e-resources: HEE and NICE signed up...

Even More.....

Knowledge for healthcare:
a development framework

for NHS library and knowledge services in England

~~2015--2020~~

2021-2025

Library and
Knowledge Services

NHS
Health Education England

Topol Review

The current workforce delivering care will need to know for whom, where, when and how digital technologies are able to improve the care pathway and health outcomes.

They will also need to be fully cognisant of information and clinical governance issues, and be aware of any ethical implications.

The strategy should include prioritising time and space to learn, and appropriate forms of CPD, using a combination of face-to-face training, e-learning and virtual/augmented reality.

Topol Review

Health System

- assign board-level responsibility for the safe and effective adoption of digital healthcare technologies at scale (OD4)

- NHS boards should take responsibility for knowledge management to enable staff to learn from experience: both successes and failures (OD5)

- strengthen systems to disseminate lessons from early adoption and share examples (OD6)

"An open and inclusive innovation culture, prioritising people, an agile workforce, leadership, governance and

Thank you

Any questions?