

Quality and Improvement Outcomes Framework for Library and Knowledge Services - Outcome 2



Developing people
for health and
healthcare

www.hee.nhs.uk

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What does Outcome 2 webinar focus on?



Outcome 2



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

How will it help with decision-making for the organisation?

- Does the workforce use the right knowledge and evidence to support decision making?
 - Management
 - Clinical
 - Patient
- Is effective knowledge management enabling staff to learn from experience to accelerate the adoption of innovation?



How will it help with decision-making for the LKS?

- Is the organisation making best use of LKS expertise to mobilise knowledge and evidence?

Level 0

Level 1



- The service provides evidence search services to support both clinical and management decision-making
- You're planning to work with one or more team to deliver a tailored service to meet their needs
- You've identified a method of capturing and sharing knowledge that can be implemented in your organisation

Level 2

- You're actively involved in delivering knowledge and evidence directly to one or more clinical teams, work groups and committees in your organisation
- You're using tools and techniques to capture and share organisational knowledge



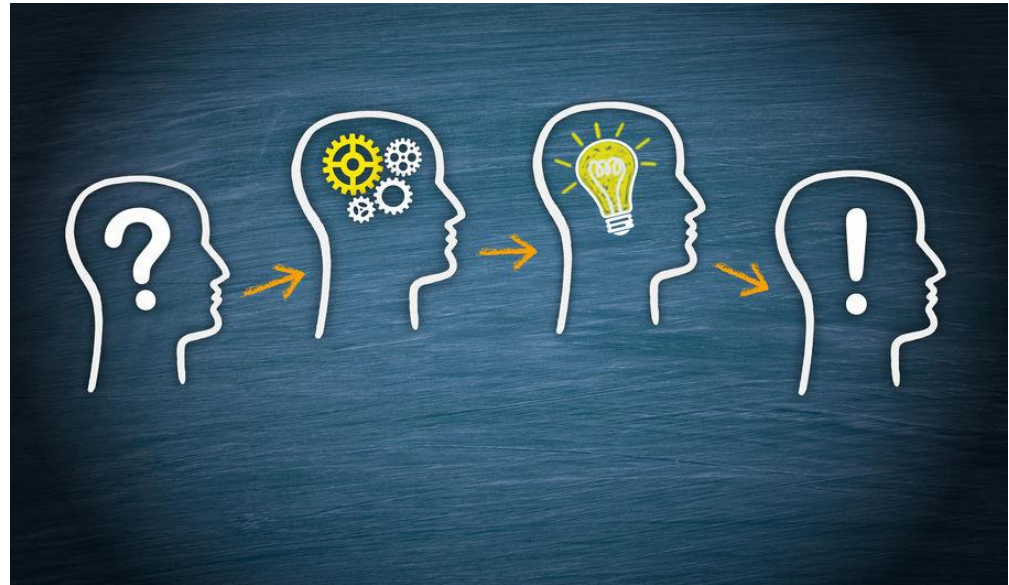
Level 3



- MEK is becoming “business as usual” across your organisation
- Board and senior stakeholders work with you to embed MEK in service delivery and planning
- You’re adopting innovative ways of mobilising internal knowledge

Level 4

- MEK is seen as “business critical” for your organisation
- Organisational decision-making is routinely underpinned by knowledge and evidence
- You are developing innovative ways of capturing and sharing organisational knowledge



Things to think about for service improvement



- What gaps can you identify?
- How embedded are specialists?
- Are services business-critical?
- How do you engage with stakeholders to deliver innovation?
- Are you making best use of internally generated knowledge?

Good practice identified from the pilot



Feedback to the pilot sites



What's a highly developed MEK service?

Library and Knowledge Services

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Home About KfH Current Awareness

Quality and Impact Resource Discovery

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Home About KfH Current Awareness For employers Knowledge Management Patient and Public Information

Quality and Impact Resource Discovery Service Development Staff Development

Current Awareness

Welcome to the Current Awareness/Alerting Bulletin

This has been developed to encourage a knowledge services staff who are busy c services and products for their users. W sections so you can see how the directo

We would like to encourage you to:

Find a CAS/Alerting Bulletin

Check out what current awarenees or al on <http://kfh.libraryservices.nhs.uk/cun>

Find a CAS/Alerting Scheme

High Profile Libraries

An advocacy tool knowledge sei

Introduction - [Making the case worked elsewhere](#) - [Reference](#)

Introduction

The advocacy toolkit for NHS Li reference tool for use by all LKS services for the NHS. There are a I KKS staff working within the wid

Patient and Public Information

Guidance for providin Public Information

PPI Introduction [Making the case](#) [Types of Links](#) [References](#) [Events](#) [Health Informati](#)

These pages are intended for library and inform access to health information for patients and th looking for help or information about a health c health information service with a wide range of

Knowledge Management

Our focus is on mobilising evidence and organisational knowledge to underpin productivity, quality, safety and efficiency gains across the NHS.

The role of library and knowledge specialists is to help healthcare organisations:

- Apply and use evidence in decision making
- Build know-how
- Continue to learn

The Knowledge for Healthcare framework shows us some of the key activities to achieve those goals:

Goal	Key activities
Connecting people to people	Helping colleagues share ideas, question and learn; supporting networks and communities of practice
Connecting people to the evidence base	Providing access to knowledge derived from research; literature searching and synthesis; providing tailored information products; signposting to services and knowledge

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Health Education England