

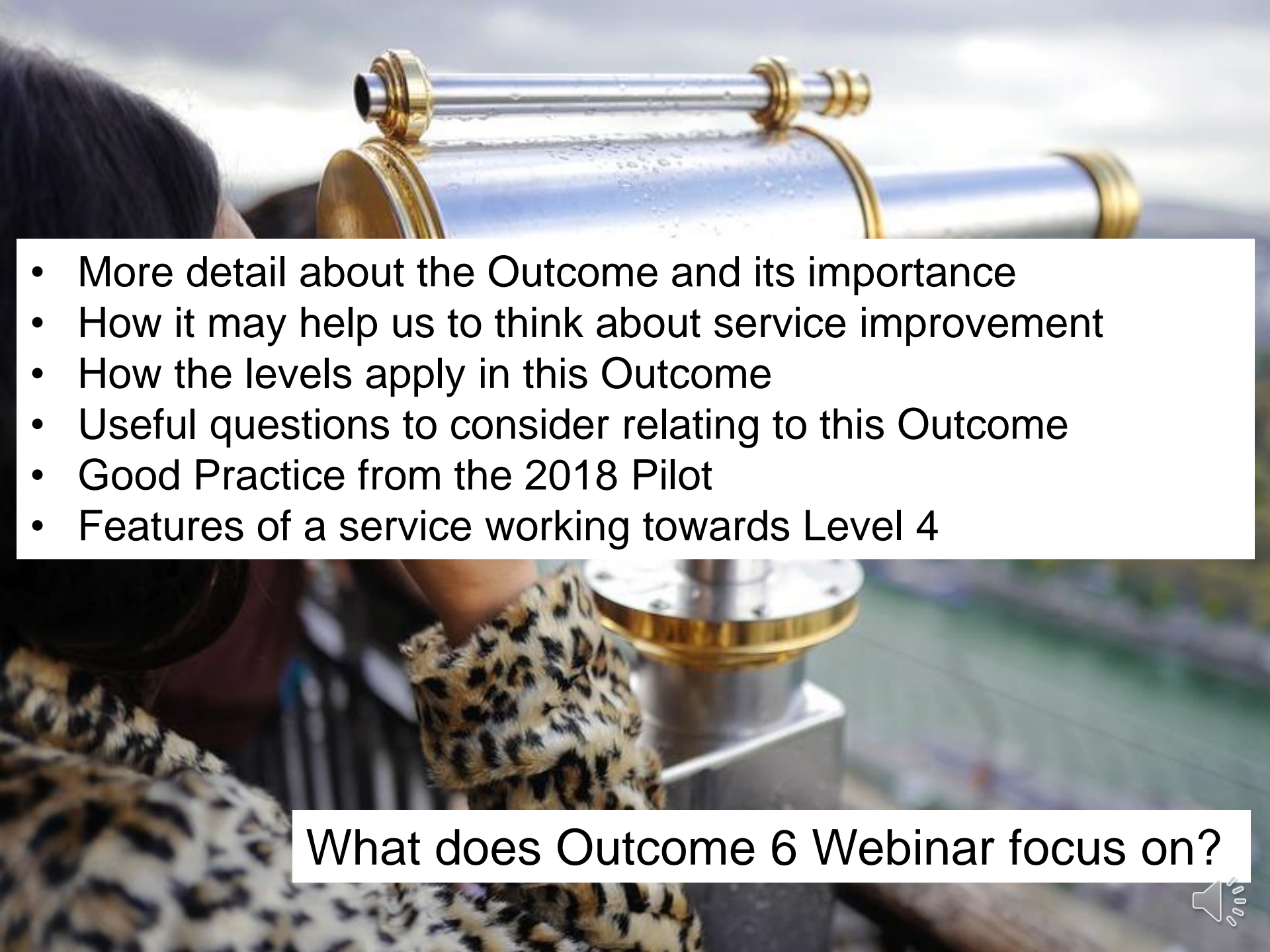
Quality and Improvement Outcomes Framework for Library and Knowledge Services - Outcome 6



Developing people
for health and
healthcare

www.hee.nhs.uk

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- A close-up photograph of a person's eye looking through the eyepiece of a large, silver, polished telescope. The telescope has brass-colored mounting rings. The person's arm, wearing a leopard-print sleeve, is visible in the foreground, holding the telescope. The background is a blurred view of a city or landscape from a high vantage point.
- More detail about the Outcome and its importance
 - How it may help us to think about service improvement
 - How the levels apply in this Outcome
 - Useful questions to consider relating to this Outcome
 - Good Practice from the 2018 Pilot
 - Features of a service working towards Level 4

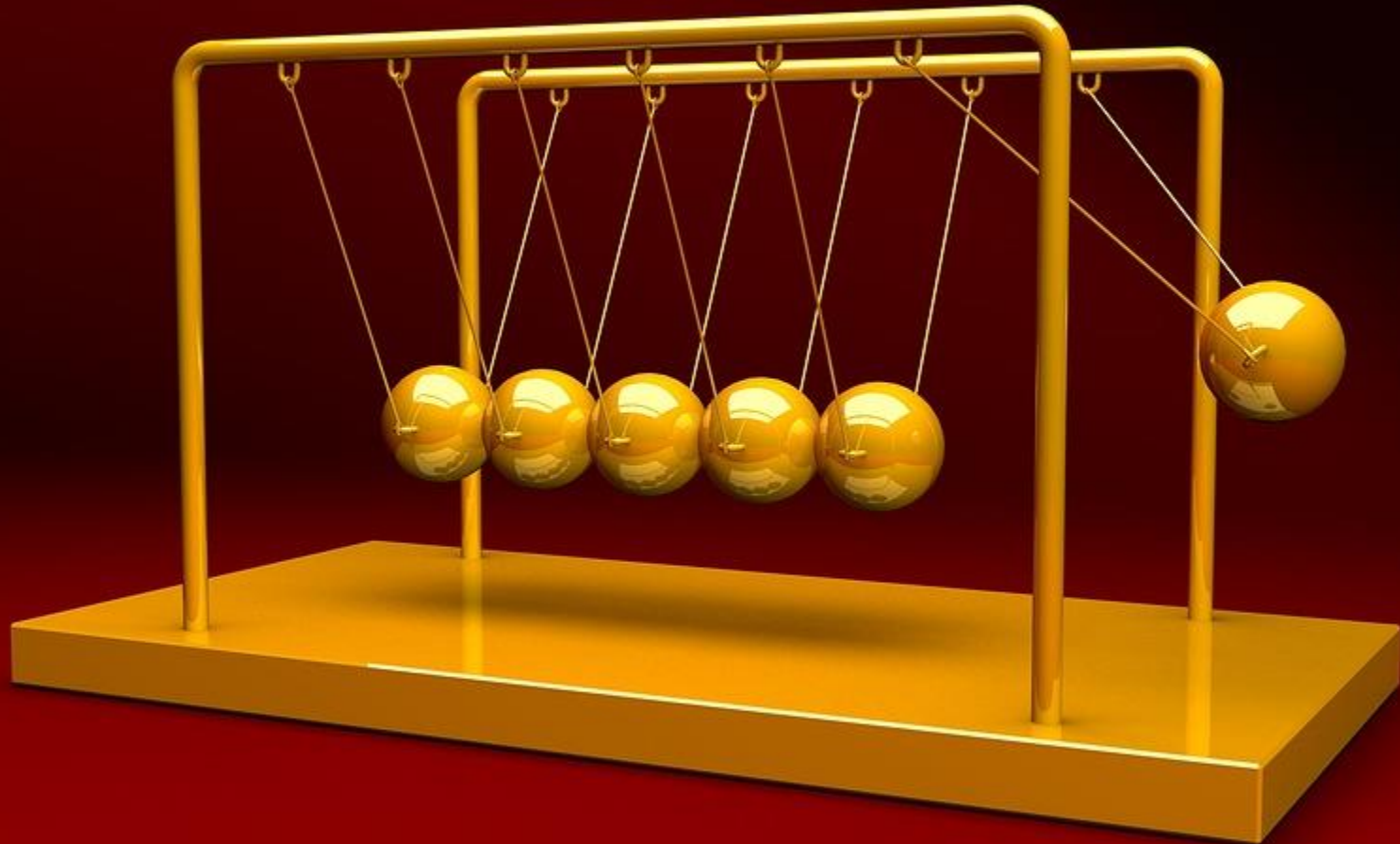
What does Outcome 6 Webinar focus on?



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



What do we mean by Impact?



“The difference or change in an individual or group resulting from the contact with library services (3.25)”.

British Standards Institute/International Standards Organisation 16439: 2014



How will it help in decision making and service improvement?



Helps demonstrate the value and difference that library and knowledge specialists make to the organisation



How will it help in decision making and service improvement?



How will it help in decision making and service improvement?



Promotional opportunities & business cases



How will it help in decision making and service improvement?

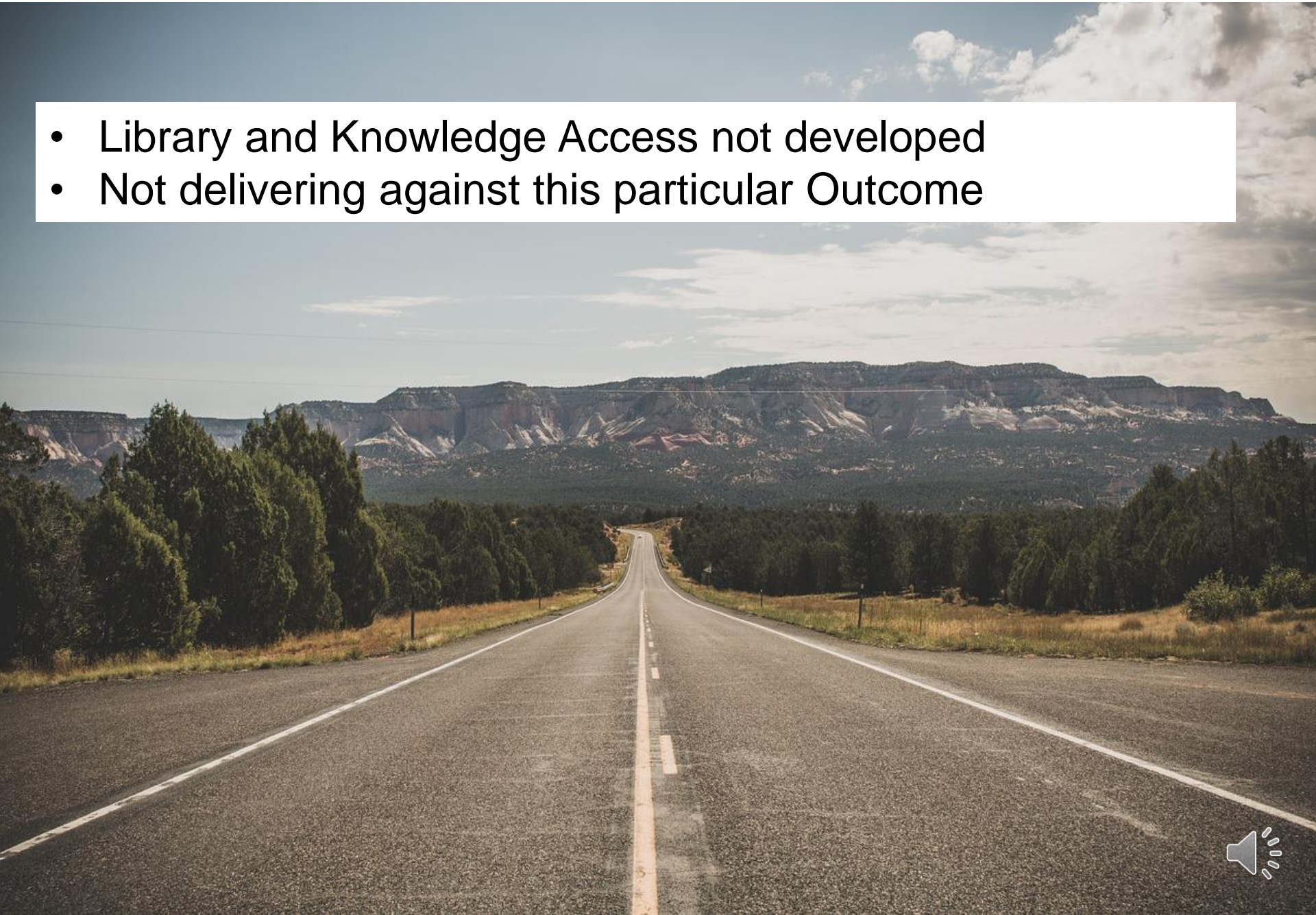


Inform Organisational Perspective on Library and Knowledge Specialists



Level 0

- Library and Knowledge Access not developed
- Not delivering against this particular Outcome



Level 1 focuses on planning the process of impact data collection.



- Planning stage
- Unplanned and impromptu
- Personal rather than organisational
- Limited number of responses





Level 2 focuses on developing a systematic approach to impact data collection

- Systematic process in place
- Quantitative and Qualitative data
- Regular collection for at least one service
- Analysis and use in promotion





- Impact of a range of services is measured
- Systematic evaluation and promotion
- Stakeholder endorsement

Level 3 focuses on evaluation of the data and its use in service promotion



Level 4 focuses on the recognition of the impact of library and knowledge specialists by organizational stakeholders



- Senior stakeholders advocate for service
- Impact on organisational priorities
- Contribution to national impact evidence base



Things to think about for Service Improvement

- How do we know if the work of the library and knowledge specialists makes a difference to the organisation's staff and the work they do within and outside the organisation?



Things to think about for Service Improvement

- How are library and knowledge specialists ensuring that impact data are collected in an efficient and effective manner?



Things to think about for Service Improvement

- How are we ensuring that appropriate opportunities to share impact data with decision makers are taken?



Things to think about for Service Improvement

- How are impact data shared with the wider library and knowledge services community and the HEE Library and Knowledge Services Leads to ensure that it is available for use in advocacy, good practice, and for reference by other services?



Funding bid

Tasked with writing a bid to obtain Digital Exemplar Funding from NHS Digital, the Associate Director for Transformation at North Staffordshire approached information specialists at the Health Library for assistance.

A comprehensive systematic and iterative literature search was undertaken to provide the evidence base for the funding bid which was ultimately successful.

“The literature search supported our successful application for £2.6m in funding from NHS Digital to develop Trust systems as part of a National Digital Exemplar Programme”

Associate Director Transformation, North Staffordshire Combined Healthcare NHS Trust working with library staff at Health Library for North Staffordshire



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions. Underpinning innovation; enabling knowledge transfer and collaborative working.



Good practice identified in the Pilots

- Questionnaire
 - Case Studies
 - Share via blog
 - Promotion
-
- Review Processes



Feedback to the Pilot Sites

- Feedback
- Local Use
- Increase response rate
- Systematic
- Appropriate template



Useful Resources

- Generic Impact Questionnaire
- Interview and Case Study Templates
- Examples of Quality Reviewed Case Studies and Impact Vignettes

<https://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/kfh-impact-tools/>



Regional contacts

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