

NHS Library and Knowledge Services Quality and Improvement Outcomes Framework - Outcome 3





What will we cover in this webinar?

Outcome 3 What does it focus on?
Outcome 3 Things to think about
Outcome 3 and the levels in detail
Good practice from the pilot site



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



What does outcome 3 focus on?

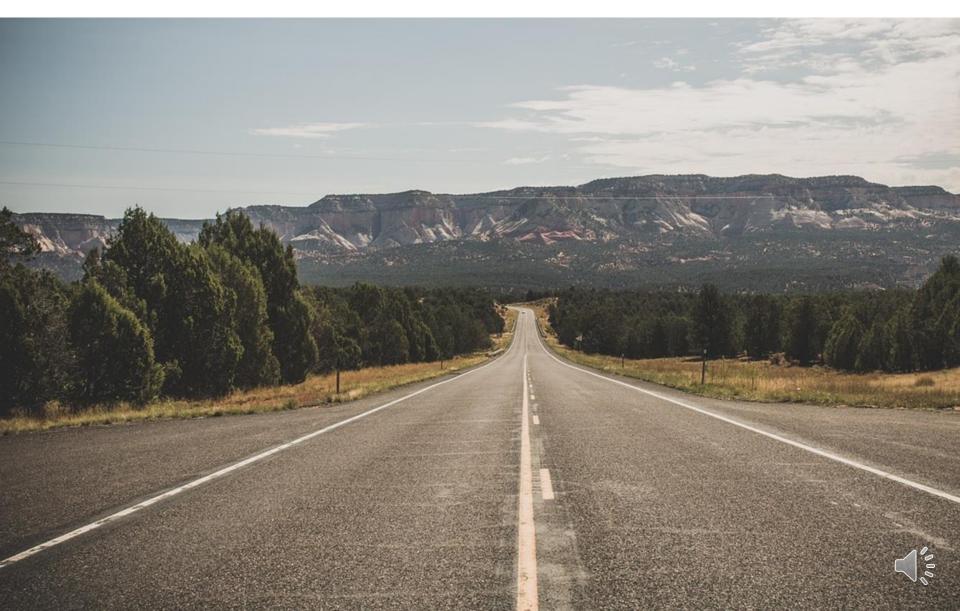


Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.





Level 0: undeveloped library & knowledge service



Level 1: Focuses on the existing users of the library and knowledge service.



Level 0 and Level 1: focus on service plans



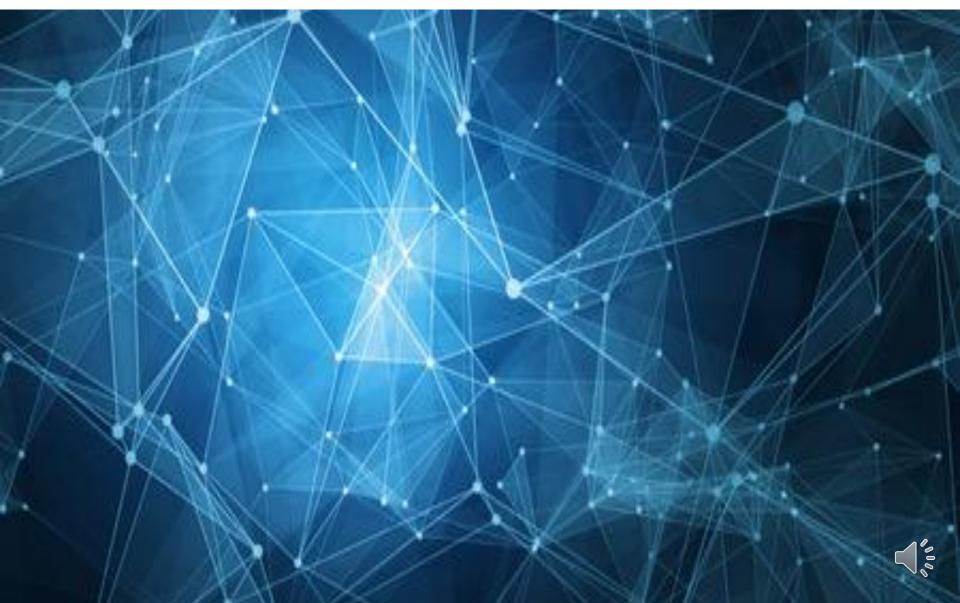
Level 2: Focuses on the whole workforce: your potential and current stakeholders



Level 3: Focuses on development & customization for whole workforce.



Level 4: Focuses on innovation, technology to deliver personalized service



Good practice from the pilot sites

Users and non-users of service

User profiles created

Analysis of promotional activities

Feedback used to create impact

Improvements made after consultation and analysis





Feedback to the pilot sites

No user consultation before offering a new service Little evaluation of a new service offered Services delivered to a small number of teams/staff User profiles created but did not deliver tailored offer Little analysis of marketing or promotional activities





Further resources

https://kfh.libraryservices.nhs.uk/

Knowledge for healthcare blog

Innovations and good practice
Sally Hernando awards
Statistics toolkit
Library & Information Research
journal

Learning Zone

Costing and pricing
Marketing and promotion
Quality Improvement







Accompanying webinars

Natalie Parsley talks about inductions

Morag Evans describes a health literacy initiative





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