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# 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?

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# Outcome 2

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

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# 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?

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

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

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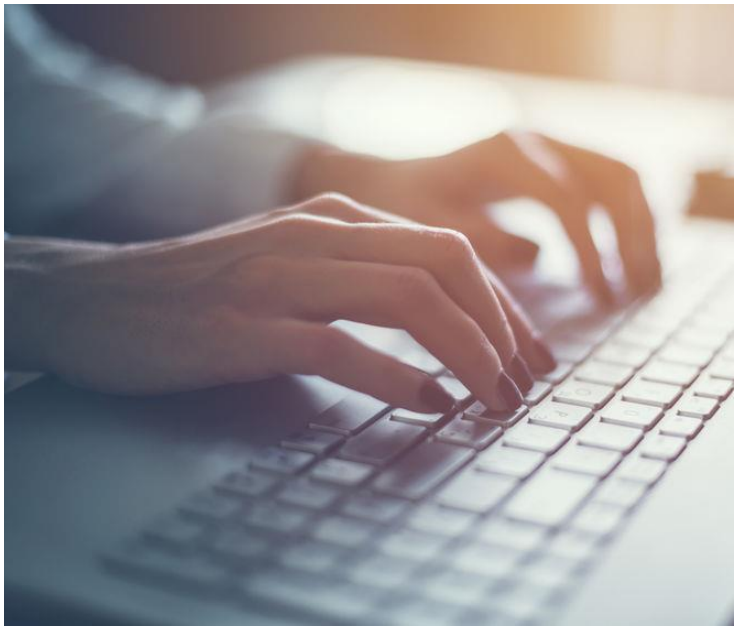
# Level 0

# 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

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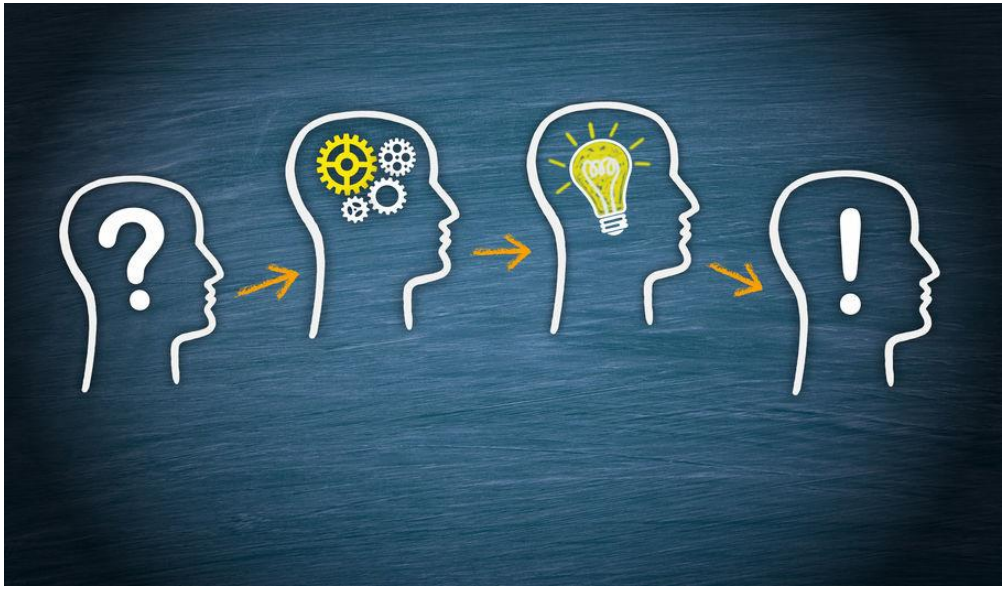
# Level 3

- 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



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# 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?

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# Good practice identified from the pilot

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# Feedback to the pilot sites

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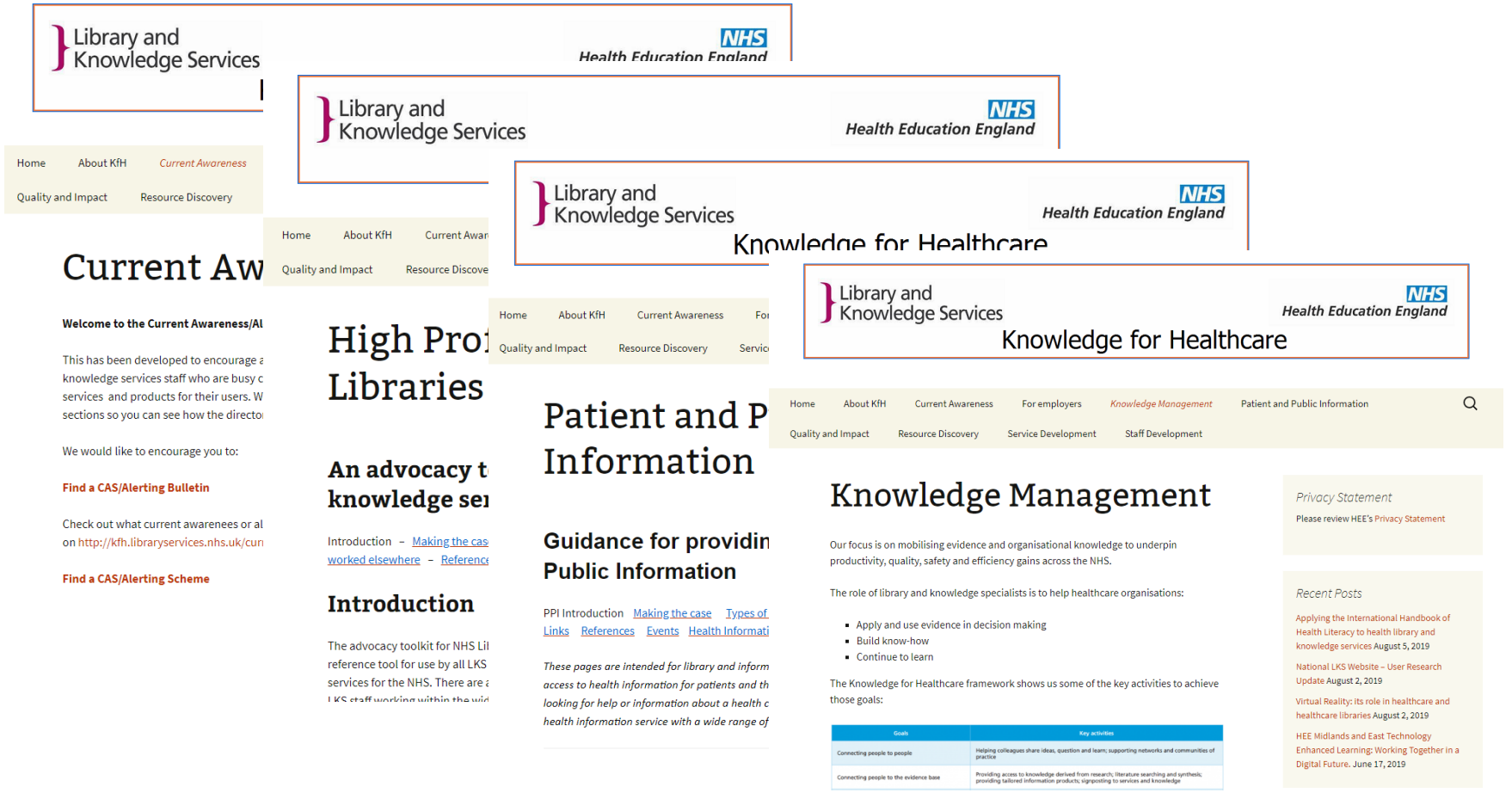
# What's a highly developed MEK service?



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