

Evaluation Framework



Health Education England



IMPACT OBJECTIVES

IMPACT INDICATORS

PROCESSES/ACTIVITIES

Where We Want to Make an Impact

How We Will Know a Change has Occurred

How We Might Demonstrate This

Organisations are more effective in mobilising evidence and internally generated knowledge

- Organisations make active use of LKS expertise and value added services in mobilising evidence and organisational knowledge
- Decisions are routinely informed by LKS provided evidence and best practice information
- Tools, techniques and processes are used to capture and share organisational knowledge effectively
- LKS staff are competent to articulate and deliver knowledge management effectively as part of everyday practice

- Work with the executive team and across the organisation to identify needs and priorities
- Implement an Action Plan to make better use of knowledge as an asset with the organisation or across the system
- LKS provide evidence and best practice information to decision makers
- Promote research enquiries; literature searches; synthesis and summaries; horizon scanning and briefings; alerting services to decision makers
- Promote information products and knowledge sharing tools and techniques to develop awareness to decision makers
- Individual librarians and knowledge specialists complete appropriate training and continuing professional development

Patients, carers and the public are empowered to use information to make health and well-being choices

- Healthcare staff draw on healthcare LKS expertise to inform the choices of patients and carers
- Public library and third sector information staff draw on healthcare LKS expertise to empower patients, carers and the public
- Healthcare LKS staff are competent in their role and activities related to patient, health and well-being information

- Raise awareness of available training on high quality information sources on health and wellbeing to healthcare staff
- Signpost high quality information sources on health and wellbeing to healthcare staff, public library and third sector
- Establish local networks of health information providers to promote training opportunities and enable sharing of guidance, experience and resources around health and wellbeing information
- Individual librarians and knowledge specialists complete appropriate training and continuing professional development

Improved consistency and increased productivity and efficiency of Healthcare Library and Knowledge Services

- Proportion of resources are pooled centrally to deliver healthcare LKS
- Streamlined library and knowledge services and systems

- Pool regional and local budgets for e-resources
- Develop consistent e-resource portfolio through increased national procurement
- Undertake collaborative procurement, with partners
- Centralise and streamline functions at national level to avoid duplication
- Establish and/or contribute to collaborative systems and mechanisms to deliver local library and knowledge services.
- Develop a business case to procure a national library management system
- Develop training and marketing materials nationally for local use
- Establish a collaborative nationwide interlibrary loan and document supply service
- Collaborative systems and mechanisms deliver current awareness and alerting services

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IMPACT OBJECTIVES

Where We Want to Make an Impact

Enhanced quality of healthcare library and knowledge services

Partnership working is the norm in delivering knowledge to healthcare

Increased capability, confidence and capacity of LKS workforce.

IMPACT INDICATORS

How We Will Know a Change has Occurred

- All healthcare workforce members can freely access library and knowledge services
- LKS meet professional practice, education, development and research information needs
- The healthcare workforce, educators and learners routinely use LKS provided evidence, best practice information, services and resources
- The healthcare workforce, educators and learners, have a positive experience of accessing and using LKS provided evidence, resources and services

- People from partner organisations feel committed to working collaboratively with healthcare LKS to achieve shared goals
- Documents and/or systems mechanisms enabling partnership working are in place and used
- Level of investment in library and knowledge services through working with stakeholders and partners
- Sharing ideas generated by partnership working

- Capacity and structure of LKS workforce meets evolving needs of the organisation
- Paraprofessional staff organise and deliver day to day customer facing services and library operations
- Professional staff have embedded roles in healthcare teams
- The confidence and capability of LKS staff

PROCESSES/ACTIVITIES

How We Might Demonstrate This

- Monitor number of organisations with an SLA for LKS
- LKS collaborate to ensure that services, including procurement, meet needs
- Optimise funding locally to ensure the LKS meets local needs
- Targeting and tailoring of services to healthcare staff groups
- LKS staff work with teams across their organisation(s) to identify user needs and priorities
- LKS provide evidence and best practice information to healthcare workforce, educators and learners
- LKS routinely participate in planning and implementation of education and CPD within the organisation
- LKS routinely participate in planning and implementation of research and innovation
- Provide appropriate information literacy training to meet needs
- LKS undertake targeted promotion of resources and services to the healthcare workforce, educators and learners
- A process for continuous service evaluation and performance monitoring, to drive service improvement, is in place
- LKS workforce complete appropriate training and continuing professional development

- Promote the value and benefits of partnership working
- Seek feedback from partners annually
- Regular meetings and other forms of networking take place with key partners
- Joint actions are agreed and implemented
- SLAs, MoUs or some other forms of agreement are in place

- Undertake and analyse a biannual workforce audit
- Clear management and staff structures put in place to optimise delivery of the service
- Paraprofessional staff are supported to extend their role through training and current operational procedures
- Professionally qualified LKS staff deliver the specialist LKS service
- Extend reach and broaden the range of LKS delivery
- Bi-annual Learning Development Needs Analysis is carried out and analysed with input from individuals, managers and LKS leads
- Staff are trained to fulfil the requirements of their evolving roles