

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

September
2019

Developing people
for health and
healthcare

www.hee.nhs.uk

9456
RID:7032
PI:2668

HOSPITAL

DNA

NH₂

HS

HN

Cl

H

N

O

H

O

H

O

H

O

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

September
2019

Developing people
for health and
healthcare

www.hee.nhs.uk



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.



Things to think about



Organisational
decision-
making

Patient
outcomes

Access

Reach

How does this help with Service Improvement?



Level 0: undeveloped library & knowledge service



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

Understanding

Systematic

Promoting

Respond

PROACTIVE

REACTIVE



Level 0 and Level 1 : focus on service plans



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



Targeted

New
roles

Hard-to
reach

Abilities



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



Virtual

Visual

Night



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

September
2019

Developing people
for health and
healthcare

www.hee.nhs.uk



Clare Edwards
Dominic Gilroy
Holly CaseWyatt
Lucy Reid
Sue Robertson

clare.edwards@hee.nhs.uk
dominic.gilroy@hee.nhs.uk
holly.casewyatt@hee.nhs.uk
lucy.reid@hee.nhs.uk
sue.robertson@hee.nhs.uk

September
2019

Developing people
for health and
healthcare

www.hee.nhs.uk

