



Strategic Development for NHSScotland Knowledge Services

Supporting healthcare for a networked era

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NHS Education's Strategic Framework for Knowledge Services

- Current status and future development plans
- Supporting health service priorities
- Service engagement



Challenges – wider context Delivering for Health



Knowledge Services

Changing healthcare needs

Ageing population

Increase in chronic disease

 Increase in emergency admissions Changing model of care (*Delivering for Health*)

•First principles – patient focus; addressing inequalities.

•Continuous and integrated across traditional boundaries

- Involving patient and carer
- •Supported by high-level technology (EPR)
- •Embedded in local communities
- •Targeting health inequalities; improving health

•Educating and developing the workforce for service modernisation





Managing knowledge to support

- First principles:
 - Patient focus
 - Health inequalities
- Self-management and shared decision-making
- Delivery of care at point of local need
- Workforce modernisation
- An integrated NHSScotland technology and knowledge management





Framework for Knowledge Services (1):

Vision:

Managing knowledge to support all stages of the patient journey

"From Knowing to Doing": Applying knowledge to practice

- Clinical decision-making
- Addressing health inequalities



Clinical Search Engine



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Current development of Clinical Search

- Evaluation and comparison with commercial products – OVID, Dynamed, Evidence Matters, Up to Date
- Inform decisions about future development





Equality in Care e-Library



Knowledge Services

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Knowledge Support for Self-Management

NHS GetInvolved

www.nhsgetinvolved.com

NHS Get involved

About 1 Health information 1 Shared Space 1 Search 1 News & Events 1 Service Dire

Get involved!



We're committed to helping patients and the public get involved in NHS Scotland. We're working to make sure:

- People get respect, are treated as individuals and get involved in their own care
- Individuals, groups and communities get involved in improving the quality of care, influencing NHS priorities and contributing to the way we plan our services
- New developments are designed for users, starting with getting people involved in the process.

Specialist e-library

Further resources are available from our Equality in Care Specialist e-Library. This is designed for use by practitioners and Managers, but is also

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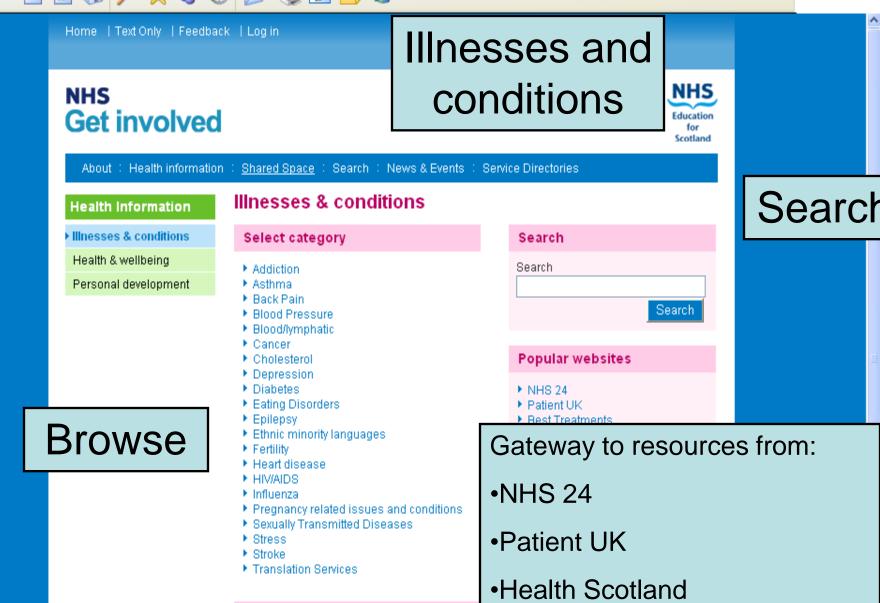
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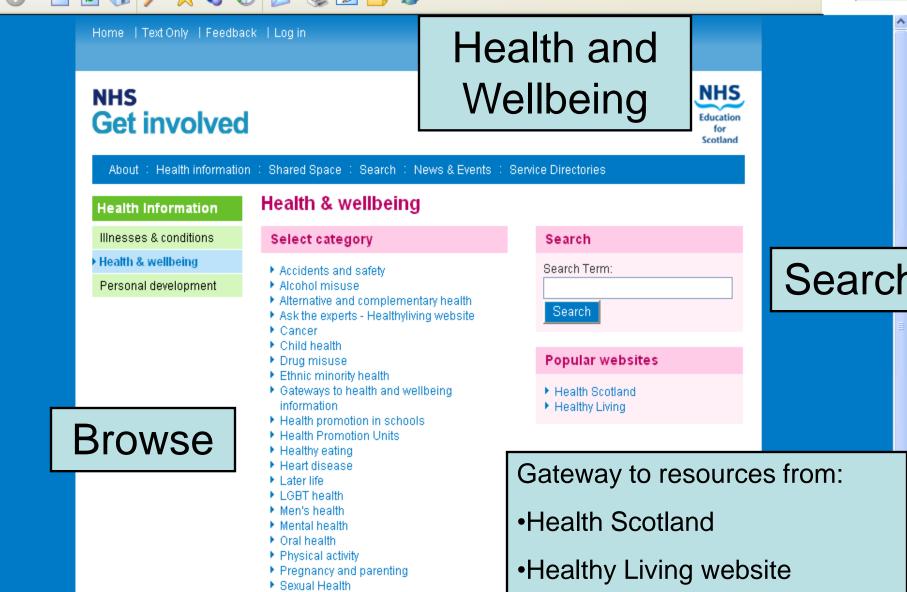


Major charities/ voluntary

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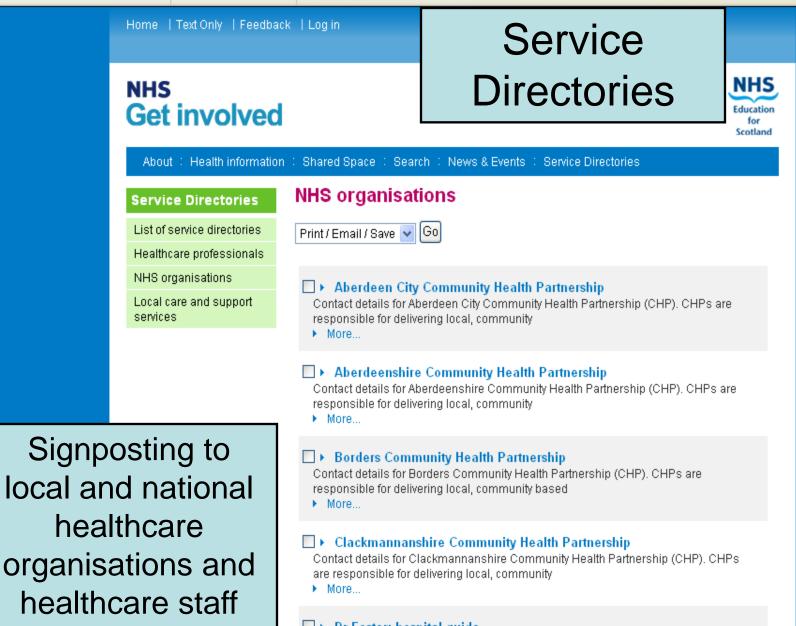
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Smoking

Women's health Young people

Stress Stroke Major charities/ voluntary health organisations



Signposting to local and national healthcare

Dr Foster: hospital guide

This site from Dr Foster allows patients and their GPs to find the best possible hospital care, by comparing services and More...

Dynaftics and Calley and Community Health Darth archive





Current Developments: Knowledge Support for Self-Management

Patient / Public / Carer Knowledge Gateways for:

- Stroke
- Diabetes

Evaluation and further development of NHS GetInvolved





Framework for Knowledge Services (2): Delivering knowledge to point of local need

- Managed Knowledge Networks (MKN's)
- Shared Space service
- Cross-sectoral partnerships



Knowledge Networks:



Knowledge Services

Knowledge at point of need for shared decision-making

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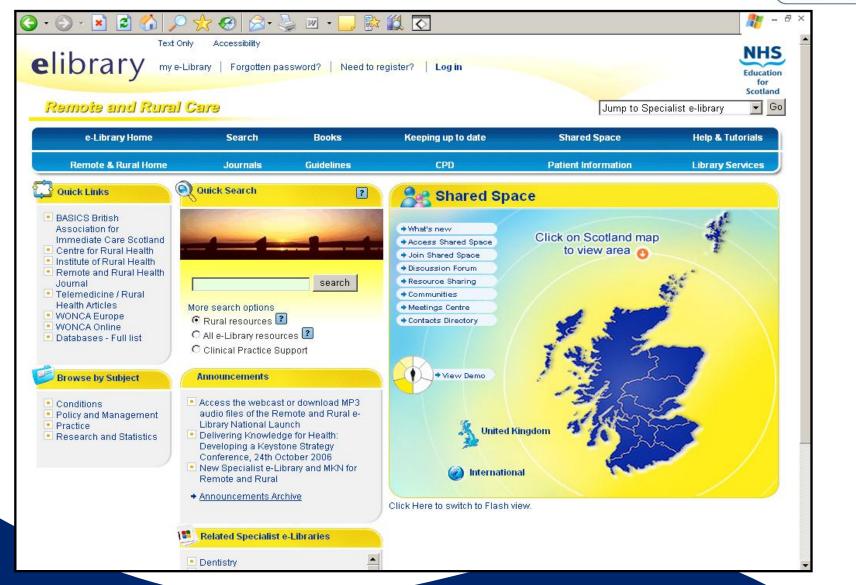


Bringing knowledge to point of local need:

Remote and Rural Care e-Library



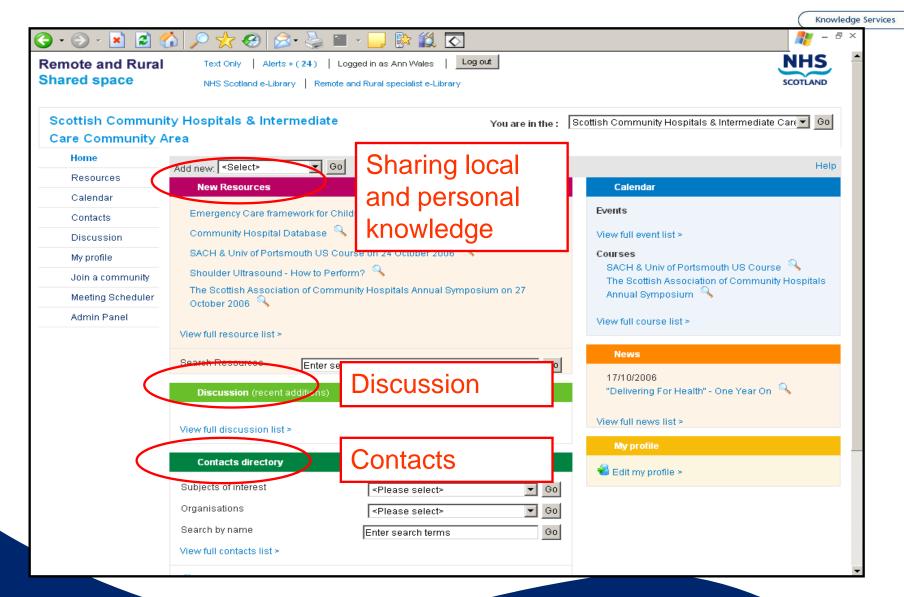
Knowledge Services





Shared Space









Current Developments: Delivering knowledge to point of local need

PDA e-Library (<u>www.elibmobile.scot.nhs.uk</u>)

Partnership working with community-based library and information services: public, school, voluntary health sector.





Framework for Knowledge Services (3): Workforce modernisation

- Gateway to Knowledge and Learning Resources
- Special e-Libraries focused on staff groups
- "Push" knowledge services keeping up to date with new knowledge
- Information handling skills



TRIP

NHS Scotland e-Library:

Gateway to Knowledge and Learning Resources

Aental Health

Stroke

IHS GetInvolved

Remote and Rural



NHS

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 News 22 October DLF all list Equality in Care **General Practitioners** Estates and Facilities Healthcare Associated Infections Healthcare Assistants/Nursing Auxiliaries Information Governance Holistic Care/Complementary Medicine

Dedicated areas for key resources Back to top

Delivering Knowledge for Health

Learning Disabilities

Medicines Information

Management

Librarians (under development)

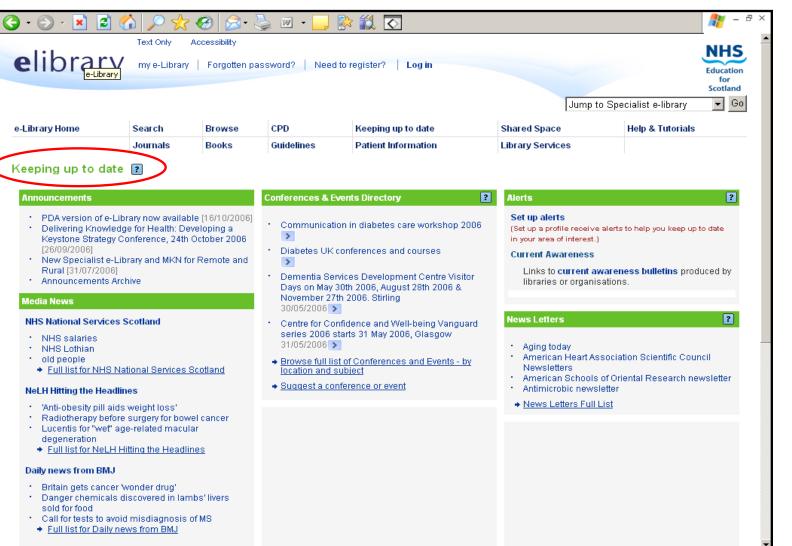


"Push" technologies



Knowledge Services

- keeping up to date with new knowledge





elibrary www.elib.scot.nhs.uk Supporting staff groups: General Practitioners

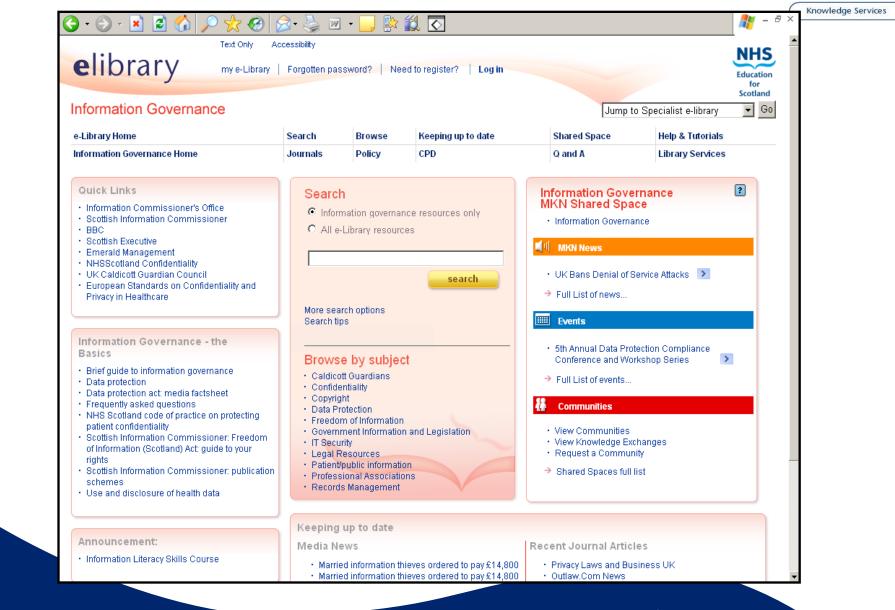


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elibrary www.elib.scot.nhs.uk Supporting staff groups: Information Governance







Information Handling Skills – Online Tutorial

www.infoskills.scot.nhs.uk



Knowledge Services

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Module 3 - Frame search strategy Module 4 - Filter and	Module 1 - Formulate a question	How to formulate a question including an example of a PICO analysis.	
evaluate information Module 5 - Synthesise information Module 6 -	Module 2 - Identify information sources	How to identify and select information sources relevant to your research question.	
Communicate Information Module 7 - Apply Information to practice	Module 3 - Frame search strategy	How to frame simple and advanced search strategies, using keywords, PICO analysis and Boolean operators.	
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	Medule 5. Synthesize information	Combining newly retrieved information with	





Current Developments: Workforce Modernisation

- E-Libraries for: Community Pharmacy, Dentistry, Management, Social Care
- Virtual Learning Centre: Partnership with LearnDirect Scotland (generic knowledge and learning needs)
- New Information Literacy Courses tailored to audience and context - based on generic Information Literacy Cycle Template.





Framework for Knowledge Services (4): An integrated NHSScotland

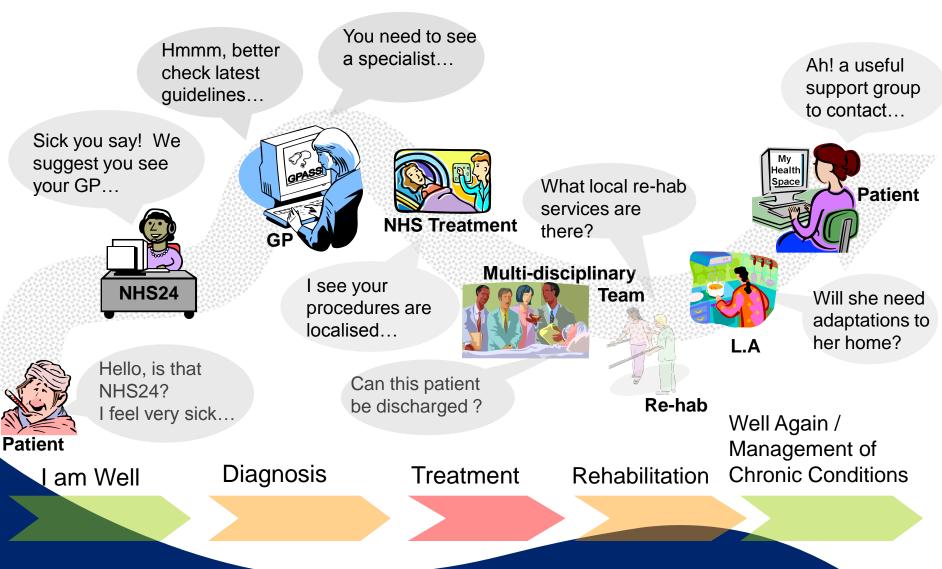
- Seamless access to the knowledge base to support patient care
- Technologies for integrating and interfacing knowledge
- Linking knowledge with electronic patient record systems



Patient Journey



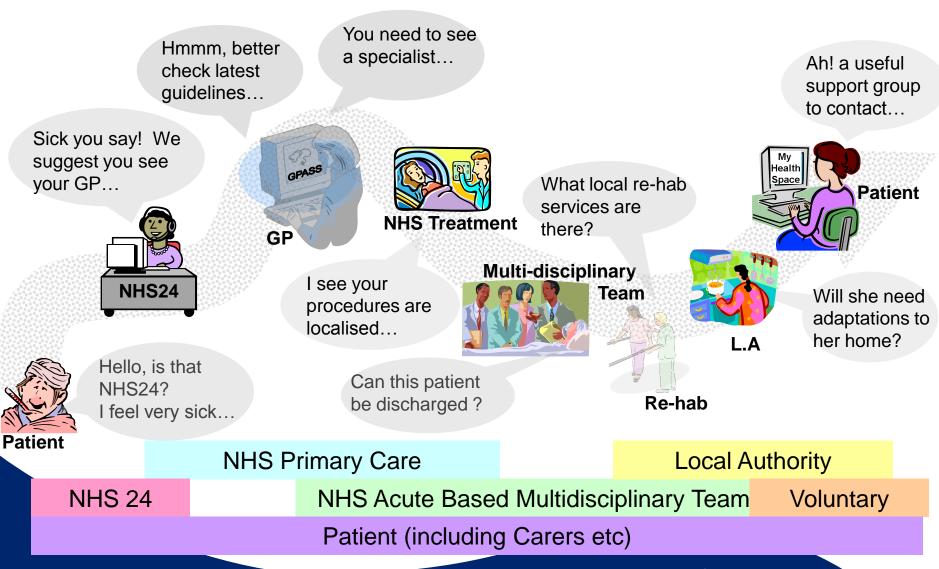
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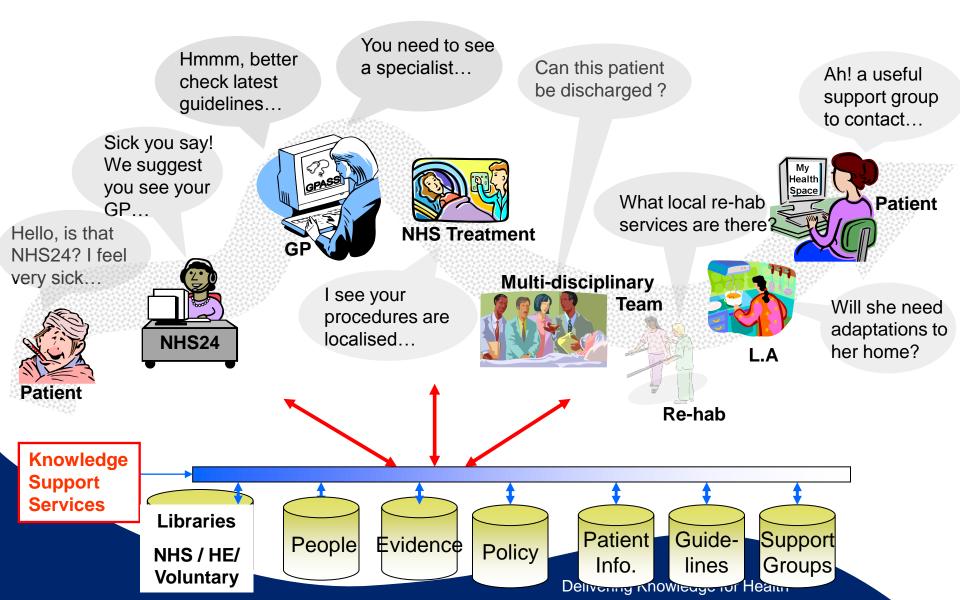










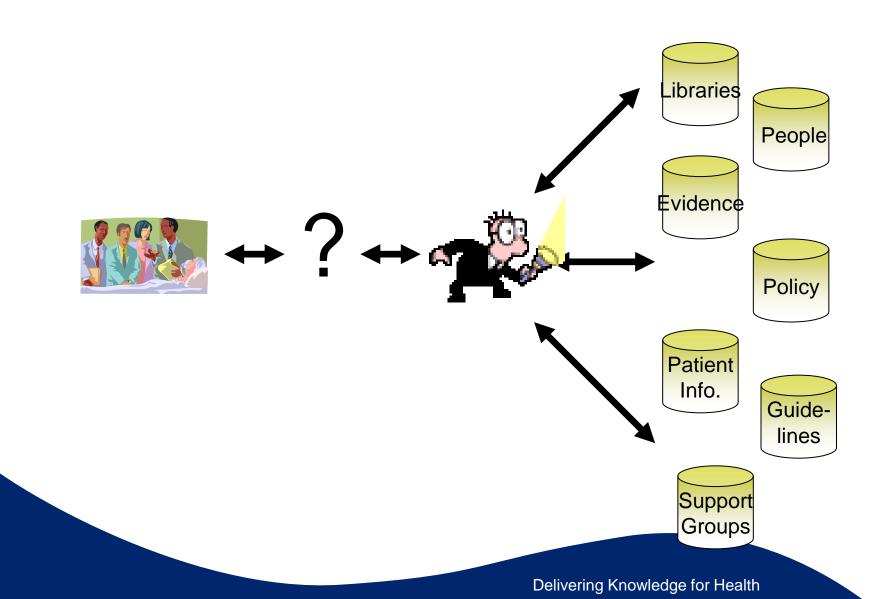


User predicament

elibrary www.elib.scot.nhs.uk



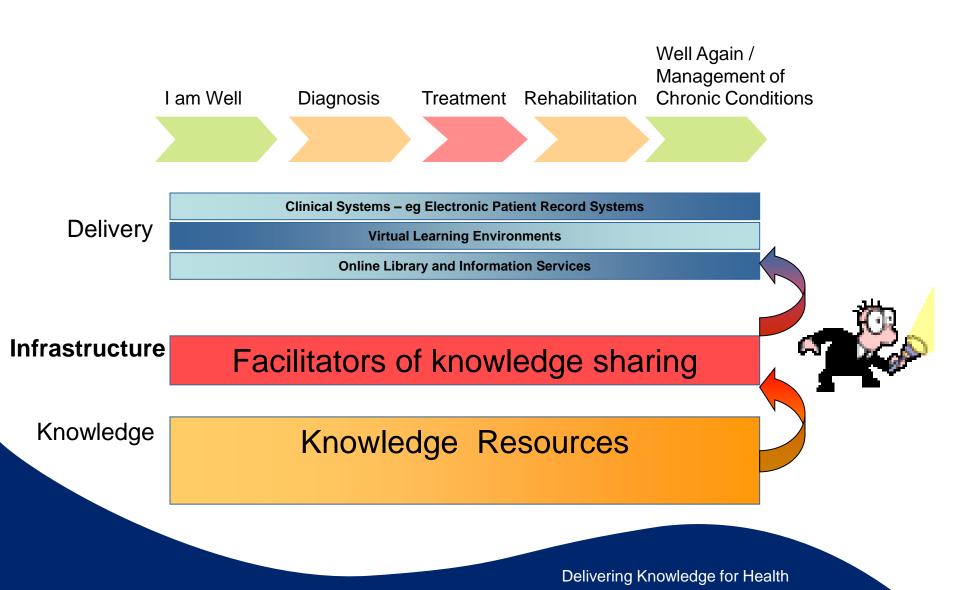
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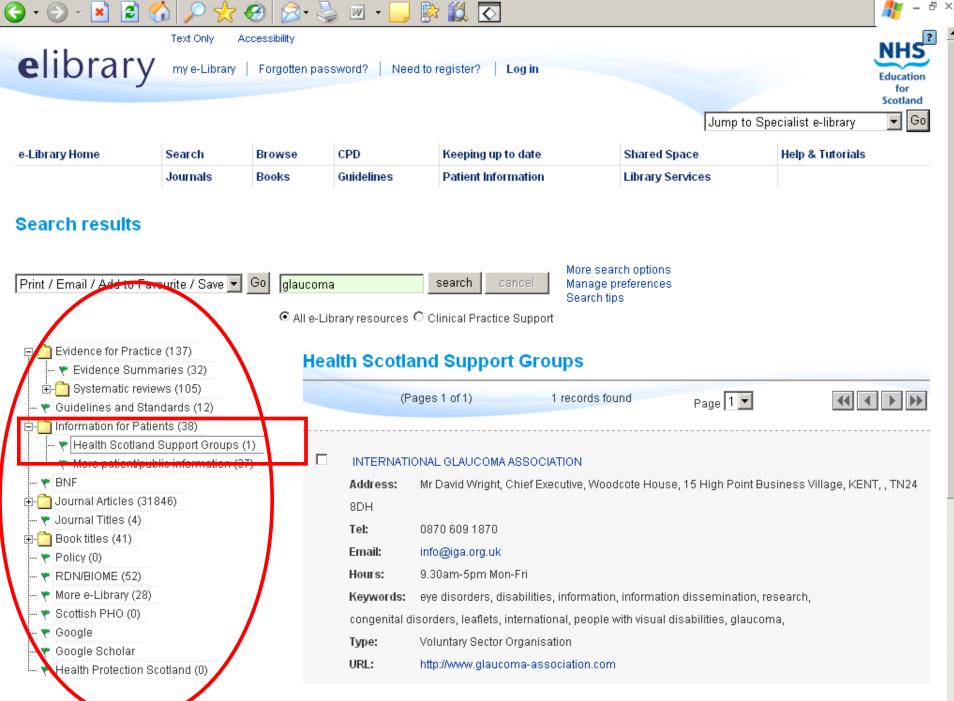




Scottish Health Information Environment



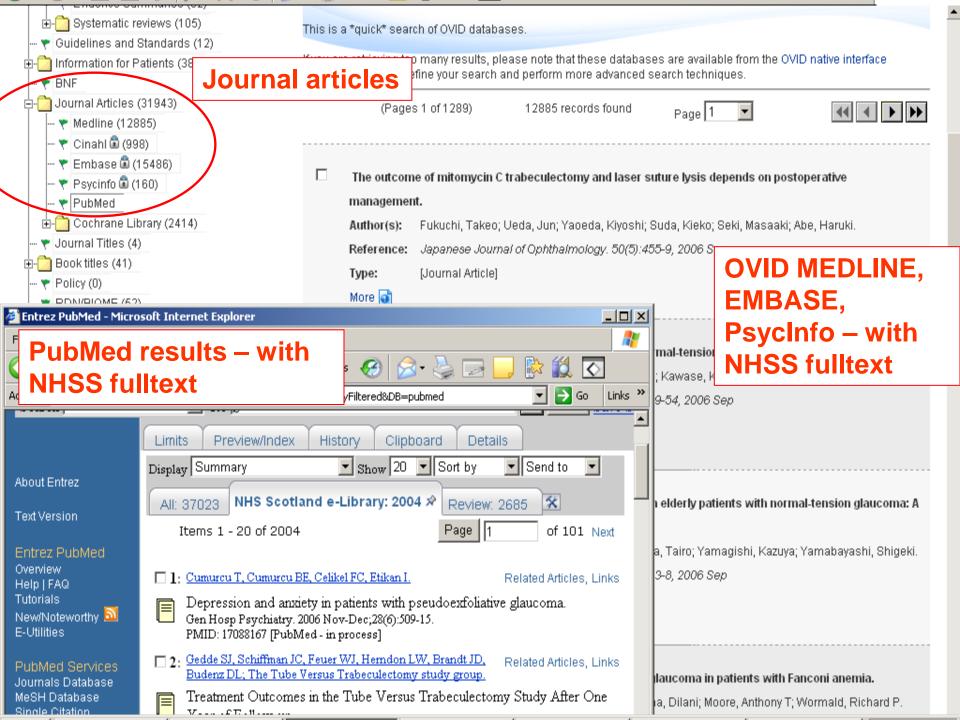
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1 records found

Page 1



elibrary Unified Library Management System



- Online LMS for NHSScotland libraries.
- Global and independent / site-based views.
- Cross-searchable with e-Library.
- Improved resource access and resource sharing across NHSScotland.
- 40 library sites now signed up to Phase 1
- NHS, Higher Education and Voluntary Sector included
- Design of DMZ (Demilitarised Zone) with National Services Scotland to enable multi-sectoral administration and end-user access via Internet.
- Tender process nearing completion implementation due to start in January.





Re-use of NES Metadata Management System

Consistency in information description and retrieval by NHSScotland organisations.

Information and Statistics Division

- Scottish Public Health Observatory
- Heart Scotland

Scottish Health Council





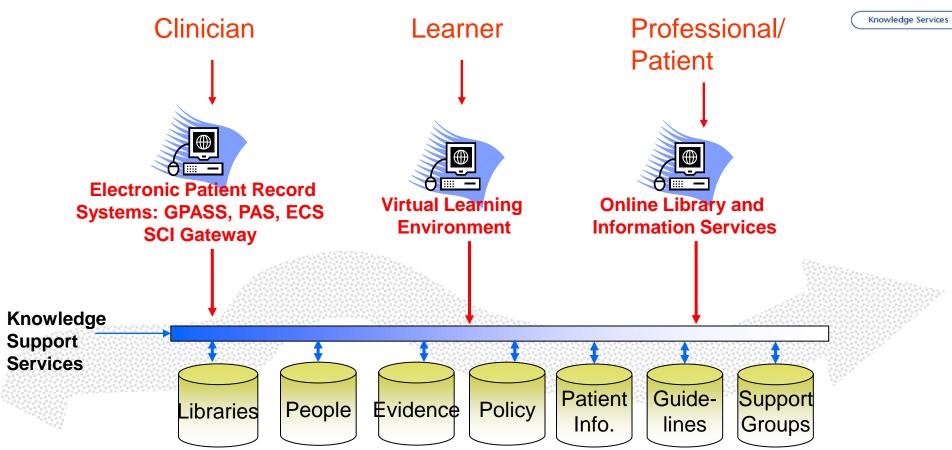
Interfacing knowledge with clinical applications

Current explorations:

- GPASS
- AdAstra Out of Hours System (Emergency Care Summary)
- GCS Cancer Early Implementer site
- SCI Gateway

elibrary WWW.elib.scot.nhs.uk Delivery channels for knowledge support





Knowledge Support





Service engagement

- Health Department Letter: Local Action Plans for Knowledge Services.
- Quality Assurance Framework for NHSScotland Knowledge Services.
- Keystone Strategy for Knowledge Services
- Library Service Development Group Roadmap for NHSScotland Library Service Development







Knowledge Services supporting healthcare priorities:

- Focus on patient care
- Addressing health inequalities
- Delivering knowledge to point of need in community
- Supporting workforce modernisation
- Underpinning an integrated NHSScotland

HDL and Quality Assurance Framework as vehicles for service engagement





Development Strategy for NHSScotland Knowledge Services

Supporting healthcare for a networked era

Dr Ann Wales ~ Programme Director for Knowledge Management ~ ann.wales@nes.scot.nhs.uk