Strategic Development for NHSScotland Knowledge Services

Supporting healthcare for a networked era

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

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

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): First principles

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

NHS Scotland e-Library

Quick Links
- Ovid Databases
- Cochrane Library
- Emerald Management
- CCI and goodpractice.net
- TRIP
- Clinical Evidence
- MD Consult
- Health Estates
- RefWorks
- Databases - Full list

Shared Space
- View Shared Spaces
- Request a Community
- View Knowledge Exchanges

NHS Scotland e-Library - Search
- All e-Library resources
- Clinical Practice Support

Clinical Practice Support Search

Specialist e-Libraries
- Cancer
- Coronary Heart Disease
- Diabetes
- Equality in Care
- General Practitioners
- Healthcare Associated Infections
- Information Governance
- Mental Health
- NHS Get Involved
- Remote and Rural
- Stroke

MKN Sponsored (What is MKN?)

Non MKN Sponsored (What is this?)
- Biomedical Science
- Blood Transfusion
- Dentistry
- Diet and Nutrition
- Estates and Facilities
- Healthcare Assistants Nursing Auxiliaries
- Holistic Care/Complementary Medicine
- Learning Disabilities
- Librarians (under development)
- Management
- Medicines Information

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Clinical Search Engine

Search results

Clinical Practice Support

- A meta-analysis of trials on aldose reductase inhibitors in diabetic peripheral neuropathy
  DARE, 1996

- What is the best way to screen for diabetic peripheral neuropathy and what is the minimal testing that should be done as part of a diabetic annual review in relation to testing circulation and neurology in the legs?
  NLH Q&A Service, 2006

- In painful diabetic peripheral neuropathy what are the treatment options after amitriptyline and gabapentin have failed?
  NLH Q&A Service, 2005

- In patients with peripheral neuropathy due to tamoxifen is there any evidence to treat it with Vit B12 injections, with otherwise normal Vit B12 blood levels?
  NLH Q&A Service, 2006
Current development of Clinical Search

• Evaluation and comparison with commercial products – OVID, Dynamed, Evidence Matters, Up to Date

• Inform decisions about future development
Knowledge Support for Self-Management

NHS GetInvolved

www.nhsgetinvolved.com
Information for personal health and healthcare
Gateway to resources from:
- Health Scotland
- Healthy Living website
- Major charities/ voluntary health organisations
Signposting to local and national healthcare organisations and healthcare staff.
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 at point of need for shared decision-making
Bringing knowledge to point of local need: Remote and Rural Care e-Library
Shared Space

Sharing local and personal knowledge

Discussion

Contacts
Current Developments:
Delivering knowledge to point of local need

PDA e-Library (www.elibmobile.scot.nhs.uk)

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
NHS Scotland e-Library: Gateway to Knowledge and Learning Resources

Dedicated areas for key resources
“Push” technologies
– keeping up to date with new knowledge

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**Keeping up to date**

**Announcements**
- PD version of e-Library now available [16/03/2008]
- New Specialist e-Library and MOCN for Remote and Rural [31/07/2008]
- Announcements Archive

**NHS National Services Scotland**
- NHS supply
- NHS Lothian
- Old people
  - Full list for NHS National Services Scotland

**NHSA HITTING the Headlines**
- Anti-obesity pill aids weight loss
- Radiotherapy before surgery for bowel cancer
- Lucentis for "wet" age-related macular degeneration
  - Full list for NHSA HITTING the Headlines

**Daily news from BMJ**
- Britain gets cancer wonder drug
- Danger chemicals discovered in lamb’s livers sold for food
- Call for tests to avoid misdiagnosis of MS
  - Full list for Daily news from BMJ

**Conferences & Events Directory**
- Communication in diabetes care workshop 2006
- Diabetes UK conferences and courses
- Centre for Confidence and Well-being Vanguard series 2006 starts 31 May 2006, Glasgow 31/05/2006
- Browse full list of conferences and events by location and subject
- Support a conference or event

**Alerts**
- Set up alerts
  - [Set up a profile receive alerts to help you keep up to date in your area of interest.]

**Current Awareness**
- Links to [current awareness bulletins] produced by libraries or organisations

**Newsletters**
- Aging today
- American Heart Association Scientific Council Newsletters
- American Schools of Oriental Research newsletter
- Antimicrobial newsletter
  - Newsletters Full List
Supporting staff groups: Information Governance

Information Governance

- Information governance resources only
- All e-Library resources

Browse by subject
- Caldicott Guardians
- Confidentiality
- Copyright
- Data Protection
- Freedom of Information
- Government Information and Legislation
- IT Security
- Legal Resources
- Patient Public Information
- Professional Associations
- Records Management

Keeping up to date
- Media News
  - Married Information Officers ordered to pay £14,200
  - Married Information Officers ordered to pay £14,260

Recent Journal Articles
- Privacy Laws and Business UK
- Online Com News

Quick Links
- Information Commissioner's Office
- Scottish Information Commissioner
- RCGP
- Scottish Executive
- Scottish Information Governance
- NHS Scotland Confidentiality
- UK Caldicott Guardian Council
- European Standards on Confidentiality and Privacy in Healthcare

Information Governance - the Basics
- Brief guide to information governance
- Data protection
- Data protection act media fact sheet
- Frequently asked questions
- NHS Scotland code of practice on protecting patient confidentiality
- Scottish Information Commissioner: Freedom of Information (Scotland) Act guide to your rights
- Scottish Information Commissioner: publication schemes
- Use and disclosure of health data

More search options
Search tips

Information Governance MKN Shared Space
- Information Governance

MKN News
- UK Banks Denial of Service Attacks
- Full List of News...

Events
- 5th Annual Data Protection Compliance Conference and Workshop Series
- Full List of Events...

Communities
- View Communities
- View Knowledge Exchanges
- Request a Community
- Shared Spaces Full List

E-library
- my e-library
- Forgotten password?
- Need to register?
- Log in

Jump to Specialist e-library
Welcome to our e-Learning Environment for Information Literacy Skills

PILOT SITE

Please do NOT log in to participate in the course. Just proceed directly to the module you are interested in and click on the title.

Click here for the full Knowledge and Skills Framework document.

NOTE: EPASS accreditation is currently being explored.

Available Courses

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<th>Module 2 - Identify information sources</th>
<th>Module 3 - Frame search strategy</th>
<th>Module 4 - Filter and evaluate information</th>
<th>Module 5 - Synthesise Information</th>
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| How to formulate a question including an example of a PICO analysis. | How to identify and select information sources relevant to your research question. | How to frame simple and advanced search strategies, using keywords, PICO analysis and Boolean operators. | How to select appropriate, reliable and valid items from retrieved information sets. | Combining newly retrieved information with...

Delivering Knowledge for Health
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

I am Well

Diagnosis

Treatment

Rehabilitation

Delivering Knowledge for Health
Sources of knowledge (1)

- Hmmm, better check latest guidelines...
- Patient (including Carers etc)
- Sick you say! We suggest you see your GP...
- You need to see a specialist...
- Ah! a useful support group to contact...
- You need to see a specialist...
- Local Authority
- NHS Acute Based Multidisciplinary Team
- What local re-hab services are there?
- NHS Primary Care
- Will she need adaptations to her home?
- NHS24
- Re-hab
- Patient
- Multi-disciplinary Team
- Can this patient be discharged?
- Hello, is that NHS24? I feel very sick...
- I see your procedures are localised...

Patient

NHS 24
NHS Acute Based Multidisciplinary Team
Voluntary
Patient (including Carers etc)

Delivering Knowledge for Health
Sources of knowledge (2)

- Patients
- Evidence
- Policy
- Multi-disciplinary Team
- NHS24
- GP
- Re-hab
- LA

Knowledge Support Services

Libraries
NHS / HE/ Voluntary
People
Evidence
Policy
Patient Info.
Guidelines
Support Groups

Hmmm, better check latest guidelines...
You need to see a specialist...
Can this patient be discharged?
Ah! a useful support group to contact...
Hello, is that NHS24? I feel very sick...
Sick you say! We suggest you see your GP...
I see your procedures are localised...
What local re-hab services are there?
Will she need adaptations to her home?
Scottish Health Information Environment

I am Well → Diagnosis → Treatment → Rehabilitation → Well Again / Management of Chronic Conditions

Delivery:
- Clinical Systems – eg Electronic Patient Record Systems
- Virtual Learning Environments
- Online Library and Information Services

Infrastructure:
Facilitators of knowledge sharing

Knowledge:
Knowledge Resources
Health Scotland Support Groups

INTERNATIONAL GLAUCOMA ASSOCIATION

Address: Mr David Wright, Chief Executive, Woodcote House, 15 High Point Business Village, KENT, TN24 8DH
Tel: 0870 609 1870
Email: info@igaa.org.uk
Hours: 9.30am-5pm Mon-Fri
Keywords: eye disorders, disabilities, information, information dissemination, research, congenital disorders, leaflets, international, people with visual disabilities, glaucoma,
Type: Voluntary Sector Organisation
URL: http://www.glaucoma-association.com
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
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
Summary

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

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