

Introduction to the refreshed Value & Impact Toolkit

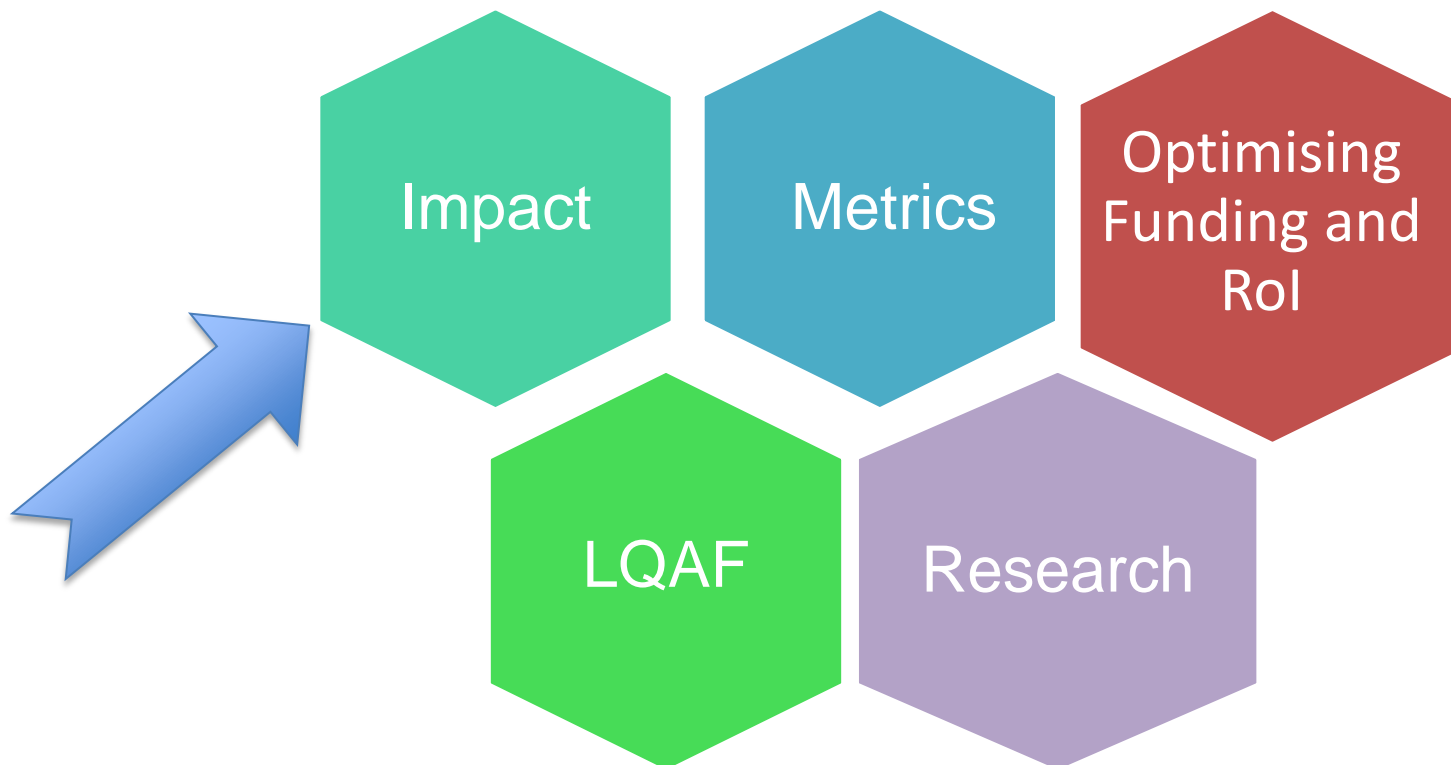
Dominic Gilroy
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Developing people
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Quality & Impact: Clare Edwards



Value & Impact

Task and Finish Group

- Jenny Turner – East Sussex Healthcare NHS Trust (Chair)
 - Stephen Ayre – George Eliot Hospital NHS Trust
 - Alison Brettle – Acting Director PG Research, University of Salford
 - Douglas Knock – King’s College Hospital NHS Foundation Trust
 - Rebecca Mitchelmore – Isle of Wight NHS Trust
 - Susan Smith – Mid Cheshire Hospitals NHS Foundation Trust
 - Sophie Pattison – Royal Free London NHS Foundation Trust/UCL
 - Dominic Gilroy – Health Education England – Yorkshire & Humber
-plus an enthusiastic and responsive Reference Group

T&F Brief and Definition

Brief

- refreshing and renewing the existing impact toolkit
- ensure suitability for use in identifying non-clinical impacts

Definition of Impact

“Difference or change in an individual or group resulting from the contact with library services”

ISO 16439:2014 Information and documentation — Methods and procedures for assessing the impact of libraries

Planning

- Scoping literature search
- Analysis of fully compliant LQAF submissions for 1.3c
- SurveyMonkey analysis of use of current impact tools by NHS LKS
- Thorough and meticulous mapping of the outcomes of the above

Outputs

- Revised Generic Questionnaire and Interview/Case Study documents
- Mapping Toolkit – also providing access to other useful resources
- Recommendations for future work



Value and Impact Toolkit

KfH Impact Tools

What and for whom?

Definitions

Methods

Tools

References

Generic Questionnaire

Impact Interview Schedule

Impact Case Study Templates

Value

Value and knowledge

for library and

[Introduction](#) - [What](#)

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Introduction

Impact Mapping Tool

The aim of this part of the toolkit is to help you choose what approach to use to demonstrate value or impact.

Value is the importance that stakeholders attach to libraries and relates to the perception of actual or potential benefit (**BS ISO 16439:2014 - 3.75**).

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Generic Questionnaire

LQAF ✓

This is a short questionnaire that is aimed at collecting impact data from health libraries.

The questionnaire can be used by LKS staff as a standard way of obtaining data from customers following the use of one of the Library's services or resources.

The questions are available [here](#) and can be used either as a hard copy survey or as an electronic survey using a tool such as SurveyMonkey.

It is envisaged the questionnaire could be used in two ways:

- 1) As a generic survey of customers which might be sent to all customers / a subgroup of customers on a regular basis (eg: annually)
- 2) As a targeted survey of the impact of a specific service (eg: a literature search or information skills training)

The questionnaire has been kept deliberately generic to be applicable to a wide range of situations and uses. Therefore if LKS are seeking feedback for a specific instance then a covering e-mail might be used specifying the instance about which feedback is sought.

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Impact Interviews

Supporting tools for customisation and editing

LQAF ✓

- B1a Interviewers record sheet
- B1b Interviewees copy of questions
- B1c Interviewees consent form

Why conduct an interview?

The purpose of the interview is to provide qualitative data, to help understand the impact of a specific library and knowledge service. This may include the impact on the service or help understand how information has been used.

When to use an impact interview

- To collect a 'story' which can be used to promote the library & knowledge service
- To gain a deeper understanding of a service you wish to develop
- To supplement data that has been obtained via a questionnaire (questionnaires often provide the numbers but the interview will provide the explanation)

Interview Case Study Templates

LQAF ✓

Can be used to capture and summarise the outcome of interviews in an effective way. The information can be used for advocacy, marketing and promotion of LKS

C1a. Case study template

C1b. Case study template protected in 'forms' format

C2. A completed case study example

C3. Brief guidance on using the case study template





Value and Impact Toolkit

KfH Impact Tools

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Value and Impact Toolkit

Value and Impact Mapping Tool for library and knowledge

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Introduction to the Value and Impact Mapping Tool

The aim of this part of the toolkit is to help you choose what approach to use to demonstrate value or impact.

Value is the importance that stakeholders attach to libraries and relates to the perception of actual or potential benefit (**BS ISO 16439:2014 - 3.75**).

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CASE: IMPACT OF LITERATURE SEARCH SERVICE ON PATIENT CARE	STAKEHOLDER 1 (USER)	STAKEHOLDER 2 (LIBRARY MANAGER)	STAKEHOLDER 3 (TRUST MANAGEMENT)
Reason for interest	Want information to make decision about diagnosis and treatment of a patient	Does the increase in literature search requests contribute to patient care?	Do literature searches (and the library) contribute impact on actual patient care?
Desired outcome	Relevant information as quickly as possible	Knowledge about the library contribution to patient care	Knowledge about the library contribution to direct patient care
Possible measure or metric	Relevance of information Speed of delivery Impact on diagnosis or treatment decision	Impact of the information provided on diagnosis or treatment decision	Impact of the information provided on diagnosis or treatment decision
Measured by	Survey or interview using Critical Incident technique Output (Performance) data	Surveys or interviews using Critical Incident technique	Survey or interview using Critical Incident technique

CASE: VALUE OF LIBRARY SERVICE	STAKEHOLDER 1 (LIBRARY MANAGER)	STAKEHOLDER 2 (LIBRARY USER)	STAKEHOLDER 3 (TRUST MANAGEMENT)
Reason for interest	Provide high quality service	Want information to make decision about treatment of a patient	Is library providing value for money
Desired outcome	High quality service	Relevant information delivered as quickly as possible	Cost effective library service that contributes to organisational objectives
Possible measure or metric	Quality assurance measures Benchmarking Standards	Relevance of information Speed of delivery	Costs Return on Investment (ROI)
Measured by	LQAF Balanced scorecard	User satisfaction survey Interview Output (Performance) data	Cost analyses ROI Balanced scorecard

Methods

Introduction - What and for whom? - Definitions - **Methods**

Once you are clear on what you wish to measure and why, you can choose from a range of methods and tools:

- **Benchmarking**
- **Cost Effectiveness**
- **Effectiveness**
- **Impact**
- **Performance Measurement and Quality Assurance**
- **Return on Investment**
- **User Satisfaction**
- **Value**

KfH Impact Tools	
What and for whom?	
Definitions	
Methods	Benchmarking
Tools	Cost-Effectiveness
References	Effectiveness
	Impact
	Performance and Quality
	Return on Investment
	User Satisfaction
	Value



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A quick read to get up to speed with

Tools

Introduction - What and for whom? - Definitions - **Methods** - Tools

A range of tools are available including:

- **Critical Incident Technique**
- **Impact Assessment Method**
- **Logic Model**
- **Irish Hospital Library Tool**
- **Impact Tools**
- **Value of LIS Study**
- **Infographics**



Zone	Value and Impact Toolkit	Knowledge Management
	KfH Impact Tools	
	What and for whom?	
	Definitions	
	Methods	
	Tools	Balanced Scorecard
	References	Critical Incident Technique
		Impact Assessment Method
		Logic Model
		Irish Hospital Library Tool
		KfH Impact Tools
		Other Impact Tools
		Value of LIS Study
		Infographics

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Demonstrating Impact for LQAF

This toolkit brings together a range of materials useful in measuring value as well as impact. As a result of this approach not all the tools contained within the toolkit are appropriate in demonstrating compliance against LQAF criteria 1.3c

Those elements of the toolkit which contain resources that could be used as evidence for criteria 1.3c have been clearly marked with the following icon:



Please note that each individual tool may help NHS LKS to demonstrate partial compliance but systematic use of a range of tools will be required for any service wishing to claim full compliance in addition to use of the resulting evidence in an appropriate way.

*“Evidence that a **variety of methods** are used to **systematically** gather information about the impact of library/knowledge services and that the information that has been gathered has been used to demonstrate the impact of services.”*

For quick reference the LQAF appropriate elements are listed below:

- [Critical Incident Technique](#)
- [Impact Assessment Method](#)
- [Irish Hospital Library Tool](#)
- [Impact Tools including:](#)
 - [KfH Generic Questionnaire](#) ***
 - [KfH Interview Schedules](#) ***
 - [KfH Case Study Templates](#) ***
 - [Clinical Librarians Study Questionnaire](#)

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What next for the Value and Impact Task and Finish Group?

Role out and marketing

- Meetings, events, e-mails, blogs etc
- Showcasing at HLG and other event

Collation

- Mechanisms for providing Generic Questionnaire nationally
- National collection of questionnaire results and case studies
- Streamlined mechanisms linked to LQAF

Updating

- Identifying a mechanism for keeping the toolkit up-to-date and evidence based

Questions and comments

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