

Knowledge Utopia

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Developing people
for health and
healthcare



HEE's Vision

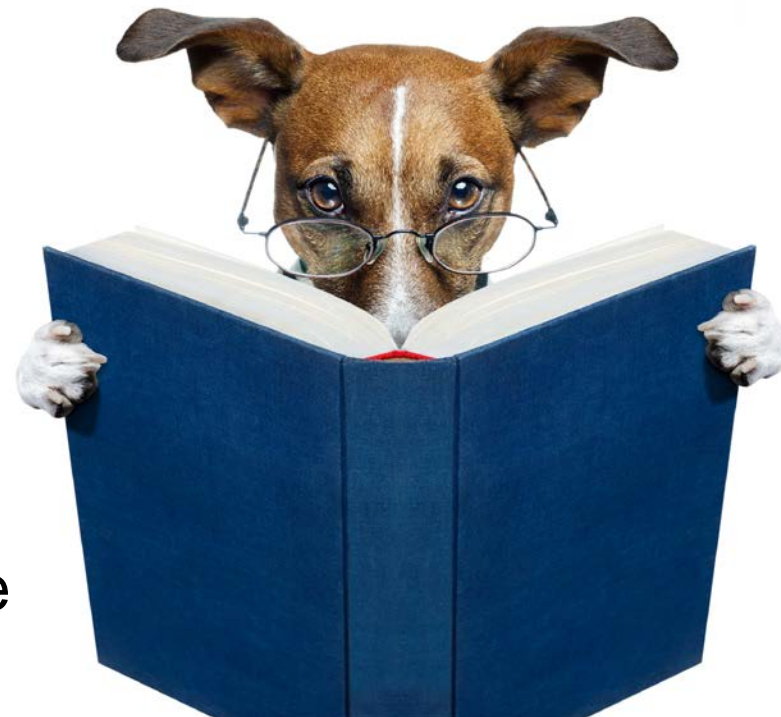
To provide the right workforce, with the right skills and values, in the right place at the right time to better meet the needs and wants of patients – now and in the future.

- **160,000+ students** currently studying to be part of our future workforce
- Over 300 different types of jobs performed by more than **one million people**
- 13 local offices, North West is one



Who we are & what we do

- Not to be confused with the LKS leads!
- (Mostly) internal KM function for the North West office
- Provide IM/KM services...
 - Literature searching
 - Current awareness
 - Knowledge sharing events
 - Creating developing content to share information & knowledge



Where the KM team sits

**Performance,
Business
Intelligence &
Corporate Functions**





What is the difference between Information Management and Knowledge Management?

IM vs KM

KM and IM, as well as knowledge and information, are often used interchangeably. So what exactly is the difference?

DATA & INFO

Numbers & facts structured & unstructured



TECHNOLOGY

Technology driven



EXPLICIT

Articulated, well-defined, easy to identify & share



KNOWLEDGE

Structured info, understanding, wisdom



PEOPLE

People, process, & management driven



TACIT

Unarticulated, hard to identify & share



KNOW WHAT

Facts, statistics, etc.



KNOW HOW

Action, experience, innovation



EASY TO COPY

Useful but easy to replicate and with less substance



HARD TO COPY

More likely to lead to innovation, comp. adv. etc.



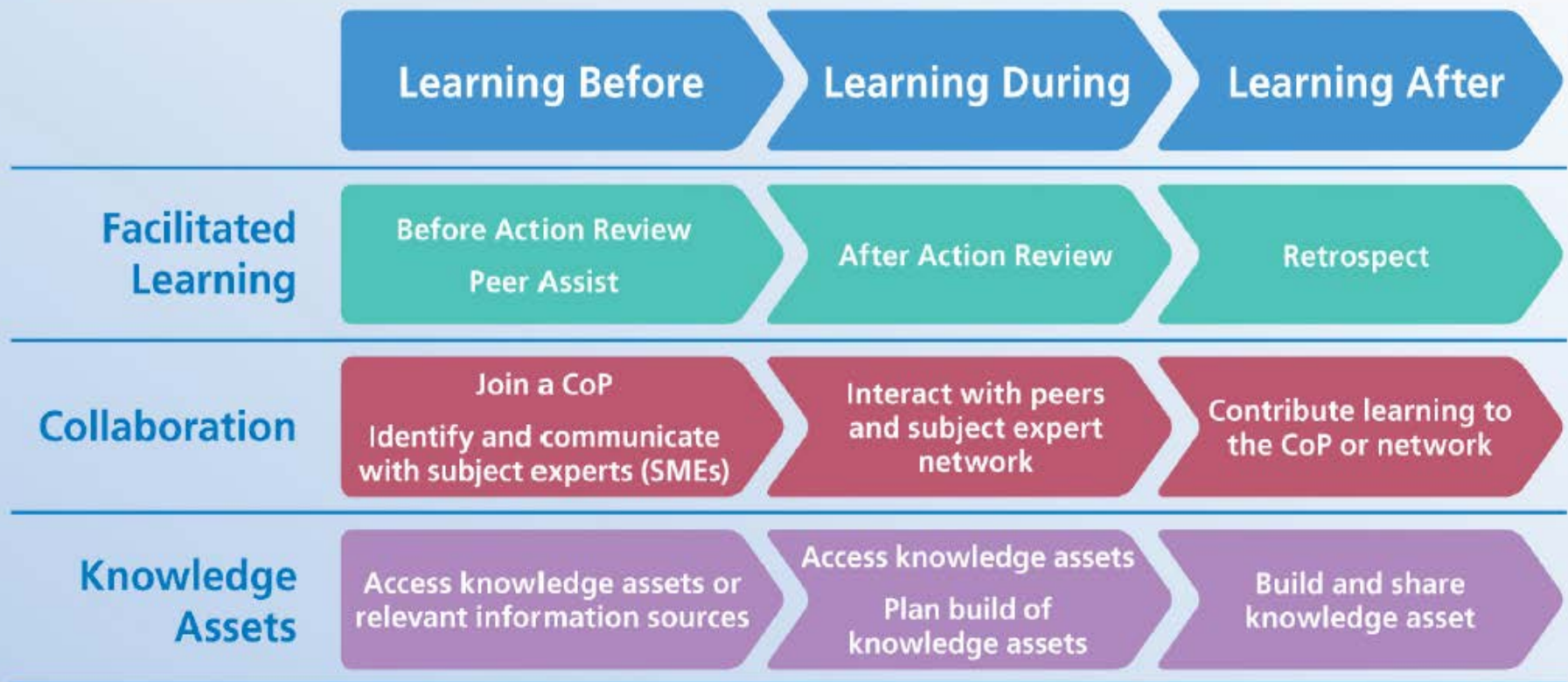


The Knowledge Cycle



Graphic from and based on:
<http://www.infoliteracy.scot.nhs.uk/home.aspx>

Knowledge Management



The Knowledge Management Framework for Health Informatics provides a set of tools and techniques to help people to learn before, during and after everything they do so that good practice can be replicated and pitfalls are avoided.



Knowledge for Healthcare Goals

		Mobilising knowledge to deliver on NHS priorities	
		Using knowledge to inform healthcare policy	Embedding best evidence into practice
		Developing an organisational memory	Supporting innovation
		Making implicit knowledge explicit	Meeting the information needs of staff
		Horizon scanning; keeping staff up to date	Meeting the information needs of patients
		Knowledge sharing – to spread the learning	Promoting actionable knowledge tools
Goals			
Connecting people to people			
Connecting people to the evidence base			
Connecting people to best practice			
Helping people keep up to date			
Sharing learning			
Connecting people to corporate knowledge			
Collegiate working			



Connecting people to people

Sharing Learning

- Internally and externally
- How do we get colleagues to share ideas, learn from each other or even be in the same room when they are very busy people spread across the region?
- We know what you're thinking...





giphy.com/



Here's what we are trying to do:

- 1. Lunch and Learn Programme
(internal)**
- 2. Supporting online communities
of practice (internal and external)**



Lunch and Learn programme

What are Lunch and Learns?

- Informal sessions
- 1 hour long , every 4 weeks
- Established brand
- Presentation on a topic of interest/ area of work in the organisation then questions and discussion
- Staff bring their own lunch and learn





Lunch and Learn programme

Topics and delivery:

- Schwartz Rounds, Comms, Info. skills, Workforce Transformation, Genomics, the Apprenticeship Levy
- Slides and materials are saved on KM SharePoint site as a resource for future use or those who couldn't make it
- Potential to stream sessions using Skype, some sessions recorded for our video channel



“I felt it linked up with my understanding of group dynamics, emotional wellbeing and problem solving and has implications for the quality of the learning environment.”

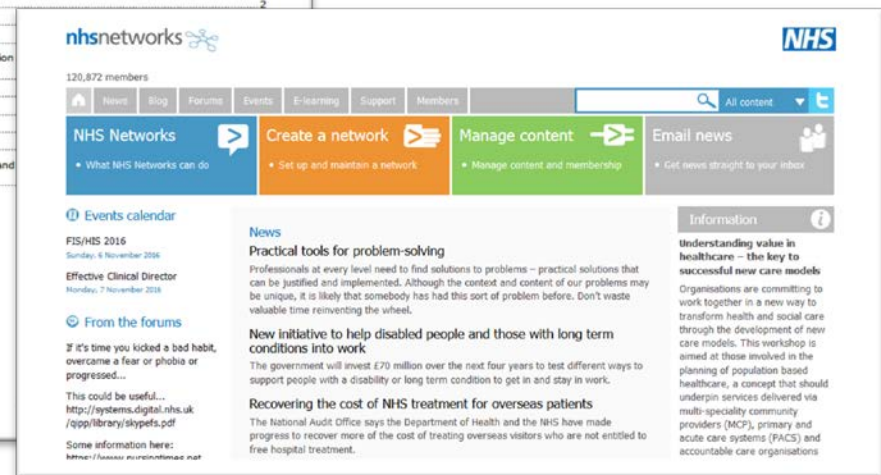
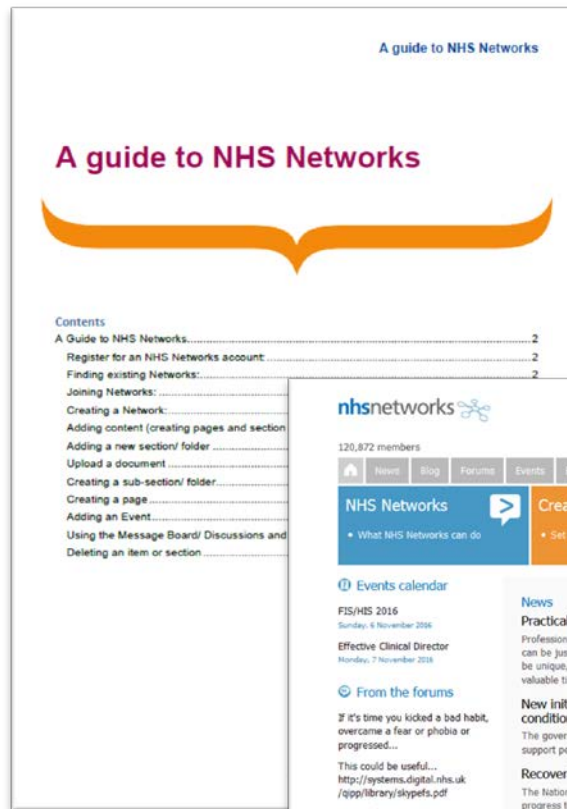
“I found the session very informative and a useful networking opportunity.”

“I passed on to my fellow colleagues some key facts from the session. Such as the history of the rounds, outcomes achieved when implemented successfully in the workplace and common issues faced.”



Online Communities of Practice

- Support with selecting and creating an online network or community of practice Guides to NHS Networks
- Guide to alternative online networks



“After a meeting with our Enhanced Training Practices, of which there are currently 15 GP practices spread widely across the North West geography, we wanted a place they could come together, share best practice and processes, receive key information and have a space to problem solve.

Project Officer – Workforce Transformation

The KM team were instrumental in in showing us what options were available, which guided us to NHS networks which gave more functionality than we first envisaged, including sharing upcoming event details and uploading key documents. The network was easy to set up after receiving a useful ‘How To’ guide from the KM team”



Connecting people to the evidence base

What are we doing? How is it different?

- Bread and butter of NHS library and knowledge services?
- What do we do:
 - ✓ Tailored literature searching
 - ✓ Synthesis of results – more like a report
 - ✓ Trying to add more Critical Appraisal
 - ✓ 100% of searches do not fit the PICO framework

Examples of search requests:



Training in care homes to reduce the number of emergency calls made



Volunteer pathways to employment in the public sector



Heat maps used in the NHS to visualise performance data



Evidence-based eLearning, training packages and information packs on 'veteran awareness' for health professionals



Use of Quality Improvement methodology to deliver training for staff in trusts



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Connecting people to the evidence base continued...

- Database searching not always appropriate
- ‘strategic Googling’ using domain/ site searches (e.g. site: nhs)
- Just because the result is not a peer-reviewed journal article does not mean it is not helpful – this is where appraisal comes in...





It is the *synthesis* and
appraisal of searches that
helps *mobilise and embed*
evidence into practice



Connecting people to best practice

1. **eWIN (Workforce Information Network)**
2. **The WIRE (We Innovate Research Evaluate)**



Again both internally and externally

BEST PRACTICE



What is eWIN?

- An openly accessible online resource
- A central place to share and access workforce information, best practice, case studies and resources
- KM team produce case studies and promote this resource
- External – examples from outside HEE
- <http://www.ewin.nhs.uk/>

eWIN



Workforce
Information
Network



What's on eWIN?

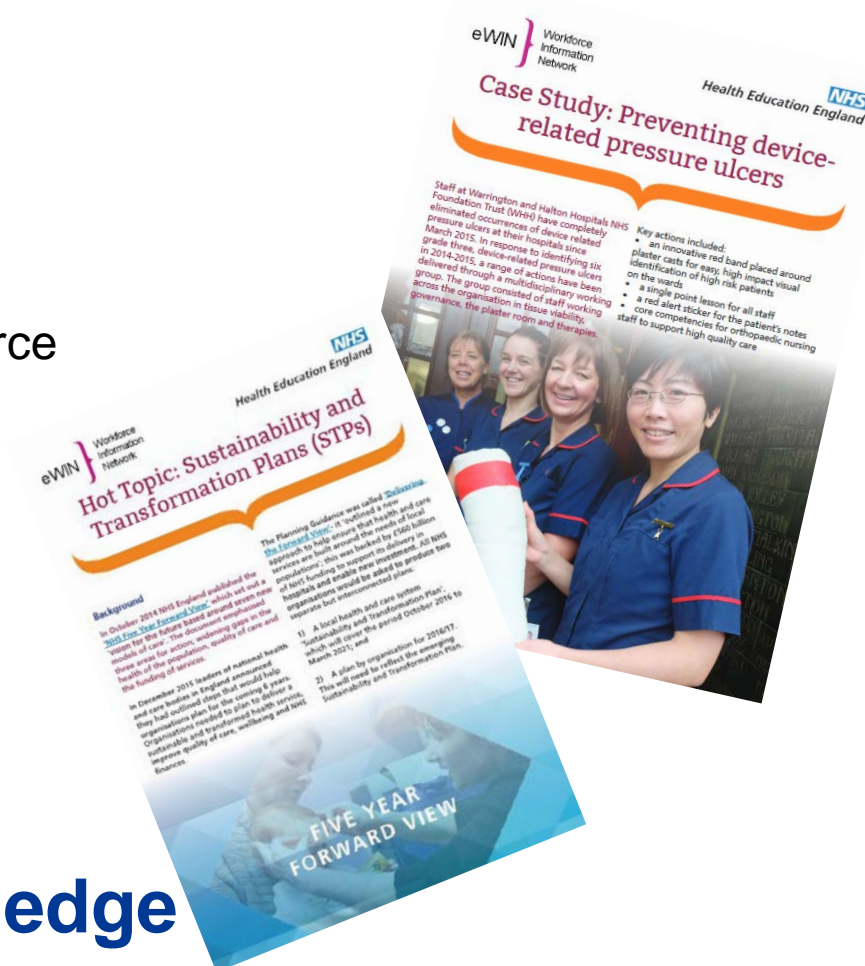
eWIN Case Studies

Capture and share good practice workforce experiences including **lessons learned**

eWIN Hot Topics

Capture and share **current areas of interest** and work

Other reports and knowledge resources related to workforce





How can you contribute?

Share best practice from your trust

- Are you aware of an innovative project in your trust? Could it be a case study?
- Offer help/ support writing the submission
- You'll be having a KM input at a national level



Welcome to eWIN

Welcome to eWIN v3 – Beta version - Please [send us your feedback](#) on this site

eWIN is the NHS workforce information network designed to enable improvements in workforce development, efficiency and productivity. eWIN provides a central place to share and access valuable workforce information, best practice, case studies and resources.

We are working on developing an expanded range of eWIN knowledge resources as part of the national **Learning Hub (TEL Hub) project** throughout 2016. This website is part of the transition to the new Learning Hub, and ensures our eWIN knowledge resources remain available throughout the transition.

Over the coming months we will be gathering user feedback on what you'd like to see from eWIN as it moves into the Learning Hub. Make sure you're **signed up the newsletter** to be kept up to date and give us your opinions on what you'd like to see from eWIN.

What's available on this website

This site brings together our **eWIN knowledge resources**, including eWIN case studies, hot topics and overviews. Do you have a project or

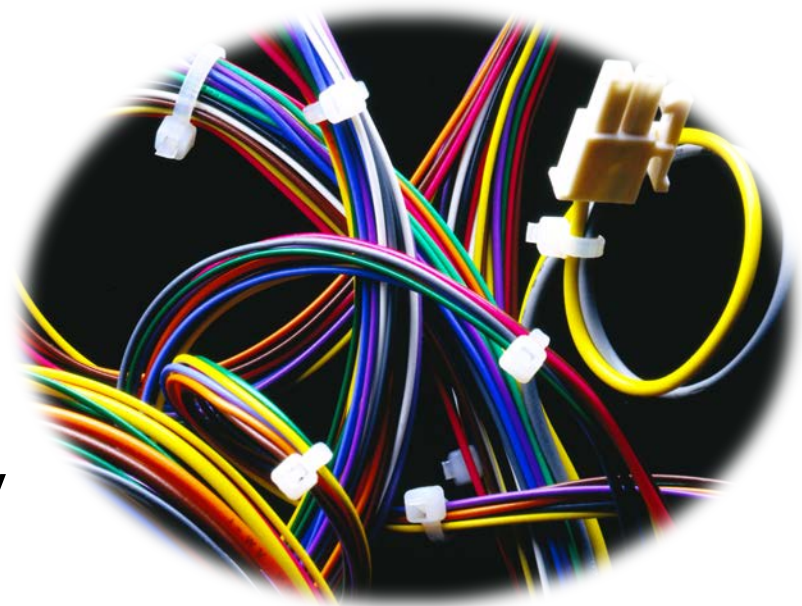




What is the WIRE?

We Innovate Research Evaluate

- Internal repository of best practice, case studies and examples of innovation
- Accessible to all HEE staff through Office365 platform
- Examples included in our monthly bulletin – we also submit examples



Home

About HEE Wire

Search

Share

Research and Innovation
Programme

Workforce Transformation

News

Tools and Resources



Welcome to HEE Wire

Connecting HEE through sharing of good practice, learning and evidence

The Wire (**We** Innovate, **R**esearch & **E**valuate) has been developed to enable all HEE staff to share examples of good practice, learning and evidence. Whether this is an innovation you have developed or findings from a research project or an evaluation, the Wire is the place to tell others about it. You can also view information that has been shared by other HEE staff to help inform your work and access useful tools, resources and opportunities.

Find out more [about the Wire](#).

[Share](#) an example of innovation, research or evaluation.

[Search](#) the Wire.

Do you have any feedback on the Wire? [Email us](#) and let us know.

Keeping up to date

- 2 bulletins – *In the Know* and SMT Update
 - Policy updates
 - Current affairs
 - The “bigger picture”
- Digest & distil relevant info
- Serendipitous
 - “Saw this & thought of you”
- In The Know internal section
 - Lunch & Learn topics



Corporate Knowledge

- Knowledge Assets
- Project reports and ongoing work
- eWIN 'Hot topics'
- Submissions to the WIRE
- Shared drives > SharePoint



Organisational memory

- What will we need to retain for the future??
- What format is useful
- Reviewing old documents before destruction
- Project outputs & reports
- Evaluations, e.g. Forerunner fund reports
- How and where to store?



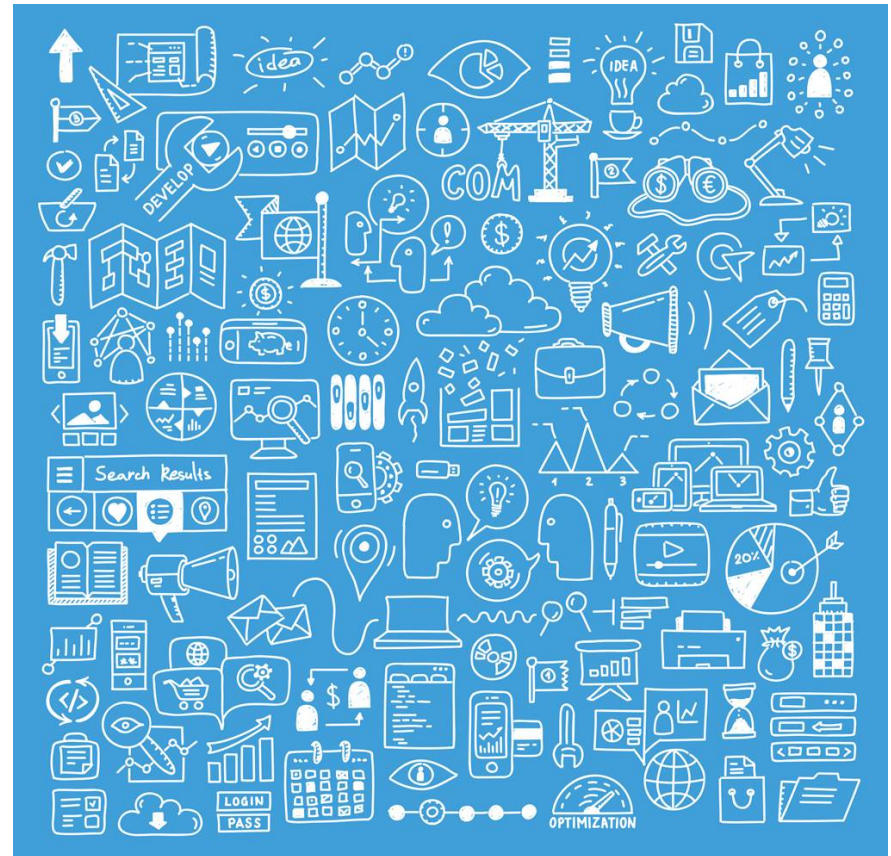
Supporting Innovation



- Part of the internal Innovation programme *Thinking Differently*
- Innovation Champions
- Evidence Based Practice and Innovation and new ways of working...

KM Tools

- A selection of useful tools available on our intranet pages
- Tools and templates such as AARs, knowledge capture etc
- Tools are great, but...



Knowledge Champions

- Using a network of people to spread KM practices





How can you use a network of people as champions?

Knowledge or Innovation Champions

- Who are you already involving?
- Who else you can involve?
- Are there people you can collaborate with?

Thank you & goodbye!

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