

SFHBE1

Establish information management and communication systems



Overview

This unit is about setting up effective communication and information management systems in your organisation. This involves identifying the information and communication needs of your organisation, selecting information management and communications systems which meet those needs, setting up systems and finally monitoring these systems to ensure their effectiveness. There are four elements:

- 1 Identify information and communication requirements
- 2 Select information management and communication systems
- 3 Implement information management and communication systems
- 4 Monitor information management and communication systems

Users of this competence will need to ensure that practice reflects up to date information and policies.

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Performance criteria

Identify information and communication requirements

- You must be able to:*
- P1 ensure the research you carry out is sufficient to identify the information requirements of users
 - P2 ensure the research you carry out is sufficient to identify likely future information flows and communication processes
 - P3 ensure the information requirements you specify are clear, accurate and agreed with users
 - P4 identify the resources needed to meet information requirements
 - P5 ensure the information requirements you specify are consistent with organisational objectives, policies and resources

Select information management and communication systems

- You must be able to:*
- P6 agree clear criteria for selection of information management and communication systems with users and others involved or affected
 - P7 evaluate possible systems and identify those which are capable of meeting user requirements and organisational objectives within resource constraints
 - P8 ensure your evaluation of potential systems accurately identifies their respective benefits and disadvantages
 - P9 ensure the systems you propose most closely meet the agreed criteria and comply with organisational policies and legal requirements
 - P10 ensure your proposals include an implementation plan which is agreed with users and others involved or affected

Implement information management and communication systems

- You must be able to:*
- P11 present your plans for implementing information management and communication systems to users and others involved or affected at an appropriate time, level and pace
 - P12 confirm users' understanding of the system and their role in its implementation
 - P13 ensure the resources you select are sufficient for the implementation to take place within agreed timescales
 - P14 ensure you monitor the implementation of the system at appropriate times against agreed plans
 - P15 ensure you modify implementation activities, as appropriate to resolve any problems arising
 - P16 ensure the way in which you implement systems enables users and others involved and affected to make effective contributions
 - P17 ensure you implement information management and communication systems within the agreed budget and timescales

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Monitor information management and communication systems

- You must be able to:*
- P18 continuously provide opportunities for users to give feedback on the effectiveness of information management and communication systems
 - P19 ensure your monitoring and evaluation of systems take place at appropriate times against agreed criteria
 - P20 ensure your evaluations take account of trends and developments and likely future
 - P21 ensure you present the results of evaluations to users and others involved or affected in a manner likely to attract their support for improvements
 - P22 ensure you modify information management and communication systems to overcome any problems effectively

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Knowledge and understanding

You need to know and understand:

- K1 the importance of agreeing information requirements with users and how to achieve such agreements
- K2 the importance of reaching agreement with people on criteria for systems and how to achieve such agreements
- K3 how to analyse and specify information needs
- K4 the importance of checking user's understanding of the system and confirming their role in implementing it
- K5 how to monitor the implementation of systems
- K6 the types of problems which may arise during implementation and how to overcome these problems
- K7 the types of problems which may occur in information management and communication systems and how to overcome these
- K8 the importance of information systems to the work of the organisations and your role and responsibilities in relation to these
- K9 the range of information requirements people may have
- K10 how to identify information requirements
- K11 the likely future flow of information and communication processes
- K12 how to select a method of identifying information needs according to the users, the situation and organisational and resource constraints
- K13 the range of information management and communication systems which may be appropriate and their relative advantages and disadvantages
- K14 how to determine the criteria for selection of information management and communication systems
- K15 how to evaluate possible systems to ensure they meet user requirements and organisational objectives, legal requirements and resource constraints
- K16 the importance of consulting on implementation plans and different methods of doing so appropriate to different types of system and user
- K17 the importance of providing opportunities for those involved in the system to make effective contributions to implementation and how to encourage and enable such contributions
- K18 the importance of continuously providing opportunities to users to give feedback on the effectiveness of systems and how to enable and encourage such feedback
- K19 how to present evaluations to users and others involved or affected in a manner likely to attract their commitment and support to improvements
- K20 legislation governing the collection, storage and dissemination of information
- K21 the importance of monitoring information management systems and your role and responsibilities in relation to this
- K22 how to select and use monitoring and evaluation methods appropriate to

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- the system, context and requirements
- K23 organisational objectives, policies and resource constraints which have a bearing on specifying information requirements and how to interpret these
- K24 how to develop implementation plans and agree these with users and others involved
- K25 how to prepare plans for the implementation of information management and communication systems
- K26 factors which influence the development of such plans
- K27 how to forecast trends and developments insider and outside the organisation which may lead to new requirements
- K28 how to identify resources which will be required to meet these information
- K29 how to carry out cost-benefit analyses of information management and communication systems
- K30 how to estimate resources and time needed to implement different types of information management and communication systems

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

To be agreed

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Suite Drugs and Alcohol

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