
Overview

The effective use and management of information in the health sector is of fundamental importance to clinical impact, patient safety and the overall delivery of services. This standard describes the work which many managers in the health sector will need to do to promote an information culture. You will need to develop a strategic framework for the generation, use and quality of information available to users. Once this framework is in place you will need to promote the effective management and use of information. This will involve working closely with key users and creators of information to encourage change and make improvements. The use of common standards and definitions is also of key importance. These common standards and definitions may be in relation to data, clinical codes, the use of IT, confidentiality and information sharing. You need to be able to facilitate the use of common standards and definitions.

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

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Performance criteria

You must be able to:

- P1 establish and agree strategic aims for data and information management within an organisation
- P2 derive relevant objectives from the strategic aims that are prioritised and agreed
- P3 establish procedures to monitor and review the effectiveness and efficiency of the information management against the strategic aims and objectives
- P4 establish arrangements to take account of future information management needs of the organisation
- P5 help users to appreciate the advantages they could obtain from the effective use of information
- P6 create the opportunity for users to comment on the processes for handling
- P7 gather evidence on and disseminate to users the gains achieved through the efficient and effective use of information
- P8 work with users to enable them to identify their own needs for information and to articulate their requirements effectively
- P9 work with relevant staff to provide specialist input to organisational development and training aimed at supporting the improved understanding and use of
- P10 ensure that within the constraints of local policies, confidentiality and legislation, the use of information is fed back to those involved in its collection to enable validity to be confirmed
- P11 value and act on complaints and queries concerning the validity of information in use
- P12 identify the appropriate common standards and definitions that must be used
- P13 encourage all users to adopt common standards and definitions
- P14 monitor the use of common standards and definitions
- P15 create the opportunity for users to comment on the relevance and currency of the standards and definitions
- P16 contribute to activity to ensure that common standards and definitions are reviewed in response to users needs and feedback

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Knowledge and understanding

You need to know and understand:

- K1 current legislation, policies, procedures, codes of practice and guidelines in relation to information management
- K2 the importance and reasons for adhering to information governance
- K3 internal and external policies and procedures that influence attitudes to information
- K4 the professional codes of ethics in your area of practice
- K5 the wider political sensitivities of data and information
- K6 the sectoral differences that may exist regarding the management of information
- K7 the ways in which your work contributes to the development of corporate responsibility and ownership of information
- K8 the health context for data and information requirements (e.g. clinical impact, patient safety)
- K9 the different ways in which data and information are used in health care
- K10 the strategic aims and objectives for information which are relevant to the organisation
- K11 how to establish aims and objectives for information management
- K12 procedures for monitoring and reviewing information management
- K13 the future information management needs of the organisation and how to take account of these
- K14 the advantages of using information effectively
- K15 the reasons why users and creators of information should be consulted to improve information management
- K16 the different users of information and the purposes for which they need information
- K17 the broad processes for handling information within your organisation
- K18 the specialist input and training that can be provided to improve the management of information
- K19 the advantages of joint working and where there are shared resources and skills
- K20 the actions to take in the event of complaints and queries concerning information management
- K21 how to monitor changes in the use of information
- K22 the common standards and definitions that are used
- K23 the importance of using common standards and definitions
- K24 how to monitor the use of common standards and definitions
- K25 the ways in which common standards and definitions are reviewed

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Additional Information

External Links

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

Dimension: Core 4 Service improvement

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