SFHHI14
Identify the health information needs of staff, patients and the public to support the development of systems

Overview	This standard is about identifying the health information needs of staff, patients and the public to support the development of systems. It is relevant to individuals who are working with a variety of stakeholders to develop systems.
	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   identify the stakeholders that need to be involved
P2   identify the appropriate processes to use for involving stakeholders
P3   conduct a dialogue with stakeholders to identify health information needs
P4   discuss the potential benefits and risks associated with the health information needs
P5   manage expectations effectively throughout the process
P6   fully consider the risks and undesired consequences of the use of health
P7   clearly document the outcomes of the work and make appropriate recommendations

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Knowledge and understanding

You need to know and understand:

K1   the relevant legislation, policies, procedures, codes of practice and guidelines in relation to health information needs

K2   the wider sensitivities of data, information and knowledge relevant to your role

K3   the professional codes of ethics relevant to the areas of your work, including those of other professions you are working with

K4   the health and business context for data, information and knowledge requirements

K5   the importance of taking into account the accessibility of systems for those with special communication needs

K6   your organisation's planning cycles and objectives

K7   the health care delivery process in the area of work you are focussing your attention on

K8   the importance of effective information governance including; confidentiality, consent, data protection, security and privacy

K9   the different ways in which data, information and knowledge are used in healthcare

K10 the relevant health information systems in your organisation

K11 the current developments in the application of health information systems relevant to the areas of your work

K12 the roles of staff responsible for maintaining and developing the technical aspects of health information systems

K13 the ways in which staff and other users interact with health information systems

K14 the reasons why there are limitations to what can be achieved with health information systems

K15 how benefits realisation is a driver when identifying needs

K16 the risks in relation to the use of health information systems

K17 how to identify the health information needs of staff, patients and the public

K18 how to identify and involve relevant stakeholders

K19 how to interpret the needs and manage expectations of stakeholders

K20 the processes for documenting the outcomes of the work and making recommendations

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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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