

ITEM: 09/098
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Meeting: Trust Board
Date: 17 June 2009

Title: **Knowledge Management Update**

Executive Summary: Attached is an update on knowledge management activity at the Whittington Hospital NHS Trust over the last six months

1. Information for Patients

A Patient Information Group has been established and a Patient Information Policy has been approved with a supporting action plan. Since 2009, nine new leaflets have been developed and a further ten updated.

2. Archway Healthcare Library

New developments include

- additional PCs
- an extension of access to e-journals
- new software for interactive 3D anatomy
- a Map of Medicine link on the intranet front page
- the launch of the NHS Evidence site by NICE

These are additional to the existing resources such as the NHS Information Centre, providing national data, and the Dr Foster clinician outcome benchmarking website which gives consultants access to their own performance data.

Action: For information

Report from: **Celia Ingham Clark, Medical Director**

Knowledge Management Update

Knowledge management at the Whittington has been developed over the last six months in a variety of ways.

1. Information for patients: report from Veronica Shaw

Patient Information

Ensuing that patients have written information that they can keep and share with their families is an important way of helping to ensure that they understand their condition and care, and are able to give their informed consent to any treatment plan that is suggested.

In September 2008 a Patient Information Policy was developed to set out how we will develop user-friendly information that is readily available and kept up to date (available on the intranet). The policy is supported by a plan that sets out the agreed actions to be taken for the next year to develop up to date information for all conditions and procedures that are common to the population of the Whittington. A Patient Information Steering Group chaired by the Director of Primary Care has been established to drive this work and ensure that it is patient focussed and linked to patient satisfaction and marketing.

The leaflets will be available electronically, meaning that staff can print them off as they are needed for individual patients, this avoiding running out, or having out of date copies in the system. We also plan to put the most common leaflets on our web site too, so that patients and public can access them directly if they so wish. They will all be proof read by non-clinicians to ensure they are jargon free and user friendly.

Since January 2009 the following patient information leaflets have been newly developed and updated: -

New information leaflets

- Intravenous cannulae
- Rheumatology Drug Monitoring Record (patient held medication and results booklet)
- Rheumatology: Rheumatoid Arthritis Flare Up Advice
- Preventing surgical site wound infections
- Screening for MRSA
- Appendicitis
- Diverticular Disease
- What you need to know about bowel cancer
- Third or fourth degree tear

Updated Information Leaflets

- Hospital transport
- Understanding pelvic floor muscle exercises for men

- Understanding pelvic floor muscle exercises for women
- Cataracts
- Concerns and complaints
- MRSA
- Clostridium difficile
- Controlling infection at the Whittington Hospital
- Pilonidal sinus
- Bronchoscopy

2. Update on Archway Healthcare Library: report from Richard Peacock

Latest news from Archway Healthcare Library for Whittington staff - May 2009



1. We have now installed two **Whittington Trust PCs** in our NHS computer room, along with a printer. So Whittington staff now have access to their usual desktop and saved files from the comfort of the library.

2. We have been working hard to expand the range of **e-journals** available on the NHS ATHENS password. We have added the following titles from the Science Direct package – these are:

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| - The Lancet | - Physiotherapy |
| - Surgery (Oxford) | - Anaesthesia & Intensive Care Medicine |
| - Medicine | - Psychiatry |
| - European Journal of Cardiovascular Nursing | - The American Journal of Medicine |
| - The American Journal of Surgery | - Journal of Pain and Symptom Management |
| - Journal of Hospital Infection | - Seminars in Fetal & Neonatal Medicine |
| - Paediatrics and Child Health | - International Emergency Nursing |
| - Intensive and Critical Care Nursing | - Heart & Lung - the Journal of Acute and Critical Care |
| - Gastroenterology | - American Journal of Obstetrics & Gynecology |
| - The Journal of Pediatrics | - Archives of Physical Medicine and Rehabilitation |
| - Journal of Voice | - Journal of Hand Therapy |

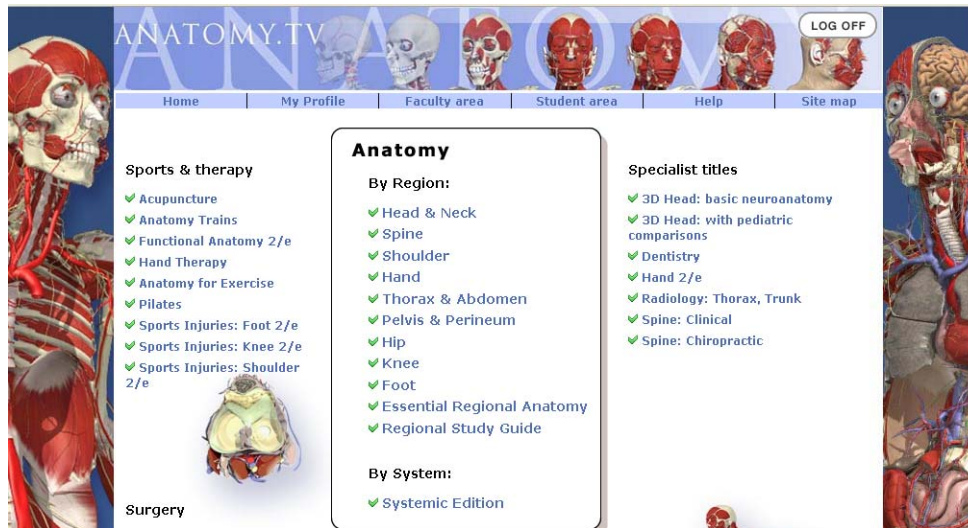
Displaying full-text pdfs files for these journals is slightly fiddly, so we have attached a simple guide to this e-mail.

And at the London level the Lippincott, Williams and Wilkins package has been made available too, adding a further 294 titles!

To access these on-line journals from any PC, staff need to have an NHS ATHENS username and password. If you do not have one already, self-register from <https://register.athensams.net/nhs/nhseng/> or ask at the Library. All Whittington staff are entitled to these accounts.

The full list of NHS journals is available by logging on to:
<http://www.library.nhs.uk/booksandjournals/journals/>

3. Another new resource on NHS ATHENS is Primal Pictures Anatomy TV, which is award-winning interactive 3D anatomy software. Features include the ability to rotate images and peel away layers.



Anatomy TV is another resource that has been purchased at the London NHS level. You can access it by logging on to the my ATHENS at www.athens.ac.uk and looking under local resources.

4. The observant amongst you will have noticed the appearance of a link to **Map of Medicine** on the front page of the Whittington intranet. This important resource presents a range of high-quality, up-to-date evidence-based pathways which follow a patient journey through from primary care to the acute sector. As well as providing information the Map provides support for clinical practice, and can be used as the basis for service redesign and clinical guideline development. Word is beginning to get out: **there are some dedicated users in the Trust who have used Map of Medicine more than 100 times in the last 6 months!** For more information on the Map of Medicine, please contact Richard Peacock at Archway Healthcare Library (ext. 3607 richard.peacock@whittington.nhs.uk)

5. **NHS Evidence** launched! NICE have just launched the NHS Evidence site, which has attached a simple (google-type) search interface to a range of strong full-text resources including NICE guidelines, systematic reviews, NHS specialist collections and the BNF. Try it by visiting www.evidence.nhs.uk



6. Archway Healthcare Library provides support to staff at the Whittington in all aspects of health information. For details of our **training courses** please visit <http://www.archway.ac.uk/AHL/traininglist.htm> or contact Richard Peacock on 0207 288 3607.

3. NHS Evidence: report from Richard Peacock

NHS Evidence was launched by NICE on 30 April 2009.

The principle function of NHS Evidence (www.evidence.nhs.uk) is to provide NHS staff with a simple, Google-type search interface for a range of high-quality evidence-based health information resources. Its current coverage includes clinical guidelines, systematic reviews, resources selected by specialist NHS specialist collections, the BNF and the Health Protection Agency. It also searches sources related to Social Care.

The majority of resources searched by NHS Evidence are available full text and no password is required to access the site.

It is important to stress that NHS Evidence currently complements other resources, and it is not a complete “one stop shop”. The kind of public domain, summary sources provided by NHS Evidence will provide the answers to many (most?) of the information needs that NHS staff might have, but databases such as Medline/Pubmed remain the principle sources if the search requires access to primary research. NICE have taken over the functions of the old National Library for Health (re-branded page still available from www.library.nhs.uk) and they continue to provide access to databases for NHS staff via this site. This service will be reviewed later in 2009. It provides no interface with tools such as Map of Medicine (as yet – apparently this is under consideration).

The release of NHS Evidence on 30 April was described informally by NICE as being a “soft launch”. The second version of the site, due for release in September 2009, may produce a greater blaze of publicity, as it should incorporate some more of NICE’s stated aims, including an accreditation scheme for health information providers and the incorporation of more locally-produced good quality information.

Richard Peacock (Archway Healthcare Library) was involved in testing NHS Evidence prior to launch. The search is generally functioning well, producing good quality results for most searches in a well-ranked order. There are a number of changes and improvements under consideration as a result of feedback from initial testing and early use.

All Whittington staff have been informed about the release of NHS Evidence in an all staff e-mail. A prominent link has been added to the Archway Healthcare Library home page and the library has run a number of training sessions. Richard Peacock has been asked to make a brief presentation to the Medical Committee (timing?).

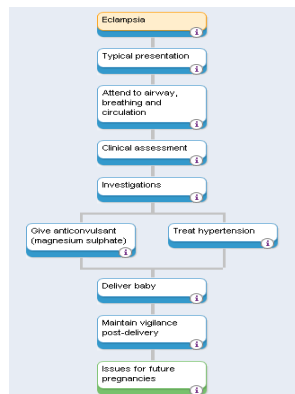
4. Map of Medicine: report from Richard Peacock

Map of Medicine describes itself as being: “an online clinical knowledge resource implemented in primary and secondary settings throughout the UK. More than 1500 pages, organised into 370 pathways, are presented in an easy-to-use visual format, offering evidence-based up-to-date information for Accident & Emergency, Medicine, Mental Health, Obstetrics & Gynaecology, Oncology & Palliative Care, Paediatrics, and Surgery.”

It has been purchased by the NHS on a long (10 years from 2008) National contract. Access to the Map for London NHS staff is via the NHS ATHENS password: all Whittington staff are entitled to this password and as of 22 May 595 Trust staff are registered.

Map of Medicine is primarily a tool to support clinical practice, although it has a strong educational aspect too.

Information is presented in the form of patient pathways and so is essentially visual (see below), with up-to-date



evidence available from appropriate steps in the pathway.

The Map of Medicine has the potential to be much more than an information tool, and in a number of Trusts around the country it has been used as a tool to reshape clinical services (see video clips available from <http://www.mapofmedicine.com/gettingstarted/casestudies/>). At the Royal Free (where it was first developed) for example, it is being used in relation to projects on 18 week waits. The pathways in the Map have the potential for localisation (which makes additional information visible to staff within selected Trusts only). This might include information on clinics, aspects of local populations or links to local policies and guidelines.

Whittington staff have been informed of the Map in all staff e-mails and a link to the service appears on the front page of the Trust intranet and the clinical guidelines page. The Clinical Guidelines Committee has agreed that all authors of new guidelines will be asked to consult Map of Medicine at an early stage. In addition, all new staff receive an information sheet about Map of Medicine at induction and training sessions have been organised with different groups of junior doctors.

Current use of Map of Medicine at the Whittington is moderate (around 55 accesses a month) but usage statistics have identified 2 “super-users” amongst the FY2 junior doctors. One has provided feedback, saying:

“I’ve been using map of medicine for exams for entry onto GP training: very good source of info and follows national guidelines, also it has been really helpful when starting A+E (has aided primary care vs A+E/hospital management of conditions”.

This quotation illustrates the dual role well: supporting clinical practice and professional education.

Implementation of the Map of Medicine could involve much greater activity and usage within the Trust. Map of Medicine recognises some Trusts as early adopters, using it as a tool to benefit local patients. The Map like to support localisation of pathways at the level of the “local health economy” i.e. more than one Trust and more than one type of Trust (eg a PCT and several acute Trusts, or visa versa). Both Haringey and Camden PCTs are designated “early adopters” although we are not aware of any significant activity from either.

One potential Map of Medicine project we have identified is the production of a pathway on adult learning disabilities. No such pathway currently exists and producing a pathway would involve the co-operation of several Trusts. Unfortunately, the Map of Medicine of Medicine are currently concentrating on updating existing pathways and are not supporting development of any new pathways for a while. In the meantime we are continuing to investigate joint working with local PCTs in this area, led by Lisa Smith.

5. NHS Information Centre: www.ic.nhs.uk/clinical

This provides information to clinicians, managers and analysts to investigate levels of activity and ensure compliance to national standards. It includes results of national clinical audits including diabetes, stroke and renal services.

6. Dr Foster Clinician Outcome Benchmarking: www.drfoosterintelligence.co.uk/managementinformation/CBT/

This is available for all consultants in the Trust to look up the results of their own work to monitor activity, conversion rates, length of stay, day case rates and mortality. Work is ongoing to develop Quality Dashboards for each specialty to improve the information that consultants have about their performance. Individual consultants have access to their own data on Dr Foster via a password-protected login supplied by the IM&T Department.