

# Knowledge into Action: Managing Knowledge as an Asset in Challenging Times Social Innovation Programme February – March 2011

NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) are delighted to invite you to two **Social Innovation Events, with follow-up support**, to co-create practical **Action Plans** for your organisation **Managing Knowledge to Improve Care and Support**.

To work through the full planning process, we encourage participants to attend both events, **23<sup>rd</sup> February and 30<sup>th</sup> March, 10 am – 4 pm in the Stirling Management Centre, University Of Stirling, Stirling FK9 4LA**. You will also have the opportunity for support phonecalls with our knowledge management facilitators before and after these events.

## Background

The national knowledge management strategies for health and social services – *Enabling Partnerships: Sharing Knowledge to Build the Mutual NHS* (NES, 2010) - and *Sharing Knowledge; Improving Practice; Changing Lives* (NES and IRISS, 2010) – both commit to supporting health and social services organisations to make best use of knowledge to improve quality of care and support.

Faced with the dual drivers of continuous improvement and financial stringency, we need more than ever to lead and manage use of knowledge as an asset, to improve quality of care, create innovative solutions, and maximise use of existing resource. Above all, we need to share and use knowledge across disciplines and sectors, as the foundation for person-centred care and support throughout all stages of the service user journey.

## Aims

NES and SSSC have organised this series of social innovation events to help leaders at all levels in health and social services to:

- learn how their organisations can improve use of knowledge to improve health and deliver care in their organisations.
- define creative new solutions that use knowledge to improve quality of health and social care.
- develop a network of these leaders in health and social services, focused on translating knowledge into action.

## Work to date

Many organisations sent representatives to an introductory event in September 2010. Participants worked together to generate creative new solutions for better use of knowledge to improve outcomes throughout the service user and carer journey. You can see the outputs from this event at the community website for

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knowledge management in health and social services –  
[www.knowledge.scot.nhs.uk/together](http://www.knowledge.scot.nhs.uk/together) .

### Defining action plans

Following the September event, we have created a “Working Knowledge” planning toolkit , available at <http://www.knowledge.scot.nhs.uk/together.aspx> This defines a four-step process for creating practical, achievable action plans that will deliver measurable improvements in care and support.

The **23<sup>rd</sup> February event** will focus on the first two steps of:

- a) defining aims – where better use of knowledge will have the highest impact on priorities for your organisation;
- b) identifying areas where change is needed to deliver those aims.

At the **30<sup>th</sup> March event**, we will support you in steps 3 and 4 of the toolkit –

- a) identifying new solutions to achieve the changes you have identified, and
- b) defining how to evaluate impact of your action plan.

**All participants will conclude this programme with a practical knowledge management action plan that they can implement in their own workplaces.**

### Support phonecalls

Before the February event, one of our knowledge management facilitators will call you, at your convenience to help you think through your aims. And between the February and March events we will again contact you to discuss developing your plan for change.

A **learning package** will also be produced which captures the learning from these events, so that others can work through the same learning process in future.

### Who should attend?

Translating knowledge into action is important to everyone who aims to embed and value use of knowledge in the way that they manage and deliver health and social care. We would encourage, for example, leads in learning and organisational development, information and ICT services, communication, staff development, quality/service improvement and the many team leaders and managers committed to helping their teams to find, share and apply knowledge in practice.

### How do I register?

Please go to the “Bringing knowledge together” community website [www.knowledge.scot.nhs.uk/together](http://www.knowledge.scot.nhs.uk/together) to complete the registration form for both sessions. You are asked to provide your initial thoughts on aims and impact of your knowledge management plan; our facilitators will contact you to discuss this more



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fully before the February event. While visiting this knowledge management community website, we would encourage you to have a look at its knowledge management tools and resources.



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