

# APPLYING A KNOWLEDGE MANAGEMENT FRAMEWORK AT THIS TIME OF NHS TRANSITION

## KNOWLEDGE TRANSITION TOOLKIT

The Knowledge Management (KM) team within [Connecting for Health \(NHS CFH\)](#), is part of the Department of Health Informatics Directorate (DHID). This team has developed a [Knowledge Transition Toolkit](#) to support the NHS capture and share learning as it transitions to the future state.

This toolkit supports business continuity, providing the means by which the NHS of the future can build on the experience and good practice of its predecessors. Looking forwards, it also supports the drive towards increased efficiency and service transformation by providing the means to capitalise on the insight and experience of NHS employees.

Some of the feedback received to the toolkit includes:

*The framework is a very practical simple model that focuses on the learning after and learning before, which is very practical and very useable for everybody in the NHS. It's about organisational memory and ensuring that we don't have a stop-start in the new world.* -

Jo Butterfield - Transformation lead, Y&H SHA

*"The work you and your colleagues have been doing is just great – it will mean we can get something started here reasonably quickly and we have high quality resources at our fingertips which have been tested and validated in other NHS settings."* Alison Turner - PCT Chief Knowledge Officer

## KNOWLEDGE MANAGEMENT FRAMEWORK

In the field of health informatics, the DHID KM team provides a training and advisory service for the NHS. Their work is underpinned by a [Knowledge](#)

[Management Framework](#). Available directly to the NHS it supports:

- a continuous cycle of learning through the application of learning before, during and after tools and techniques
- collaboration through the application of on-line communities
- development and publication of knowledge assets, capturing experience and insight, lending context and meaning to formal outputs

## KNOWLEDGE CHALLENGES

The NHS is currently working through its biggest ever reform programme. It does so against a broader backdrop of economic constraint when it will be expected to achieve more with fewer resources. With some NHS organisations now working towards closure, new organisations forming in their place, and others merging or taking on new functions.

This period of transition throws up distinct knowledge challenges, nationally and locally:

- How can current NHS organisations mitigate against **corporate memory loss** as they work towards closure?
- How will continuing and successor organisations **acquire knowledge** from their predecessors?

Taking the activities of the Knowledge Management Framework, the transition toolkit provides guidance, tools and templates that address these two questions. It is designed so that it can be adopted with regard to the local context and can add value if implemented either in its entirety or in part, according to local need. It is not intended to replace other effective, locally proven approaches and resources.



