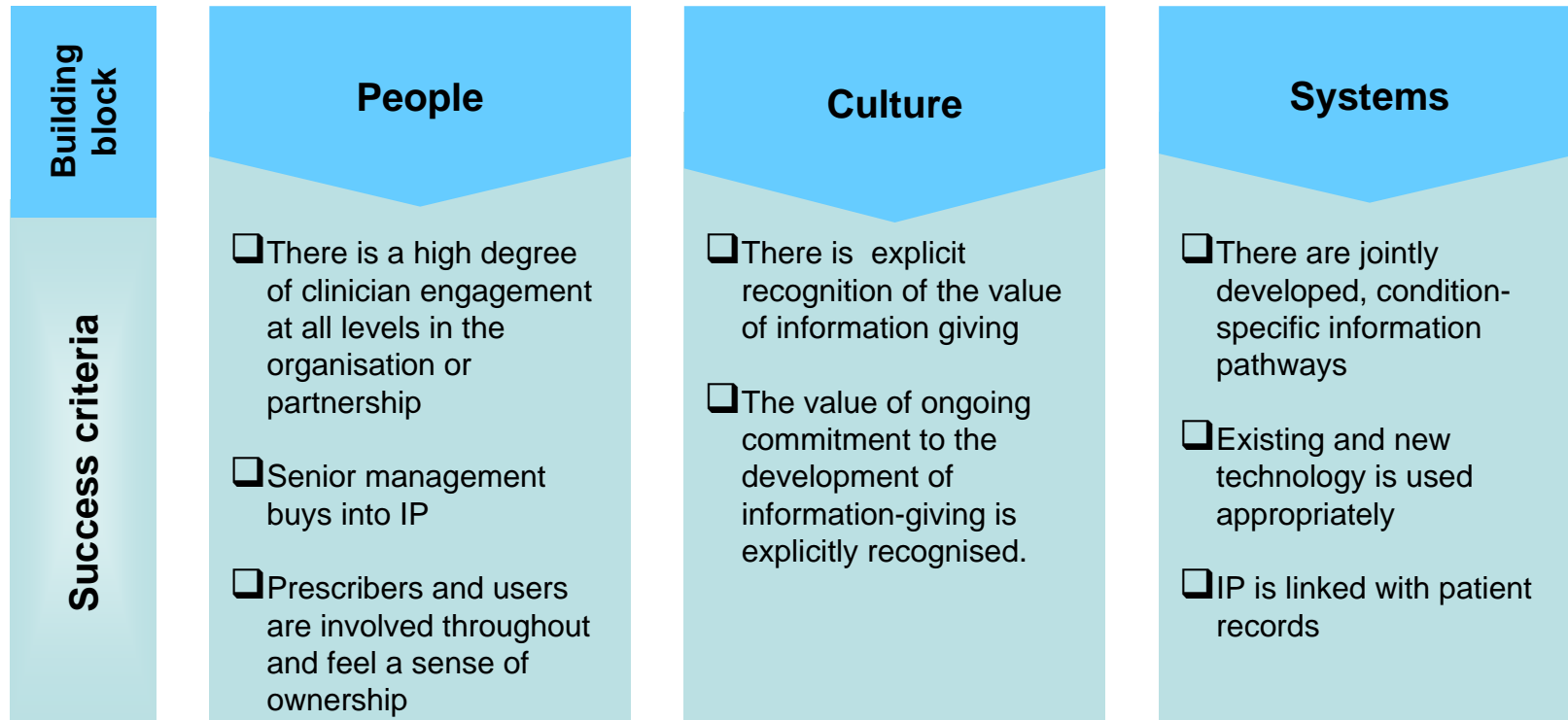


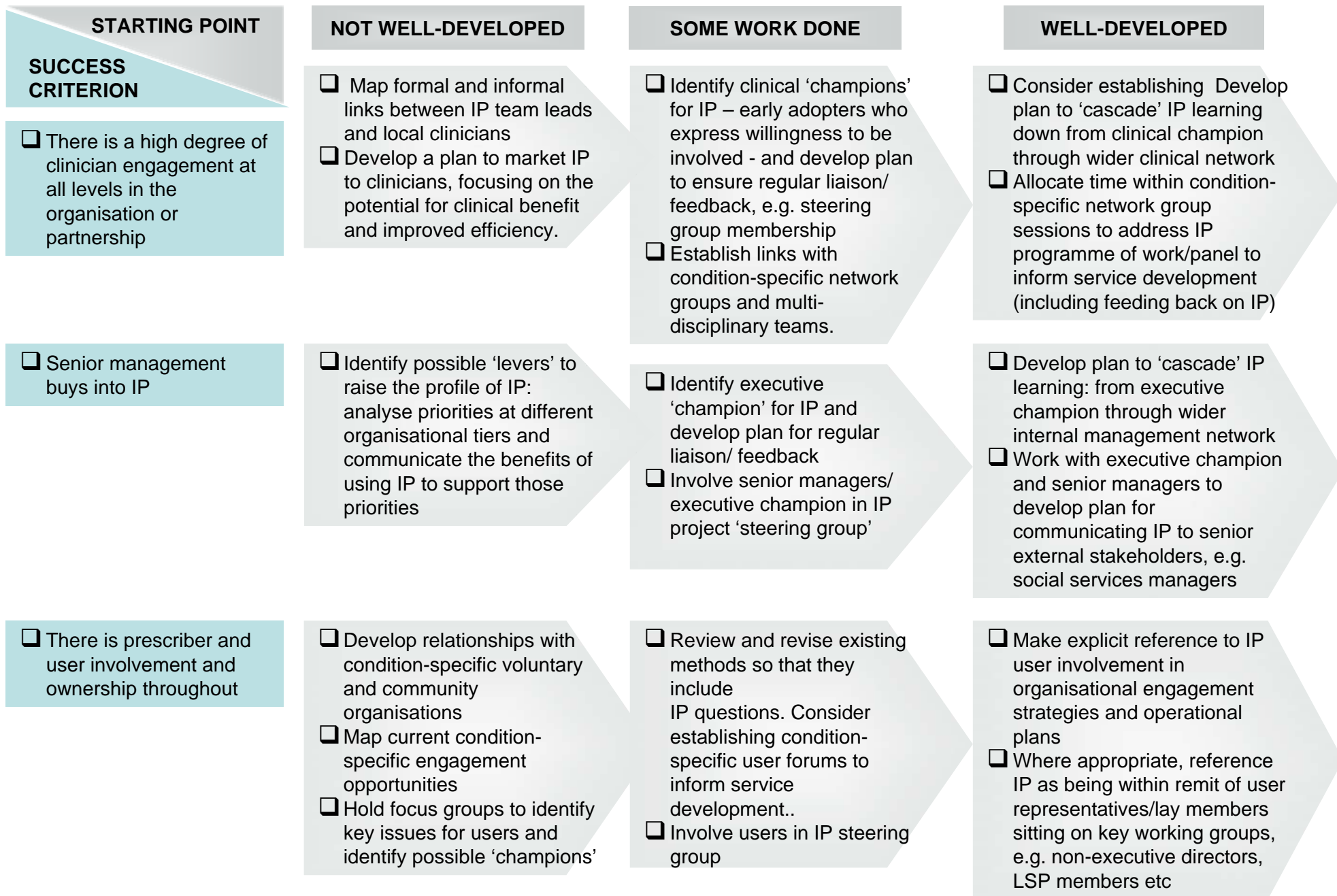
Information prescriptions: Building blocks and success criteria

1. Overview



IP: suggested actions (people)

People



IP: suggested actions (culture)

Culture

STARTING POINT

SUCCESS CRITERION

- ❑ There is explicit recognition of the value of information giving.

- ❑ The value of ongoing commitment to the development of information-giving is explicitly recognised.

NOT WELL-DEVELOPED

- ❑ Identify how IP might support specific organisational obligations to provide information under key policy agendas
- ❑ Undertake audit of IP condition-specific information-giving activity, identifying gaps & possible risks/negative impact resulting from limited patient information

- ❑ Review current strategy documents to:
 - analyse content that relates to information-giving
 - identify gaps and possible risks/negative impact resulting from gaps
 - think about how gaps could be addressed through IP

SOME WORK DONE

- ❑ Undertake audit of organisational information-giving activity, identifying:
 - where information-giving is strong/ less strong
 - internal success criteria
 - how IP might plug any gaps in information-giving
 - which stakeholders need to be engaged in order to 'sell' IP as a vehicle for information-giving (*see also: People*)

- ❑ Use clinical and executive 'champions' (*see: People*) to raise awareness of importance of information-giving across the organisation and how IP could facilitate this activity
- ❑ Explore different vehicles for expansion of information-giving, looking at IP pilot condition, then more widely, for example:
 - use of volunteers
 - relationship with VCS organisations

WELL-DEVELOPED

- ❑ Work with stakeholders to identify and develop further opportunities for IP to complement current information-giving activity
- ❑ Make provision for formal 'horizon-scanning' activity to include identification of opportunities for use of IP

- ❑ Make explicit reference to IP/information-giving in staff training programmes
- ❑ Develop plan to ensure that information-giving, specifically through IP, is referenced explicitly within organisational strategy documents and supporting operational plans
- ❑ Formalise arrangements for information-giving through IP, that embed it within day-to-day practice, e.g.
 - make reference to IP within clinical protocols
 - align IP within current processes (*see: Systems*)

IP: suggested actions (systems)

Systems

STARTING POINT

SUCCESS CRITERION

- ❑ There are jointly developed, condition-specific information pathways

- ❑ Existing and new technology is used appropriately

NOT WELL-DEVELOPED

- ❑ Use outputs of information-giving audit (see: *Culture*) to inform stakeholder event(s) to ensure:
 - condition-specific care pathway is set out;
 - ‘ideal’ condition-specific information pathway is developed
 - gap analysis is undertaken and next steps identified

- ❑ If appropriate, liaise with organisational leads for patient record development to:
 - ascertain work programme
 - identify any opportunities to link IP with patient record development

SOME WORK DONE

- ❑ Identify points along information pathway at which IP can be introduced
- ❑ Work with steering group and champions (see: *People*) to identify how to maximise access to information through different models of IP dispensing, e.g. via a website, through VCS organisations, recruiting volunteers to assist with ‘supported information-giving’

- ❑ Where appropriate, work with executive champion (see: *People*) to ensure plans to link IP with patient record are formalised

WELL-DEVELOPED

- ❑ Use IP as a lever to convene multi-agency stakeholders, in order to identify opportunities to develop cross-sector information pathway

- ❑ Work to ensure that IP is referenced explicitly in IT-related planning documents