

# **Chief Knowledge Officer Event, 25<sup>th</sup> October 2009**

## **Notes from the Discussion Sessions**

### **Discussion 1.**

The first discussion concentrated on identifying some of the key objectives/business priorities where KM will be effective in supporting delivery. The discussion also identified what actions could be taken forward to support this.

Below are the details of the group discussions

### **Business Objectives**

1. OD
2. Workforce Planning
3. Protected Learning Time
4. Quality Improvement
5. Patient Safety
6. Service Improvement
7. HR Generally

### **Actions**

1. Engagement of the Board and Senior Managers – “Walking the Talk”
2. Trust Culture and Culture of the Trust – requires the culture in place to enable
3. Demonstrate benefits to Chief Executives of KM as an enabler to provide high quality care, support for QIPPP
4. Recognising what we are already doing and already have – making the links and becoming more joined up.
5. Pulling together Key People and the existing building blocks
  - a. All doing own thing
  - b. Develop a shared system and process
6. Living the values
7. Share examples of good practice both across Trusts and across the Region
8. Share principles of knowledge management

9. Local tools that can be used to support KM – intranets, document storage
10. Work with IT to improve intranets – Librarians role to help organise intranet
11. Details of Open Source resources and functionality that are available. Will need to overcome any IT barriers to use of some of the resources
12. Issues to be addressed locally – ownership, e-priority, versions, online streaming problems
13. Giving support and enabling individuals to access resources and systems themselves

## **Discussion 2**

In the feedback from Trusts at the beginning of the year most stated that they would like a CKO network. The discussion concentrated on both the purpose of the next and delivery methods.

- “Not quite ICT” to engage everyone. Face to face is important
- If come together again – should be to take some work forward
- Shared List of participants / CKOs
- Good to share – details of good practice
- A place to share documents
- Expertise
- Top-level buy-in required
- RDC website as a starting point – may want to use their newsletter
- Place for background information – on CKO role and Knowledge Management
- Not bombarded with emails
- Interactive newsletter for discussion – e.g. West Midlands Regional Observatory
- Online forum - in between meetings, discussions with presenters
- Should be a wider audience than just CKOs
- Capture Learning – good regional examples - start with small steps.