

Competency 10 – Knowledge Management Summary

PCTs effectively manage systems and work in partnership with providers to ensure contract compliance and continuous improvement in quality and outcomes, and value for money.

Commissioners will need to manage their relationships and contracts with providers in order to ensure that they deliver the highest possible quality of service and value for money. This will involve working closely with providers to sustain and improve provision, engaging in constructive performance discussions to ensure continuous improvement. Commissioners will need to ensure that their providers understand and promote the values of the NHS.

Competency Overview

Successful performance in this competency requires the PCT to keep track of the provider performance against established contracts.

The table below summarises the KM-related inputs and outputs that relate to this Competency.

Competency 10 - Knowledge Management Overview		
Category	Components	Information Requirement
Input	a) Data on provider performance	A proposed provider database should contain provider KPIs on performance.
Outputs	b) Use of real time performance information	Automated provider performance data downloads. Design of provider performance reports (actual, target, variance) and comparative scorecards driven by a proposed provider database. Reports are shared with providers via secure electronic transfer.
	c) Implementation of regular provider performance conversations	Reports addressing performance of major providers, acute care, primary, community and social care leading to continuous performance improvements.
	d) Resolution of ongoing contractual issues	Provider contract KPIs have defined boundaries that may trigger PCT intervention processes.