

Competency 5 – Knowledge Management Summary

PCTs manage knowledge and undertake robust and regular needs assessments that establish a full understanding of current and future local health needs and requirements.

Commissioning decisions should be based on sound knowledge and evidence. By identifying current needs and anticipating future trends, PCTs will be able to ensure that current and future commissioned services address and respond to the needs of the whole population, especially those whose needs are the greatest. The joint strategic needs assessment (JSNA) will form one part of this assessment but when operated at world class levels will require more and richer data, knowledge and intelligence than the minimum laid out within the proposed duty of a JSNA. Fulfilling this competency will require a high level of knowledge management with associated actuarial and analytical skill.

Competency Overview

This is the key Competency in terms of Knowledge Management. All three sections of the Competency:

- analytical skills and insights;
- understanding of health needs trends; and
- use of health benchmarks

are directly driven and supported by an effective Knowledge Management Strategy.

The tables below and overleaf summarise the KM-related inputs and outputs that relate to this Competency.

Competency 5 – KM Overview		
Category	Components	Information Requirement
Input	a) Data management	Database of comprehensive and up-to-date health needs information from local and national sources.
	b) Communication	A public relations data base containing communication and engagement details. enables contributions from all at the start of the process, may be electronic surveys etc
	c) External partner relations	A partner data repository for all details and electronic calendar facility to provider regular updates on progress. A capability to combine partner data sources to provider richer data
	d) Actuarial	This section will be completed by conducting an actuarial interview.

Competency 5 – KM Overview		
Category	Components	Information Requirement
Outputs	e) Analytical skills and insights	Consistent and validated needs data analysis methodology. KPI scorecard to validate actual vs. target to analyse progress and gaps.
	f) Use of national health needs benchmarks	PCT benchmarks themselves continuously against national and international targets and identifies gaps and areas that require improvement.
	g) Understanding of health needs trends	Development and maintenance of health risk database containing demographics and disease groups that records care data for gap analysis. Data can be used for progress and trend monitoring and forecast modelling. Forecast should include changes to PbR, staff costs, and inflation.