

Competency 7– Knowledge Management Summary

PCTs effectively stimulate the market to meet demand and secure required clinical and health and wellbeing outcomes.

PCTs will need to have in place a range of responsive providers that they can choose from. They must understand the current and future market and provider requirements. Employing their knowledge of future priorities, needs and community aspirations, PCTs will use their investment power to influence improvement, choice and service design through new or existing providers to secure the desired outcomes and quality, effectively shaping their market and increasing local choice of provision. This will include building upon local social capital and encouraging provision via third sector organisations. Where adequate provider choice does not exist, PCTs will need clear strategies to address this need, especially in areas of relatively poor health experience, access or outcome.

Competency Overview

The Knowledge Management techniques and standards covered in Competencies 5 and 6 will support the achievement of high standards in this Competency.

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

Competency 7 – KM Overview		
Category	Components	Information Requirement
Input	a) Innovation, incl. systematic use of benchmarking , problem solving, idea development	A provider database containing monthly KPIs is required where baseline information is kept such as patient satisfaction, activities, costs and outcomes.
Outputs	b) Knowledge of current and future provider capacity	This provider database will contain all current providers and the ability to view data by disease group, care pathway, quality and capacity.
	c) Align provider capacity with health needs projections	A demand/needs model is required for each provider that allows projections for capacity by specialty and care pathway.
	d) Creation of an optional provider landscape	Patient survey results and KPIs should be included in the provider database. KPIs should be aggregated to create an overall investment/no investment score for each provider.