

## Competency 8– Knowledge Management Summary

PCTs promote and specify continuous improvements in quality and outcomes through clinical and provider information and configuration.

*PCTs are the driver of a continually improving NHS. They seek innovation, knowledge and best practice, applying this locally to improve the quality and outcomes of commissioned services. In partnership with local clinicians, PBCs, and providers, they will specify required quality and outcomes, facilitating supplier and contractor innovation that delivers at best value. Through open and effective commissioning and decommissioning decisions, PCTs transform clinical and service configuration, meeting local needs and securing world class improvements in outcomes and quality.*

### Competency Overview

From an information standpoint, this competency requires that PCTs track the results of a care pathway redesign and report on its impact. Creation of a comprehensive patient centric data warehouse (as outlined in Competency 4), along with information on patients who are impacted by a care pathway redesign, will help the PCT track the results of the redesign and report on it.

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

Competency 8 – Knowledge Management Overview		
Category	Components	Information Requirement
Input	a) Effective quality and outcome metrics	A proposed provider database should contain patient surveys results as a quality and outcome measures.
Outputs	b) Identification of improvement opportunities	A PCT and provider shared clinical pathway design application for process maps that allows provider collaboration through a Web interface.
	c) Collection of real time quality and outcome information	Collect clinical quality and outcome metrics in provider database. Create subscription based drill-down reports that include clinical evidence / international best practice.
	d) Implementation of improvement initiatives	Frequent pathway redesign monitoring through patient surveys and KPIs for financial status tracking with data contained in the provider database.