



PE2 Manage information and materials for access by patients and carers

OVERVIEW

This standard relates to the identification, collation and organisation of current information on management of defined health conditions for issue to, or access by patients, carers and families. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the likely and potential sources of information on defined health conditions
- 2.the type and range of information available to meet special communication needs
- 3.the effect which people's current level of knowledge and understanding, personal beliefs and preferences, experiences and use of services and life context may have on their needs and interests
- 4.how to respect and acknowledge people's priorities in relation to self management of their condition in both short and long term
- 5.the specific condition(s) that has been diagnosed for the individual, including its effects on health, lifestyle, expectations and needs for care support
- 6.requirements for medication, aids, support or other facilities related to the individual's condition
- 7.the range, type and likely effectiveness of aids, support groups and interventions to assist the individual in managing their condition
- 8.the knowledge and skills required by individuals to ensure their effective self-management of their condition
- 9.the difference between misinformation and alternative views of practice
- 10.holistic concepts and approaches to health and social well being

PERFORMANCE CRITERIA

You must be able to do the following:

1. identify new sources of information on defined health conditions
2. obtain up to date materials in sufficient supply for individuals
3. obtain feedback from individuals on the relevance, suitability and completeness of materials to meet their needs
4. seek additional sources of information to meet identified needs and priorities of individuals
5. make arrangements to promote the availability and means of access to materials to all user groups and individuals
6. provide individuals with relevant information in suitable format when communicating with them regarding their needs
7. identify and correct misinformation or misinterpretation of information given by others

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB4 Enablement to address health and wellbeing needs