GEN32 Search information, evidence and knowledge resources and communicate the results

OVERVIEW

This standard is about searching information, evidence and knowledge resources and communicating the results of such searches. This work may be carried out in response to a specific request, an on-going client need for regular information or for general awareness raising. Clients may include health practitioners, managers, scientists and research staff for example.You will need to search information, evidence and knowledge resources effectively and efficiently, according to client needs. You will need to be able to manage the quantity of information obtained during the search and take the appropriate action where problems occur.You will also need to synthesise and communicate the results of searches. This will involve using an appropriate format for presenting the results, and communicating the results using agreed methods. It may also be necessary to record the results of the search for future use.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. current legislation, policies, procedures, codes of practice and guidelines relevant to your work
2. the importance and reasons for adhering to information governance
3. the health sector context for knowledge management
4. the professional codes of ethics in your area of practice
5. the principles of knowledge management
6. the importance of keeping up to date with developments and new resources relevant to your area of professional practice
7. the trends and developments in the sector which impact on the need for information, evidence and knowledge
8. the context of evidence based practice within the knowledge management framework
9. the key relevant professional resources
10. the ways in which ICT can be used to help capture knowledge
11. the security issues attached to the use of information and knowledge
12. the requirements which your clients have for knowledge based information
13. the context within which your clients are operating
14. the types of information, evidence and knowledge resources relevant to your area of work

15. the structure and idiosyncracies of information, evidence and knowledge resources related to health
16. how to search information, evidence and knowledge resources effectively
17. the use of local, national and international resources and the limitations of such resources
18. how to synthesise the results of searches
19. the use of critical appraisal techniques for the results of searches
20. the criteria which can be applied to the results of a search
21. how to manage the quantity of information obtained during a search
22. the types of problems that may occur during a search and how these may be overcome (including technical failure, software failure, quantity of information and unexpected results)
23. methods for communicating the results of searches to clients
24. the importance of reviewing the process to improve future practice

PERFORMANCE CRITERIA

You must be able to do the following:

1. identify information, evidence and knowledge resources that are relevant to the needs of your client(s) and of a suitable quality
2. search information, evidence and knowledge resources effectively and efficiently
3. take the appropriate action during the search to effectively manage the quantity of information obtained
4. take the appropriate action where problems occur with searching information, evidence and knowledge resources
5. synthesise the results of your search to meet the needs of the client(s) and the appropriate criteria
6. use an appropriate format for presenting the results of the search
7. communicate the results of the search to the client using agreed methods and within the required timescale
8. respond appropriately to queries concerning the results of searches
9. record the results of searches where this is required for future use
10. review the process and encourage feedback from the client(s) to help improve future searches

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: IK3 Knowledge and information resourcesThis standard has

replaced HI83 and HCS F18.