

Shared Drive: Information sharing in a dietetic service

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Abstract

This poster presents a project on information sharing needs in a UK Nutrition and Dietetics Service. Against the web of permissions and access levels in the existing system, results from the project were used to streamline the business and information management processes through mapping shared and private information, then designing and implementing an adaptable information repository with well structured management and storage frameworks. Training needs were analysed and mapped to improve practice and so efficiency, effectiveness and quality of existing and future information, as well as conformity to information governance requirements.

Keywords:

Information storage, Retrieval, Sharing, Governance.

Introduction

Information governance in NHS

Within a department such as Dietetics, appropriate management of information can make service management more efficient, easier to monitor its delivery and to help highlight problems and risk that can thus be effectively controlled. Information management is an important part of information governance.

This paper presents a project which analysed the information sharing needs in the Nutrition and Dietetics Service at an acute Trust in Bristol and defined good sharing practices. Compared with the web of permissions and access levels in the existing system, results from the project facilitated streamlining of business and information management processes through mapping shared and private information, designing and implementing an adaptable information repository with well structured management and storage frameworks. Training needs were analysed and mapped to improve practice and so efficiency, effectiveness and quality of existing and future information.

A qualitative approach was used to gain an in depth view of the problem and to gather requirements from this group. Methods included semi-structured interviews, brainstorming sessions, observations, focus groups, and questionnaires in which the findings were analysed in a 'soft systems' framework [1]. Findings were also cross referenced to the literature

for validation. Follow up sessions with the department were used to explore the role of the shared information repository and other related practice issues.

The Design of the Information repository

The data was collected analysed, evaluated and recommendations proposed. An information schema was designed based on analysis and various negotiations that helped to manipulate the structure. In this way the structure adapted to requirements and highlighted the difference between the wants of a management level and the wants of staff.

System Implementation

The implementation required changes in agreements and support and was subject to changes in the needs of the department. Several negotiations with management and the Information Management and Technology (IM&T) department to lower security access and so we can gain access to setup security groups and perform administrator duties for the project.

Training

Initial training focused on how to maintain the consistency, performance and efficiency of their shared information and security groups e.g. key naming standards, minimising duplication and permissions. User manuals were distributed to both administrators and staff. This training however, developed over a series of discussions which incorporated and introduction to recruited newly staff inductions, and regular additions of updated agreements, usage and sharing documents.

References

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