

Better informed for better health and better care

A framework to support improved information use for staff and patients

Information literacy has gained recognition by governments, business and other organisations as an essential feature of good citizenship, competent and confident employees and more confident and creative individuals. It is a necessary accomplishment for everyone, to be able to find and select from the millions of articles available, the information needed to make reliable decisions, to carry out research, for study purposes or to participate fully in their own healthcare.

For patients, information literacy should mean a better understanding of their own health care needs, better informed and more confident discussion with their healthcare practitioners and shared decision-making on the treatment or management of their own health.

For healthcare practitioners, information literacy should mean enhanced abilities in and opportunities for maintaining current awareness, improved information sharing with colleagues and patients and, informed decision-making.

The framework is intended to support the staff of NHS Scotland and its partner organisations, patients, carers and members of the public who wish to further their information literacy capabilities with the aims of achieving better service delivery and improved health and healthcare.

It does this by providing ;

- a working definition of the term information literacy ;
- a simple model of the information literacy cycle ;
- a selection of scenarios demonstrating explicitly some of the ways in which information literacy may be applied in a variety of healthcare situations ;
- a series of tables offering examples of some of the typical attitudes, behaviours and skills experienced in the ongoing journey of information literacy development ;
- a series of tables linking information literacy with several occupational standards and competencies.

The document is divided into ten sections to enable readers/users to “jump” to the section of interest :

- Overview
- Benefits of information literacy
- Using this framework
- Information Literacy in Action
- Life Story Extract
- Capabilities Tables
- Information literacy and information ethics
- Information Literacy and occupational standards and competencies
- Glossary
- References and further reading

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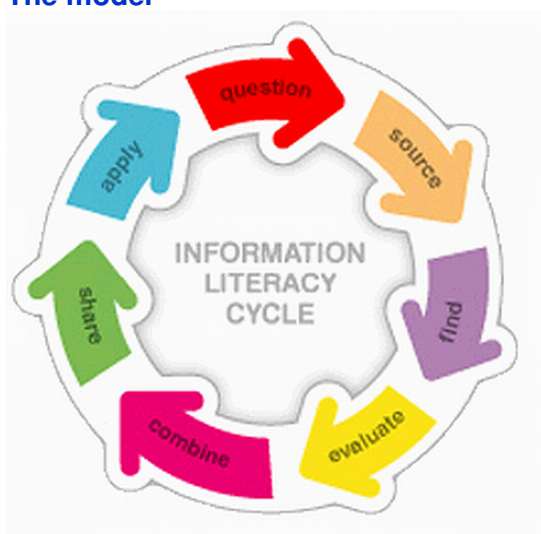
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The definition

An information literate person can recognise an information need and is able to apply the set of transferable skills, attitudes and behaviours needed to find, retrieve, assess, manage and apply information in any situation, throughout life.

Information literacy supports individual and organisational learning, creativity and innovation and contributes to improved healthcare delivery through a continuously evolving, reliable information base.

The model



Question	What do you need to know?
Source	Where will you look?
Find	What words will you use?
Evaluate	Is the information 'good'?
Combine	Have you learned anything new?
Share	How will you share it?
Apply	How will you use it?

Please send comments and suggestions related to the Framework to :

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