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## Overview

This standard is about monitoring, evaluating and recommending improvements to the management of data and information. You will need to be able to establish and use monitoring methods, including interviewing, as well as identify and recommend improvements to the management of data and information. You will need to establish and use evaluation methods.

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## Performance criteria

### *You must be able to:*

P1. access and accurately interpret all relevant work instructions, organisational policies, and data governance requirements

P2. discuss and agree the aspects of data and information management that require monitoring and evaluation with colleagues and relevant others

P3. establish the required liaison and consultation with colleagues and relevant others who need to be involved in developing recommendations for improvements

P4. monitor and evaluate the management of data and information in accordance with legal and organisational requirements

P5. analyse and record the results of monitoring and evaluation within the required timescale

P6. check conformity with national standards, in accordance with legislation and organisational requirements

P7. base recommendations for improvements to the management of data and information on the results of monitoring and evaluation

P8. present your recommendations for improvements in a form that can lead to effective implementation

P9. complete and store all relevant documentation in accordance with organisational requirements

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## Knowledge and understanding

### *You need to know and understand:*

K1. the current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere

K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role

K3. how to access and interpret all relevant work instructions and information

K4. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability

K5. the importance and reasons for adhering to information governance

K6. the wider sensitivities of data and information relevant to your role

K7. the different ways in which data and information are processed and used

K8. the flow of data and information within your area of work

K9. the process of data management and information flows

K10. the structure of data and information, how it is organised, formatted and arranged so it can be stored, accessed and used effectively

K11. the characteristics of data and information

K12. the importance of the quality of data and information including timeliness, accuracy, completeness, appropriate for purpose and accessibility

K13. the different methods of validating the quality of data and information, and how to use them, including monitor and review

K14. the importance of having a clear framework within which to monitor and evaluate data and information

K15. the importance of communicating and discussing the monitoring and evaluation of data and information with colleagues and relevant others

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K16. the reporting structures that exist within your organisation

K17. how to maintain awareness of technological change and how these may improve the management of data and information

K18. how to complete and safely store all relevant documentation in accordance with organisational requirements

SFHHI9

Monitor, evaluate and improve the management of data and information



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