



# Leading Practice

## 10.0 Management information systems

social care  
institute for excellence



# 10.1 What is communication?

Communication 'is the process of establishing a commonness or oneness of thought between a sender and a receiver'

## 10.2 Effective communication helps to give:

- A direction for those involved in an issue
- A shared understanding of what these issues involve
- Help and support for those who need it
- the ability to change opinion about a situation

# 10.3 Features of effective information collection

- Transparency
- Clarity
- Accuracy
- Simplicity
- Efficiency
- Courtesy

# 10.4 Using information to improve quality

- No process without data collection
- No data collection without analysis
- No analysis without decisions
- No decisions without action for improvement