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THE INTELLIGENCE HUB APPROACH TO SHARING AND LEARNINGMelanie Hodson *Help the Hospices, London, UK*

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Introduction The term ‘intelligence’ derives ‘from the Latin verb *intelligere* which in turn comes from *inter-legere* meaning

to “pick out” or discern.’ Here it encapsulates the processing and sharing of gathered data, experiences and other information to develop knowledge, highlight innovation and demonstrate the impact of hospice care.

Aims Case studies are a powerful example of those experiences which contribute to hospice care intelligence. Providing a practical approach to learning and facilitating networking, they encourage service development and the sharing of new ideas and innovation. We are developing a case study resource bank to share experiences and practical project learning with hospice colleagues.

Approach This ongoing project is creating a new resource by collating existing and researching new case study materials for various audiences. The value and impact of access to this fledgling case study resource is indicated by the example of work done by the national fundraising support team in gathering case studies on income generation to share on the members’ area of our website. A hospice adopted a new community engagement idea outlined in a case study from this resource. The activity raised significant additional income for the hospice and has now been incorporated into their annual income generation programme.

To help raise the profile of hospice care and inspire innovation, the project team invite hospice and palliative care colleagues to contact us with activity updates and project news so that, together, we can more effectively share information on emerging work and ideas in hospice care delivery and development.