Knowledge Management Awareness Webinar

Margaret H. Coletti  
*Beth Israel Deaconess Medical Center*, mcoletti@bidmc.harvard.edu

H. Mark Goldstein  
*University of Massachusetts Medical School*, mark.goldstein@umassmed.edu

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"We are drowning in information, but we are starving for knowledge."

- J. Naisbett
Purpose of Today’s Webinar

1. **Explain** what we mean by “Knowledge Management”

2. **Introduce** a model template for an HKM Center (Healthcare Knowledge Management Center)

3. **Generate interest** in “Knowledge Management Day”
   **Fri, Mar 4th, 2011**  *(alternate snow day scheduled Thu, Mar 17th)*
What is Knowledge Management?

“Knowledge Management within a healthcare organization is responsible for providing both assessment of and accessibility to refined information (knowledge), serving a widely diverse population, guided by evidence based practice.”
[Hospital Library Subcommittee of the NN/LM NER RAC]

“... a range of practices used by organisations to identify, create, represent, and distribute knowledge.”
[Wikipedia]
The Knowledge Pyramid

- **BEST PRACTICE**
  (clinicians)

- **KNOWLEDGE**
  (knowledge managers)

- **INFORMATION**
  (HIM, publishers, aggregators, webmasters)

- **DATA**
  (information technology)
What does Knowledge Management look like in a health care setting?

**For example:**
- Build a database of approved abbreviations
- Build a “plain language” dictionary/thesaurus
- Link knowledge-based resources to the EMR
- Create a consensus, making decisions on both internal and external knowledge-based resources (*acquisitions and access*)
- Create a web portal for both internal (in-house) and external resources
- Create an institutional “knowledge awareness program”
- Meta tag internal documents
And how is this different from what we’re doing now?

<table>
<thead>
<tr>
<th>Medical Library Services</th>
<th>Knowledge Mgt Services</th>
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<tbody>
<tr>
<td>(link to the outside knowledge)</td>
<td>(link to both outside and inside knowledge)</td>
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<tr>
<td><strong>Current Awareness</strong>: TOC</td>
<td><strong>Current Awareness</strong>: TOC plus blogs, etc.</td>
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<td><strong>Database Management</strong>:</td>
<td><strong>Database Management</strong>:</td>
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<td>Journals Check-In</td>
<td>Journal Check-in?</td>
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<tr>
<td>Book Circulation</td>
<td>Book Circulation?</td>
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<tr>
<td>Knowledge-Based Info:</td>
<td>KBI plus Internal Knowledge Bases:</td>
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<tr>
<td>(Ovid, ISI, Ebsco databases)</td>
<td>(Abbreviations, Institutional Publications Repository, etc.)</td>
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<tr>
<td><strong>Finding documents</strong>: using indexed terms</td>
<td><strong>Finding documents</strong>: plus</td>
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<tr>
<td>Indexing and meta tagging documents so others can find them</td>
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<td><strong>Decision Making</strong>:</td>
<td><strong>Decision Making</strong>:</td>
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<td>KBI Resources</td>
<td>KBI Resources plus</td>
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<td>Content Management Systems</td>
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Brief Background:

- The Hospital Library Subcommittee (HLS) was formed in 2004, as part of the NER’s Regional Advisory Council (RAC).
- Its overall charge: to explore strategies to promote the value of hospital libraries.
- Since late 2008, we’ve witnessed a disturbing trend – the gradual rollback of the hospital library function, through a reduction in: hours, staff, services, and sometimes an elimination of the library function altogether.
- The RAC-HLS began offering a range of advocacy services (toolkits, support letters, interventions, etc.)
- Outcome: limited success or “too little, too late”
A New Strategy Emerges:

- Need to come to terms with redefining the role of the library within a hospital care setting
- Need to find an institutional “place at the table”
- Need to translate our efforts into institutional value
- The RAC-HLS reviewed the AHIMA model as precedent, where the Medical Records function redefined and transformed itself into the HIM “Health Information Management” function
- We realized we needed to do the same -- and quickly!
Model Template for a Healthcare Knowledge Management Center

“[There has been a] significant shift in what professionals do and how they fit within their environment. The combined forces of new information technologies and the demands for better and more timely information requires the profession to change radically.”

-AHIMA, 1991
Model Template for a Healthcare Knowledge Management Center

**Reasons supporting rationale towards KM:**

1. KM provides the positive push forward;
2. KM provides the “bridge” between information and BP;
3. KM provides hospital librarians with an ideal window of opportunity to become critical players in:
   a.) the information explosion;
   b.) the national push for health care reform;
   c.) the universal adoption of EBP; and
   d.) the emerging trend of self-directed practice, where patients take responsibility for their personal health (e.g., EHRs);
4. KM supports institutional goals: a.) exceptional quality control; b.) high risk management standards; and c.) optimum patient safety levels; and
5. KM offers health care orgs a competitive edge in marketplace.
Model Template for an HKM Center

Template Purpose:
To help with the realization of several sustainable HKM Center models, and to assist interested hospital libraries in their transition to knowledge management centers within their health care organizations.

Template Goal:
To help ensure that the HKM Center as a new function is well-defined to:
1.) provide both the assessment and accessibility of refined information;
2.) serve a widely diverse population; and 3.) create a practice that is based on carefully evaluated evidence.
Model Template for an HKM Center

MODEL TEMPLATE COMPONENTS:

- Requirements
- Competencies
- Collaborations & Alliances
- Job Descriptions
- Mission Statement & Strategic Plan
- Budget

To be presented in greater detail at the KM Day Program in March.
Knowledge Management Day

- Sponsored by NN/LM NER
- **Friday, March 4th** (Snow Date: Thursday, March 17\(^{th}\))
- Hoagland-Pincus Conference Center, U-Mass, Shrewsbury, MA

**Agenda:**
- Breakfast
- Introduction
- KM Principles (Lynda Moulton)
- Break
- HKM Center Model Template
- Lunch
- KM Applications in Healthcare
- Conclusion
CURRENT NER-FUNDED PROJECT:

- **Deliverables:**
  - KM Day
  - Detailed KM Curriculum Development Plan
- Project expires April 30, 2011

FUTURE PROJECT:

- **Deliverables:**
  - Choose 2+ pilot sites (hospitals) for establishment of an HKM Center.
  - Use Detailed KM Curriculum to train/coach pilot site librarians/knowledge managers to establish HKM Centers.
- Multi-year project (2011-2013) to establish pilots for HKM Centers
Transformational Change
Margo Coletti  
Director, Knowledge Services, BIDMC  
mcoletti@bidmc.harvard.edu  
Ph: 617-632-8483

Mark Goldstein  
Network Coordinator  
NN/LM NER  
mark.goldstein@umassmed.edu  
Ph: 508-856-5964