

Parallel Sessions D
D4 – Perspectives on New Skills and Roles

Saturday, September 21, Room E, 9.00

Knowledge Management and Healthcare Organisations

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Healthcare organisations are facing many challenges in the 21st century due to changes taking place in global healthcare systems. Spiralling costs, financial constraints, increased emphasis on accountability and transparency, changes in education, growing complexities of biomedical research, new partnerships in healthcare and great advances in IT suggest that a predominant paradigm shift is occurring. New initiatives which focus on interaction, collaboration and increased sharing of information and knowledge is leading healthcare organisations to use the techniques of Knowledge Management in order to create and sustain optimal healthcare outcomes. There is little empirical evidence to show that hospital management have used information systems effectively for patient care and strategic business strategies. Healthcare is critically dependent on accurate, comprehensive information and data for good clinical management, for audit, for teaching and for research. It is also needed for general administrative purposes, for financial control and for statutory and legal needs. This information should be available in a Knowledge management resource within healthcare organisations managed and organised by healthcare information professionals.

This paper raises the major issues for discussion in relation to developing Knowledge management strategies for healthcare organisations and the role to be played by healthcare information professionals.