Fostering knowledge management in healthcare organisations: virtual KM platform TK3™



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Introduction

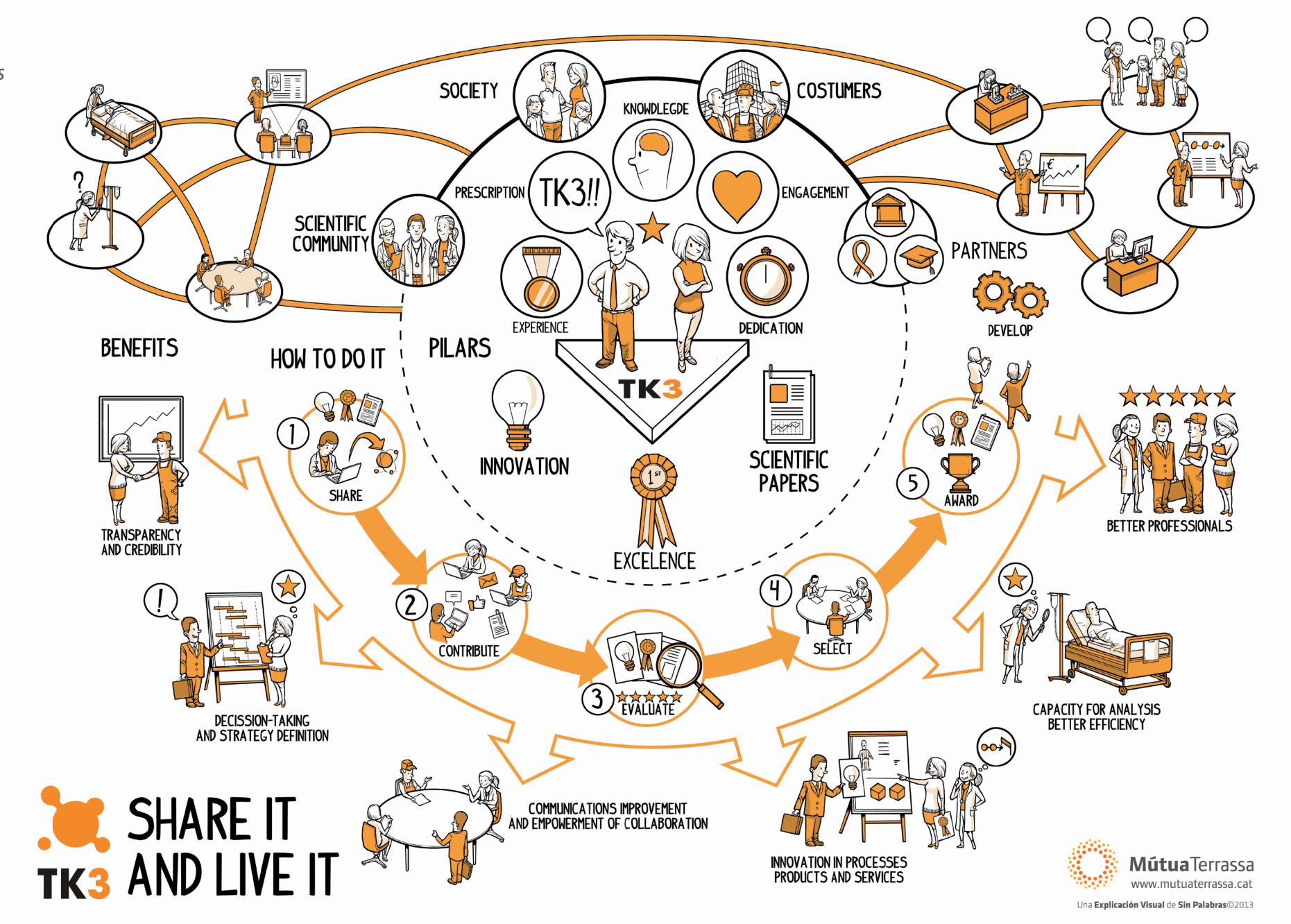
Triangle del Koneixement.TK3™ was created to offer a collaborative space in which specific campaigns are being launched, this way aligning the submissions according to the company's challenges and strategies. Employees are called upon to contribute to requested challenges and rely the presentation, evaluation, dissemination and implementation process for three pillars: Scientific and Academic Production, Best Practices and Innovative Ideas into four activity areas: Organisational, Health care, Social, Technological.

Who is it aimed at?

TK3 was designed for use by MútuaTerrassa employees. As active members of the organisation, we think, speak and act creatively, generating ideas, sharing experiences and producing results.

What is its purpose?

- To anticipate and respond to emerging improvements.
- To promote the rigorous analysis and evaluation of proposals.
- To give every member of the organisation a tool with which to contribute and share knowledge.
- Corporate learning: "organisations that learn".



THE PROCESS



The user enters his/her ideas and best practices and scientific and academic production on the platform by completing the form and attaching any relevant files.



Validation
The person referring the content checks that the entry meets the requirements before it is published.



Publication
The administrator publishes the validated entries, which will then be made openly available to all users.



Evaluation
The committees (technical and management) assess each entry based on specific, validated criteria.
This guarantees a quantitative and qualitative assessment.



Publication of results
The final results of the committee's assessment and open vote are published systematically.

Recognition
The organisation awards annual prizes to the best ideas, best practices and scientific and academic production.

Objectives

Our final objective should be to take profit from people's knowledge in order to improve efficacy and efficiency of processes and therefore, our organization's outcomes.

Methods

To tackle the challenge of bundling and managing in the most effective way corporate knowledge as driving force of innovation management, our university healthcare centre, MútuaTerrassa, has conceptualized a virtual KM project based on the three knowledge pillars.

Pilot study

In order to evaluate the user satisfaction with different aspects of TK3™ platform previous to launch it we did a pilot trial.

Participants: For this trial only professionals from hospital and primary care centre staff will be invited to participate.

There are different participating roles in the pilot trial:

- Users only, users and evaluators: representative and multidisciplinary professionals
- Coordinators supporting platform staff: organisational aspects.

The procedure will be as follow: Registration contents in the pillars and corporate campaigns. All participants may vote and give feedback; this vote will be integrated into the final score and were invited to answer to the questionnaire ad-hoc.

Results

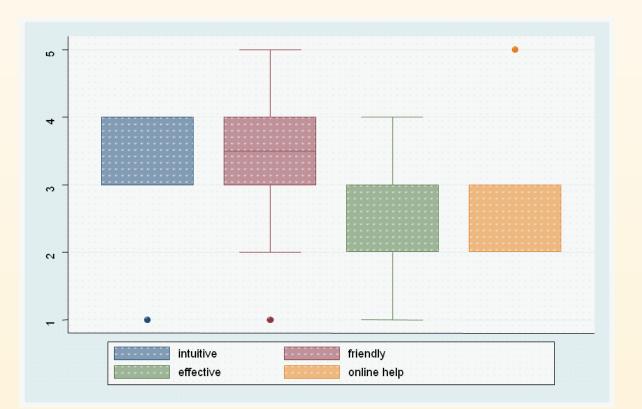
The positive aspects that participants highlighter were: visibility, share knowledge, innovation, easy access to contents, friendly format, ability of the TK3™ platform for impulse and generate participation, availability of a knowledge tool in the company. The negative points remarked by participants were: poor campaigns visualization, insufficient information to contents introduction, technological errors and excess of notifications via e-mail in the evaluation process.

The items with the best punctuation were: Know the knowledge generated for other professionals in the company, and transparency of the evaluation process.

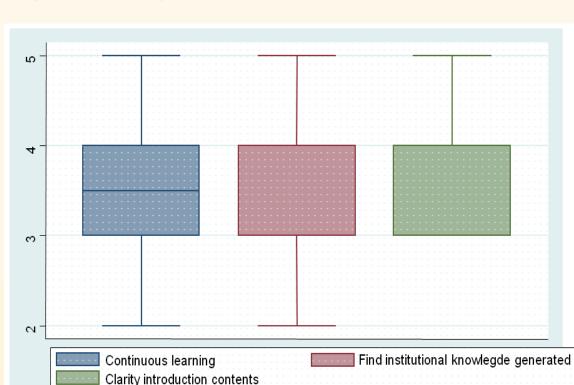
Likert scale 1-5: been 1 the lowest punctuation and 5 the highest

The global evaluation about the platform based on score 1-10 punctuation has been evaluated with a median score between 6-10.

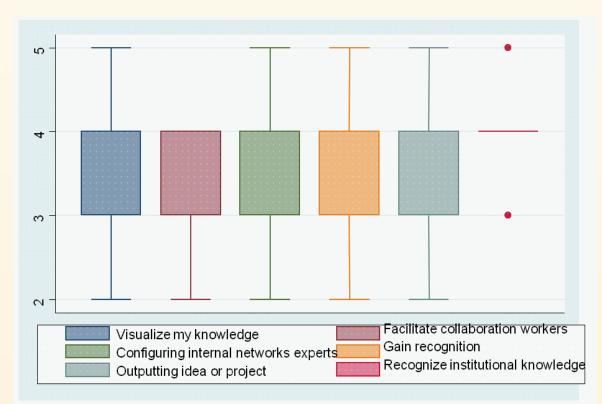
TECHNOLOGIC LEVEL PLATFORM



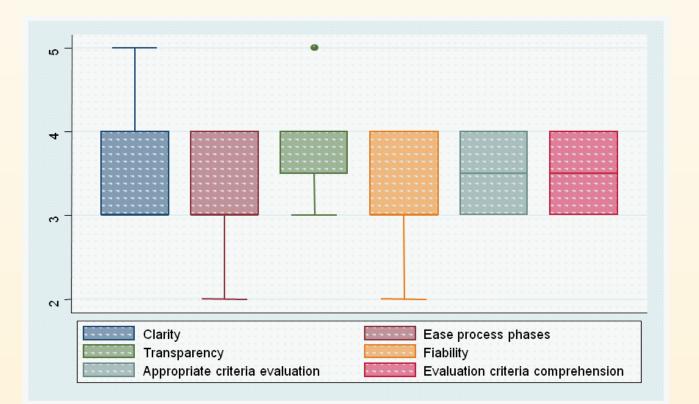
CONTENTS



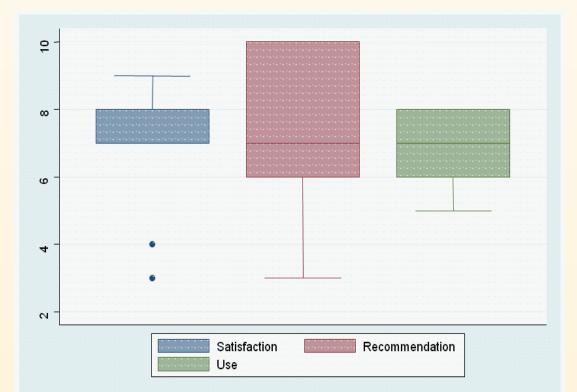
UTILITY



EVALUATION



GENERAL EVALUATION PLATFORM



Score 1-10 satisfaction, use and probability recommendation

Discusion

Based on these results is foreseen once the deployment in different corporate levels, KM project's use has been proven beneficial both at innovation and at organisational level for the implementation in other enterprises belonging to the organization. On the other hand they have had to propose actions for improvement on the platform from the result of the pilot.

Conclusions

The collaborative platform is only an integrated instrument that fosters innovation culture in a very specific sector, and intangible benefits such as more participation, the company's support on innovation. Knowledge management at firm level triggers anticipation of the institution's response to convert knowledge into innovation and while highlighting the employee's role as key contributor. In this sense, the initiative is profitable for all staff levels, for customers, for society, and for providers.

