

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



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Introduction

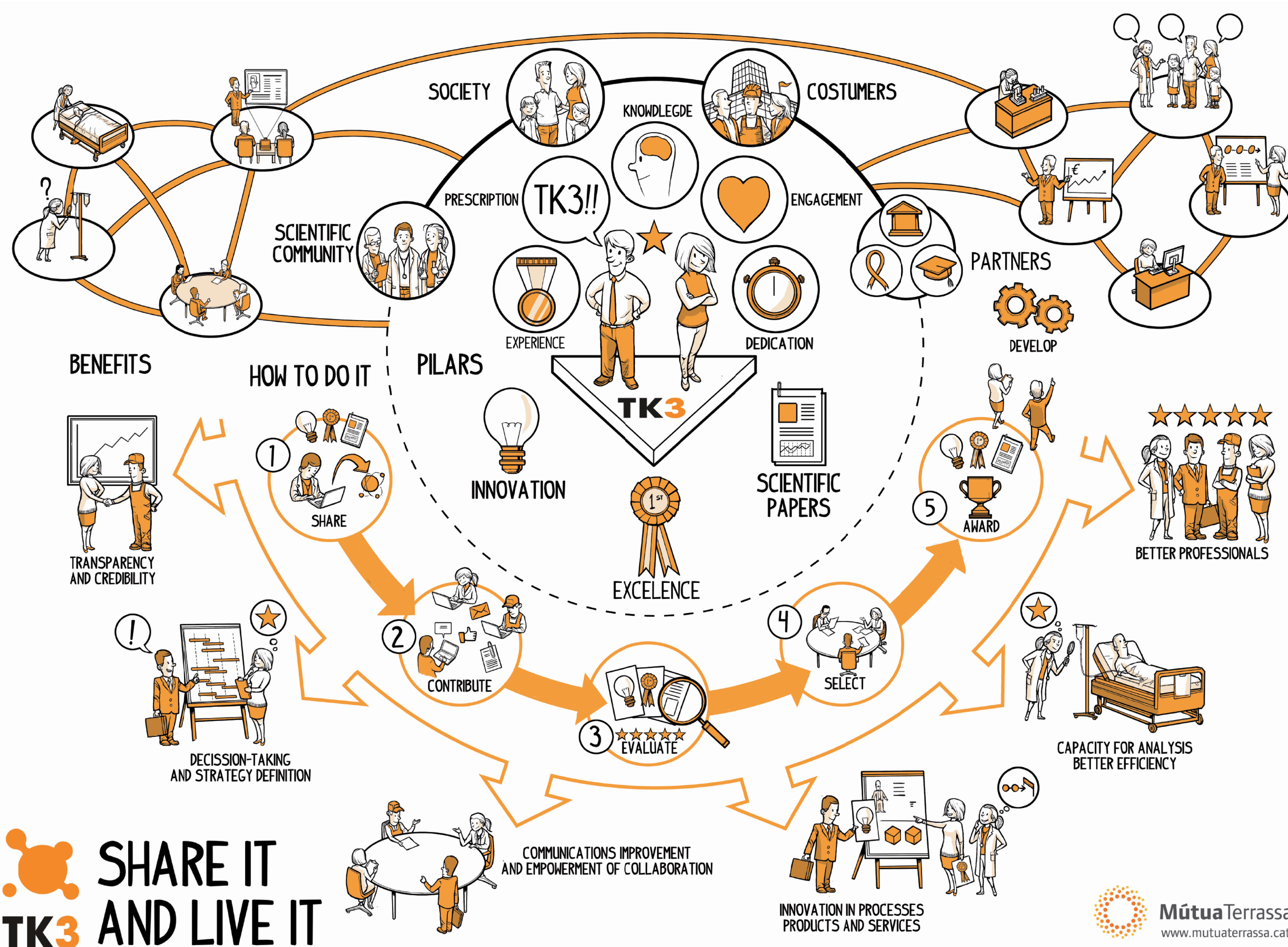
Triangle del Coneixement.TK3™ was created to offer a collaborative space in which specific campaigns are being launched, this way aligning the submissions according to the company's challenges and strategies. Employees are called upon to contribute to requested challenges and rely the presentation, evaluation, 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



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.

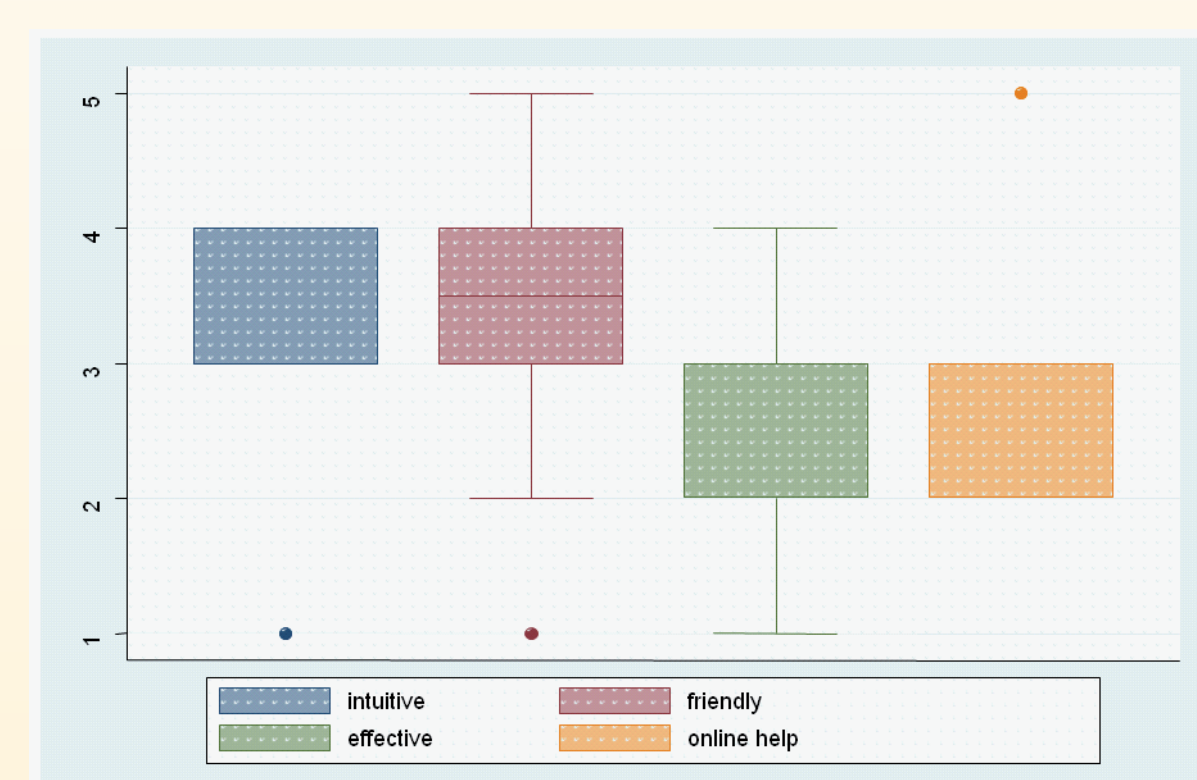
Results

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.

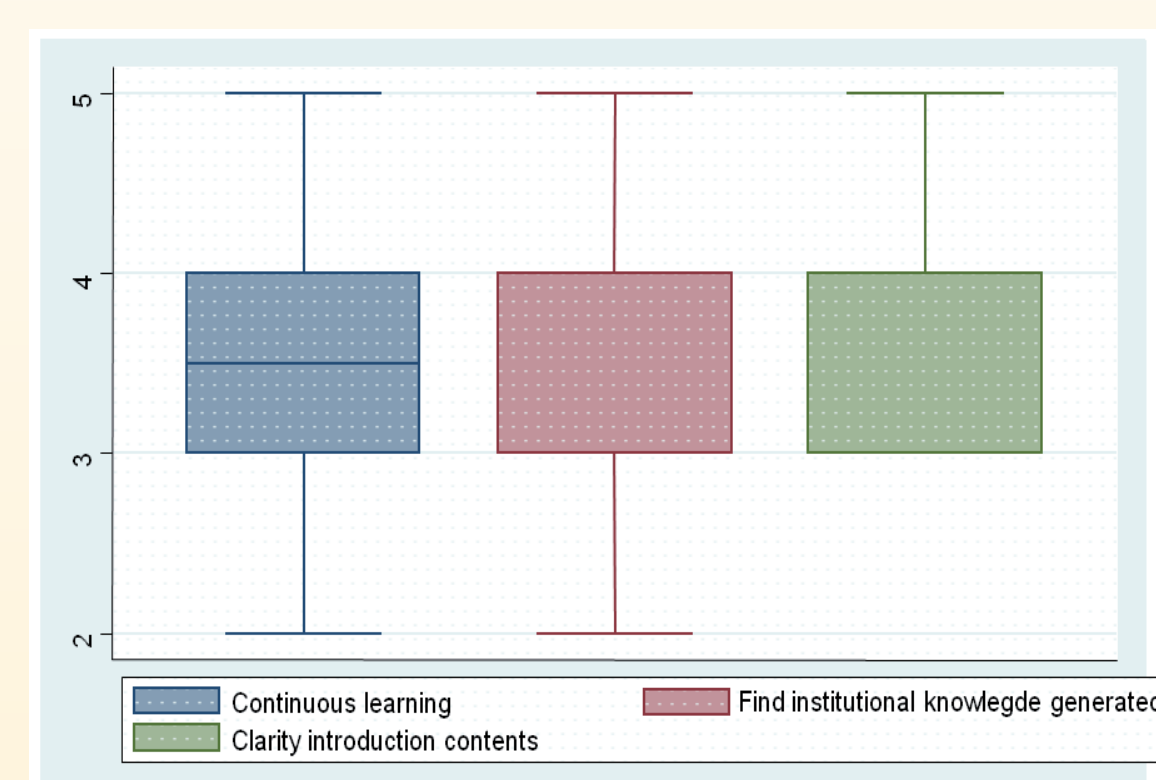
The items with the best punctuation were: Know the knowledge generated for other professionals in the company, and transparency of the evaluation process.

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

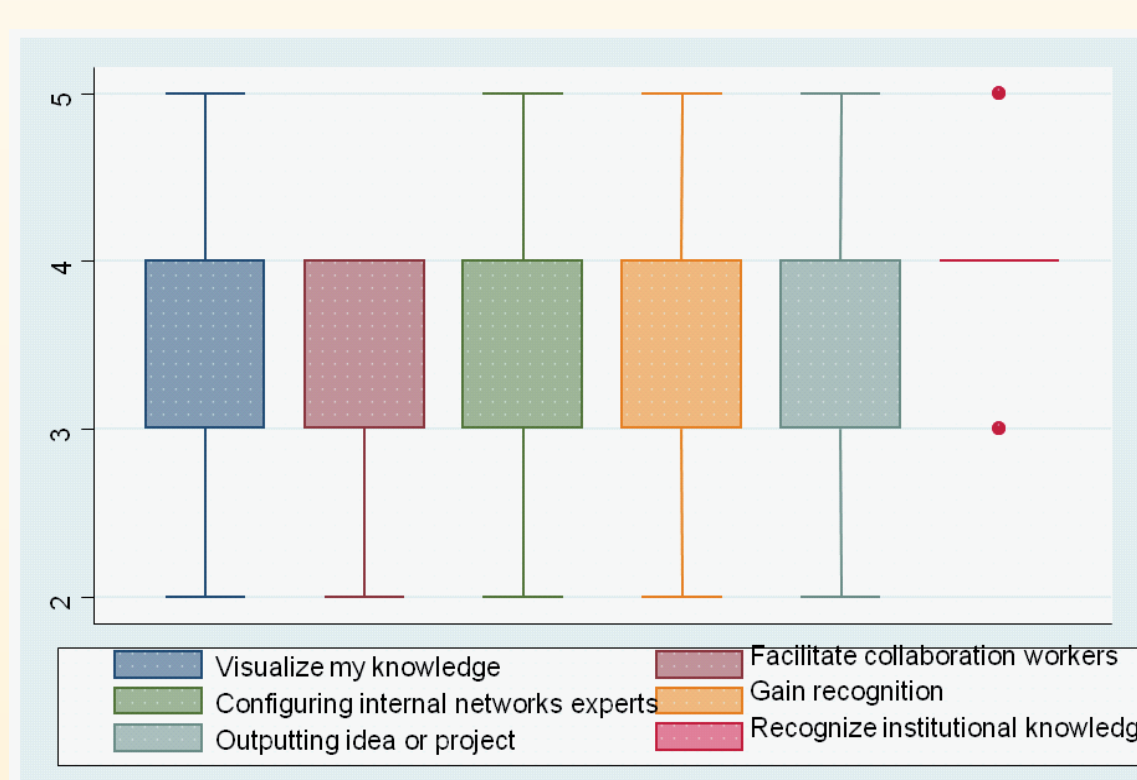
TECHNOLOGIC LEVEL PLATFORM



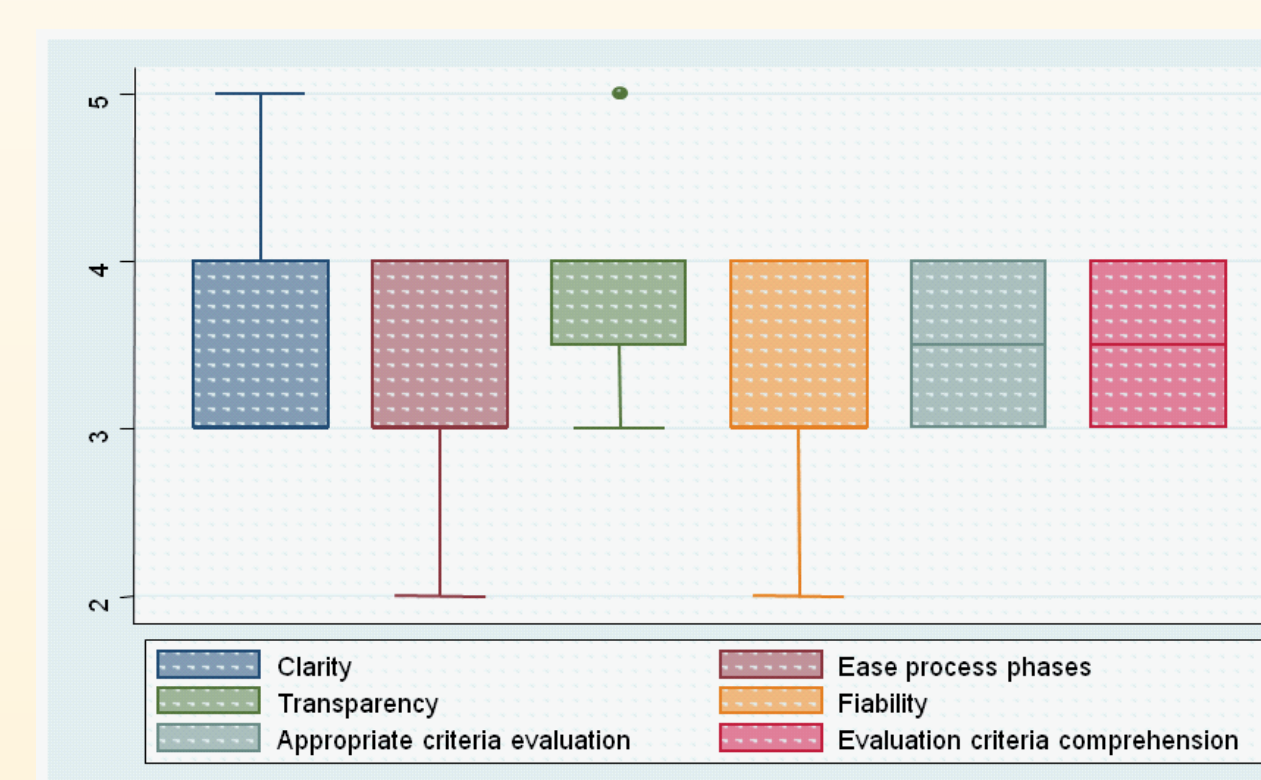
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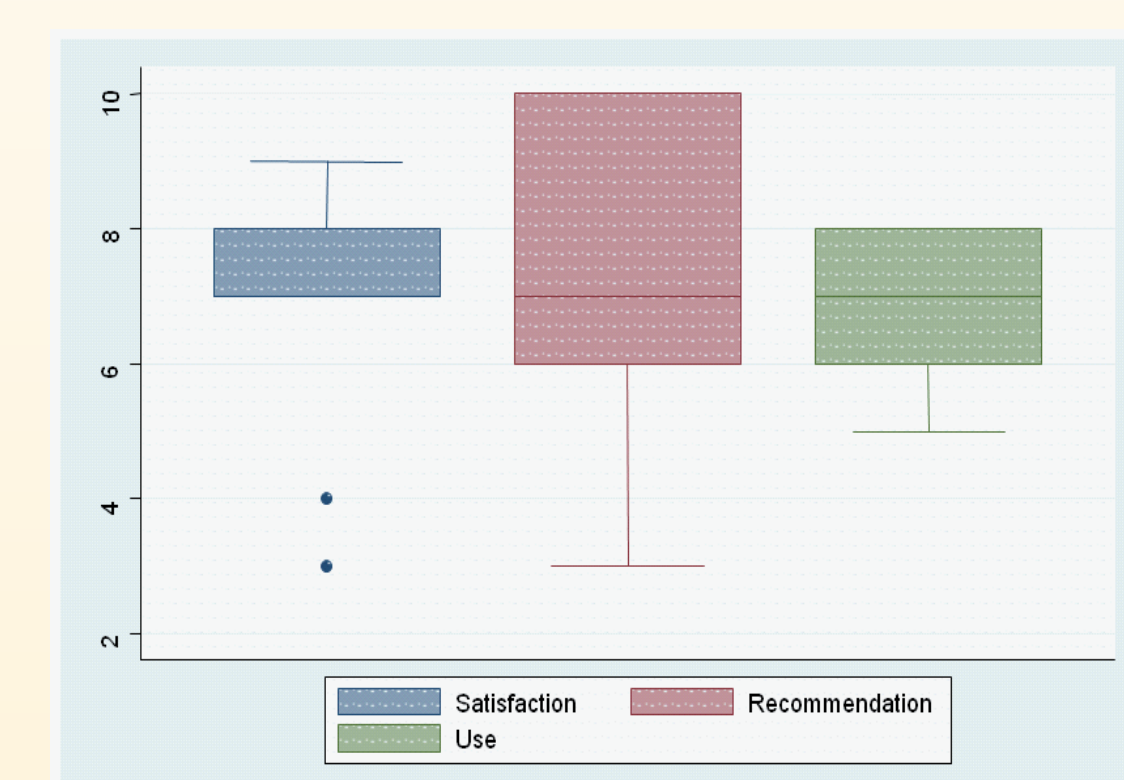
UTILITY



EVALUATION



GENERAL EVALUATION PLATFORM



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

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.

