

# ISQua 2019 Abstract Submission

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## THE EFFECTIVENESS OF PROMOTING THE KNOWLEDGE MANAGEMENT SYSTEM IN A HOSPITAL

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**Preferred presentation method:** Poster Display

**Are you a first time presenter at an ISQua Conference?:** Yes

**Objectives:** As growing number of in-hospital documentation and tacit knowledge in a regional hospital in Northern Taiwan, the knowledge management (KM) promotion plan was introduced in 2013, and the KM office was established in 2016. Via acquisition, creativity, sharing, integration, recording, accessing and updating the information and knowledge of the hospital, the ultimate goal of continuous innovation of knowledge can be achieved. As well, it can feedback to the knowledge system, the knowledge of individuals and organizations can be accumulated continuously to become the intellectual capital of the organization, thereby enhancing the competitiveness of the hospital.

**Methods:** In order to implement the KM system, the hospital would organize the promotion meeting, seed training, investigate and develop a reward mechanism, and format the knowledge base, so that the information of each division/departments can be kept in a more perfect way and filed into different categories of its own knowledge base.

**Results:** The process for promoting KM system1. Trained 151 KM specialist.2. Held 8 training courses.3. Held 20 KM meeting.4. Output a. System storage of 51223 documents.b. Installed 27 departmental folder drawer cabinets.c. Established 31 directory of KM file.d. Shared 2390 ISO files in the shared area.

Efficacy after promotion1.Unified the format and naming of the same type of upload files of the knowledge management system, and set the keywords to facilitate searching.2.Different browsing and downloading permissions were set in each folder to ensure the confidentiality of confidential documents.3.Uploaded the meeting records, various forms, research papers, business report analysis, quality assurance, clinical teaching discussions and other documents on schedule with a real-time and same-version update.4.The knowledge management system which links to various evaluation and certification programs, can present the implementation efficacy systematically, confirm the systemic supporting information, and save a lot of paper printing costs.5.The knowledge base for the newcomer was used instead in the business handover to avoid the confusion caused by the transactional personnel, so that knowledge could be passed on.6.The browsing history could be queried, and the browsing records associated with the documents of the colleagues could be examined.7.Data was unified upload and horizontal inventory was periodically performed to ensure the organizational rights.8.The audited project was inspected online and the horizontal evaluation was assessed by each sub-institution.

**Conclusion:** After the KM system was launched, colleagues could gain the knowledge more easily, shorten their learning curves, enlarge the knowledge sharing across the campus and improve the management effectiveness. In the future, we will further promote the exploitation of implicit knowledge, transform tacit knowledge in medical services, operational processes, and management principles into explicit knowledge, and improve the organizational performance and external competitiveness. In the future, we hope the knowledge management platform can be utilized to achieve 'knowledge for everyone', the relevant knowledge can be promoted and disseminated actively to each function levels, and the existing knowledge series of the existing system can be improved.

**Disclosure of Interest:** None Declared

**Keywords:** Knowledge management system