

WIMRC Scoping Study

Knowledge Management Systems for Lean Healthcare (SCAP 19)

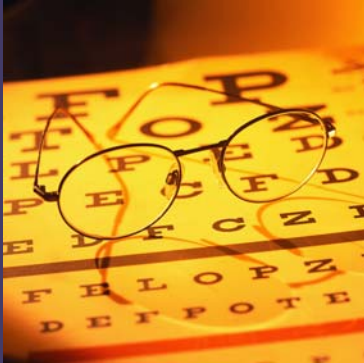
Final presentation

The Team



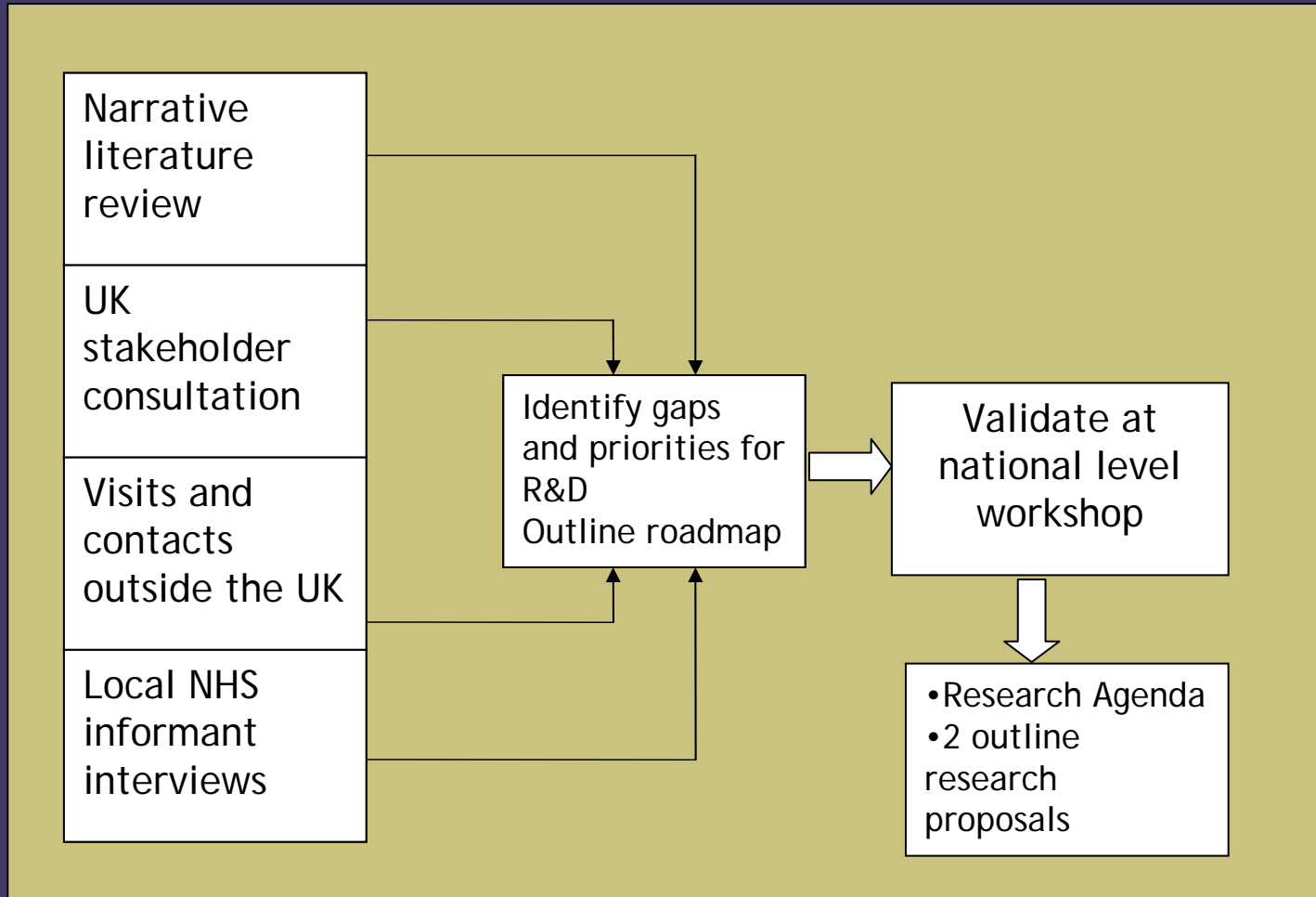
- ▣▣▣ Davide Nicolini, Warwick Business School
- ▣▣▣ John Powell, Warwick Medical School
- ▣▣▣ Laura Martinez-Solano, Warwick Manufacturing Centre
- ▣▣▣ Paul Conville, Warwick Business School

Objectives of the research



- ⋮⋮ To investigate the state of the art of KM in the healthcare sector
- ⋮⋮ To identify which new tools and processes need to be developed for satisfying the specific KM needs of health care organisations
- ⋮⋮ To generate a R&D agenda
- ⋮⋮ To establish strong partnerships with healthcare organisations interested in collaborating with the WIMRC in future R&D projects

Design of the study



Project tasks



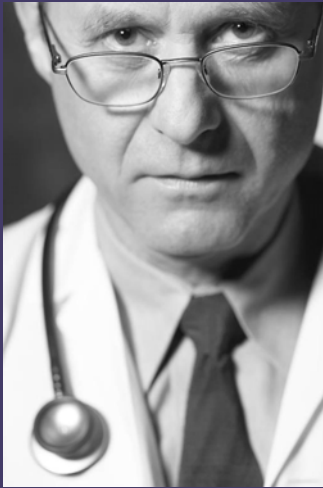
- ⌘ Literature review
- ⌘ National stakeholder consultation
- ⌘ Visits and contacts outside the UK
- ⌘ Local NHS informant interviews: “a view from the ground”
- ⌘ Final workshop
- ⌘ Drafting a “WIMRC innovation agenda for promoting KM in the healthcare sector”

Project results



- ▣▣▣ All tasks completed
- ▣▣▣ Within budget (slightly under spent)
- ▣▣▣ Project team in itself an achievement (IMRC, WBS, WMS)
- ▣▣▣ Established strong links and working partnership with NHS Institute
- ▣▣▣ Obtained several expressions of interest in carrying out future research

Summary of findings



- ⌘ Raising the awareness and sharing with other sectors
- ⌘ Understanding the link between ways of managing knowledge and governance
- ⌘ Learning to nurture networks and communities
- ⌘ Tying KM initiatives to existing service and business priorities
- ⌘ Moving from the categorisation to the mobilisation of knowledge and expertise
- ⌘ Harnessing the power of information and ICTs
- ⌘ Bringing the patient in

How can academic research make a difference?



- ⌘ Exploring how knowledge influences decision making
- ⌘ Providing tools and guidance for packaging evidence.
- ⌘ Evaluating and measuring improvement outcomes and the value for money of KM initiatives
- ⌘ Improving the capacity to learn from accidents and mistakes
- ⌘ Providing guidance on how to foster and support networked learning
- ⌘ Improving the New Service Introduction capability

Outline research proposal for phase 2 projects



⌘ How can we enhance the NHS capacity to learn from accidents and errors?

⌘ How can we improve the ways of framing knowledge so that NHS members at different levels improve their way of acting on evidence?

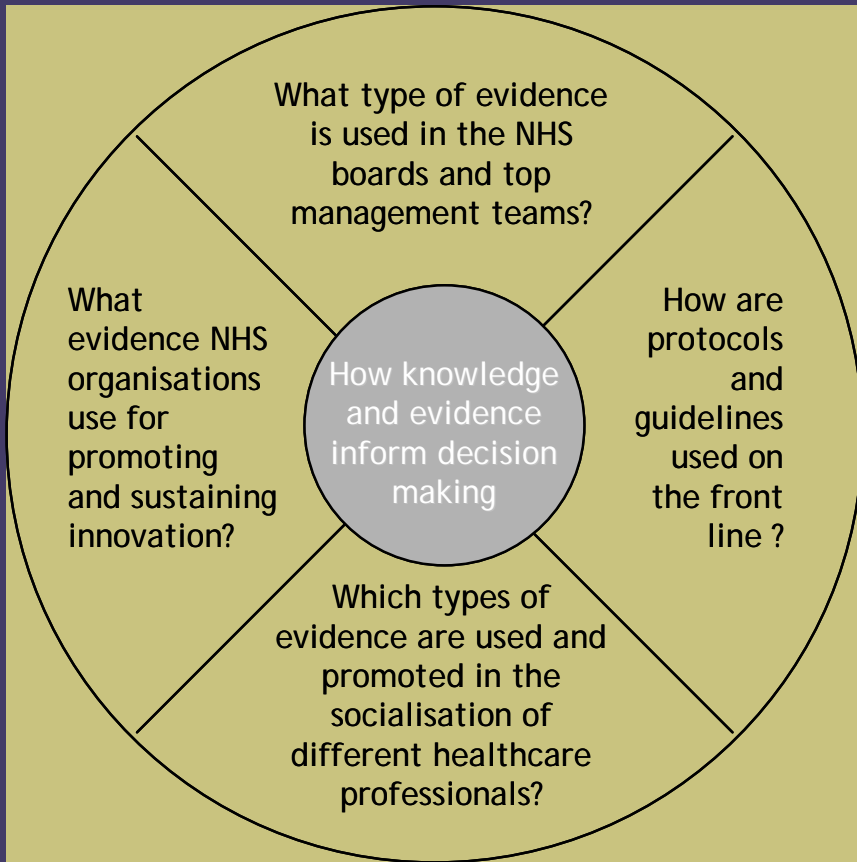


Acting on evidence



- ▣ Choice of words, labels and form/channel determines whether evidence will be acted upon or else
- ▣ Understand of what forms/carriers of evidence are accepted or resisted by practitioners in the NHS organisations
- ▣ Improve innovative capability by mapping which form of knowledge is more appropriate for the different healthcare cultures
- ▣ Focus on language and cross boundary tools

Acting on evidence



- Multi site research: top management, interface between NHS organisations, front line clinical activity, training and education
- Identify the best ways for packaging evidence
- Support innovation transfer efforts and design of DSS

Enhancing the NHS capacity to learn from accidents and errors



- ⌘ Scoping study & Sandpit agree on necessity of addressing incapacity of NHS to learn from accidents and failure



- ⌘ Patient safety high priority
- ⌘ Current “error management” sub optimal and not cutting edge
- ⌘ Vast room for improvement
- ⌘ Opportunity to develop new approaches

Enhancing the NHS capacity to learn from accidents and errors



- ▣▣▣ Evaluate existing methodology
- ▣▣▣ Explore use of cutting edge tools and methodologies (video analysis, “Learning Labs”, virtual simulation)
- ▣▣▣ Collaborative design, pilot, evaluate, and refine new methodology
- ▣▣▣ Roll out

High level of WOW! factor



- ⌘ Stems from result of scoping study
- ⌘ Aligned with existing NHS priorities (highly relevant)
- ⌘ High international visibility and high image
- ⌘ International scope
- ⌘ Expression of interest and support obtained

