



Knowledge Management (KM) System in practice at organisation : NHS

Knowledge management is a set of efforts aimed at increasing institutional intellectual capital.

NHS Knowledge: what we mean by 'knowledge' and how it differs from other terms such as data or information, how it has developed, been used, and controlled by individuals and communities over the past 40,000 years, what activities organizations do to ensure that their employee's knowledge is used in the best possible way and how the effective use of knowledge in health and care settings can help staff make better decisions to improve quality, outcomes and patient experience.



Driving change with evidence and knowledge: Transforming knowledge services for the NHS across England

Context: NHS bodies, their staff, students, patients, and the public use the right knowledge and evidence, at the right time, in the right place, enabling high-quality decision-making, learning, research, and innovation to deliver excellent healthcare and health improvement.

Planning

- The first step is to set priorities in this area. NHS organizations apply and use evidence, build know-how, and continue to learn and drive innovation.

- Health professionals use the right tools and techniques to share their knowledge and learning, improve the quality of care to improve, and stimulate innovation and productivity.

Advantages and disadvantages of knowledge management Advantages: improved organizational agility better and faster decision-making faster problem-solving.

Challenges of knowledge management: encouraging people to consistently share, reuse and apply knowledge. Aligning knowledge management with overall goals and business strategy selection and implementation of knowledge management technology.

Knowledge Mobilisation Framework



The NHS Knowledge Mobilisation Framework provides a set of tools and techniques to help people to learn before, during and after everything they do so that good practice can be replicated and pitfalls are avoided.

Evaluation Framework



Planning for the future: Building on existing e-learning and personal events, the possibilities of applying knowledge mobilization techniques to the daily work of healthcare workers are further developed. Effective knowledge management is essential to enable innovation to spread. The NHS needs to build its reputation as a learning organization that values and enables the transfer of learning from successes and failures. This can only be done by creating new top-level knowledge management roles