

Knowledge Acquisition

“Knowledge Management is the process of creating, sharing, using and managing the knowledge and information of an organization.”

(John Girard, Ph.D., 2015)

Maternity ward – Princess of Wales Hospital

Mission

Their mission is to support and guide people. They are there for people since they found out you are pregnant to the moment you hold your baby for the first time, as well as in the early days and weeks thereafter. Above all, their aim is to offer a sensitive and flexible service to meet the specific needs of every woman and her family. They encourage all of our families to be active partners in the planning of their own care.

(Maternity, 2022)

Princess of Wales Hospital in Bridgend has an antenatal clinic and day assessment unit, obstetric unit, midwifery led birthing rooms, birthing pool and neonatal services.

The maternity ward collects data about activities carried out relating to the mother and baby, from the point of the first booking appointment until mother and baby are discharged from maternity and still early days afterwards.

Sources

- Patient Surveys – form filling.
- Interviews
- Face-to-face appointments
- Midwifery services
- Via GP via the NHS number.

They collect information from Welsh’s Government’s maternity policy development. They collect knowledge through staff meetings, training sessions, patient feedback, government reports, hospital notes, because they look at statistics to see how they are performing against other maternity departments.

According to the staff, the leadership and support, whether personally or professionally, is excellent. Strong teamwork was seen as encouraged by all senior managers, and staff confirmed this in positive feedback received in face-to-face interviews and via the 18 completed staff questionnaires we received. Workers said they like working at Princess of Wales because of the closeness of their working environment.

Maternity staff– Patient reviews (NHS website) linked to employees - performance reviews, benchmarking criteria using KPI’s to measure employees against targets.

How do they turn 5c’s Data into 4 c’s Information? What methods do they use to turn information into knowledge - They use explicit method to turn information into knowledge, data is transferred into information by going through the 5C process, but information becomes knowledge when it goes through the 4C process. The hospital uses that information to improve their knowledge by looking at previous annual reports and compare this with the last year information for example, maternity admission or discharged data.

References:

Maternity (2021). Available at: <https://ctmuhb.nhs.wales/services/maternity/> (Accessed: 23 May 2022).

Knowledge Management (KM) Definitions – John Girard, Ph.D. (2015). Available at: [https://www.johngirard.net/km/#:~:text=Knowledge%20Management%20\(KM\)%E2%80%94%20A,improve%20the%20application%20of%20knowledge](https://www.johngirard.net/km/#:~:text=Knowledge%20Management%20(KM)%E2%80%94%20A,improve%20the%20application%20of%20knowledge). (Accessed: 16 May 2022).

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