NAHSL'11 Breakout Sessions

KNOWLEDGE MANAGEMENT:

A REGIONAL INITIATIVE



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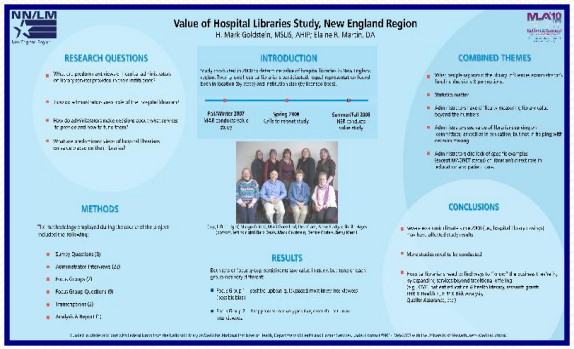
A Brief History

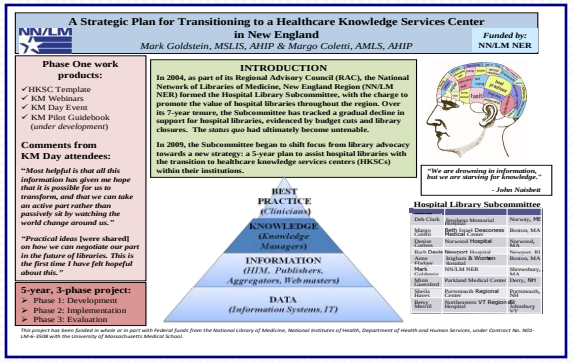


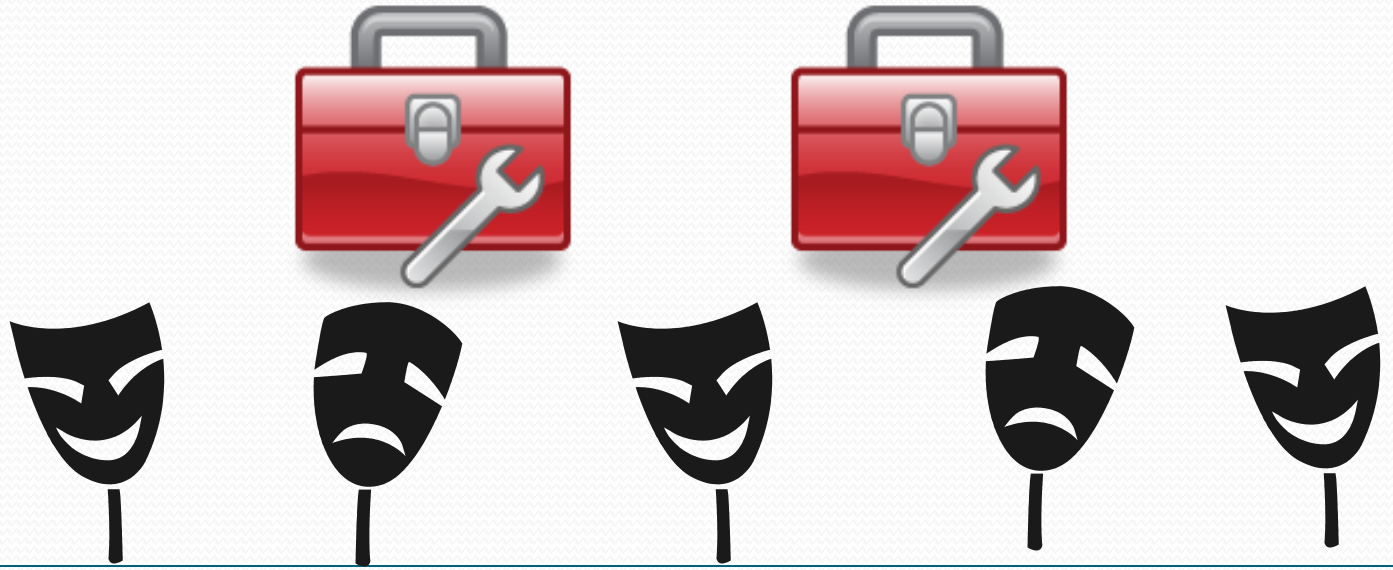
The RAC Hospital Library Subcommittee

List of Accomplishments

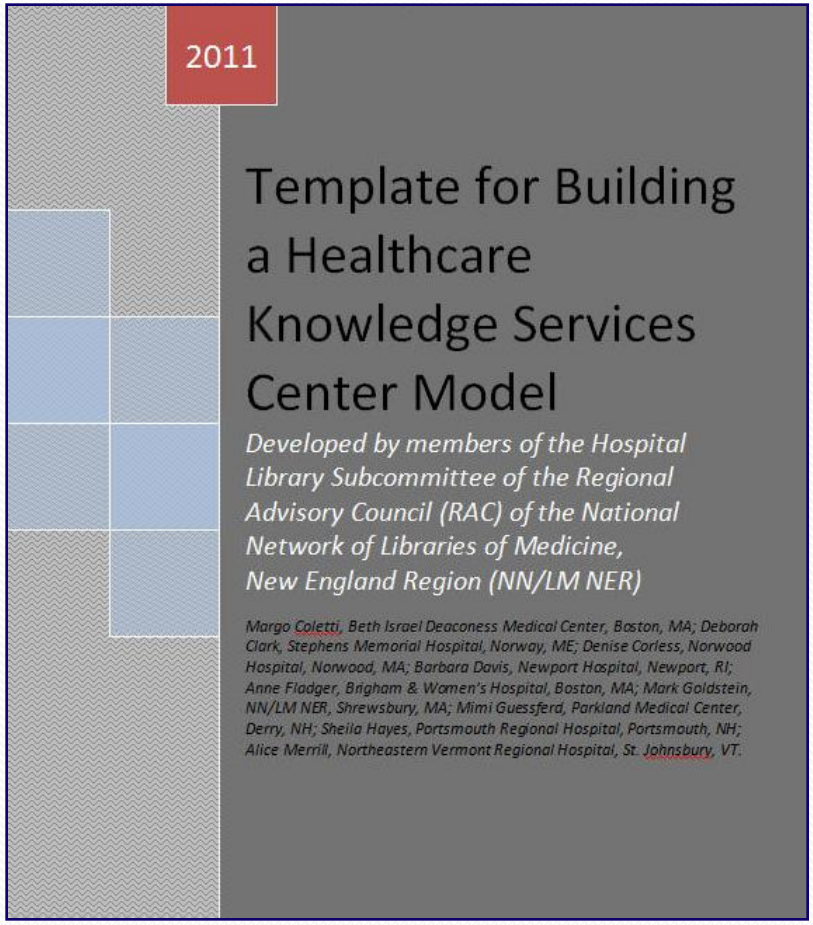








HKSC Template



Library Advocacy Poster



A Turning Point

- Fall'08 – global economic meltdown
- Fall'09 – critical juncture in advocacy effort
- 3 months – 3 libraries gone



A New Strategy -- A New Model

- From ***Reactive*** to ***Proactive***
- Rooted in Knowledge Management
- Redefines our role
- Gives us a "place at the table"
- Provides recognized value

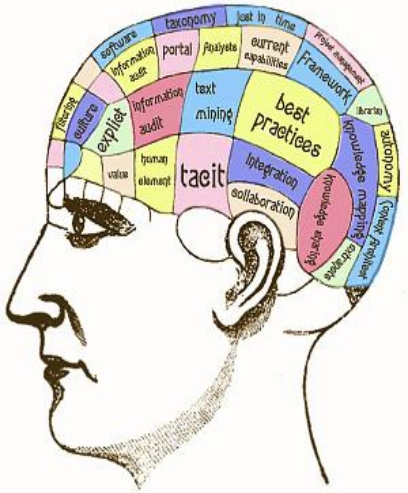


Why KM?

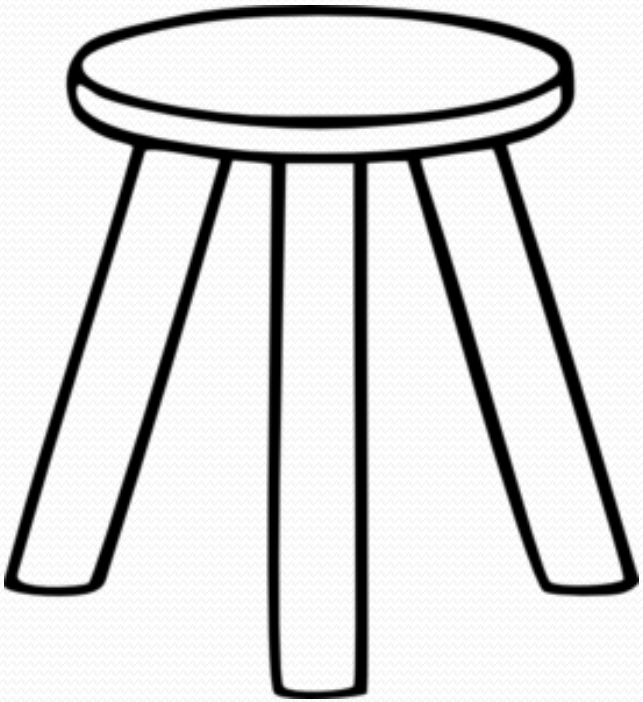
- Positive push forward
- Bridge between information and BP
- Support for institutional goals
- Competitive edge in marketplace
- Ideal window of opportunity
  - ✓ navigators
  - ✓ facilitators
  - ✓ EBP collaborators
  - ✓ patient educators

KM Definition

" Within a healthcare organization, knowledge management is responsible for providing the ***assessment of*** and ***accessibility to*** refined information (i.e., knowledge), serving a widely diverse population, guided by evidence based practice."



A 3-Legged Stool

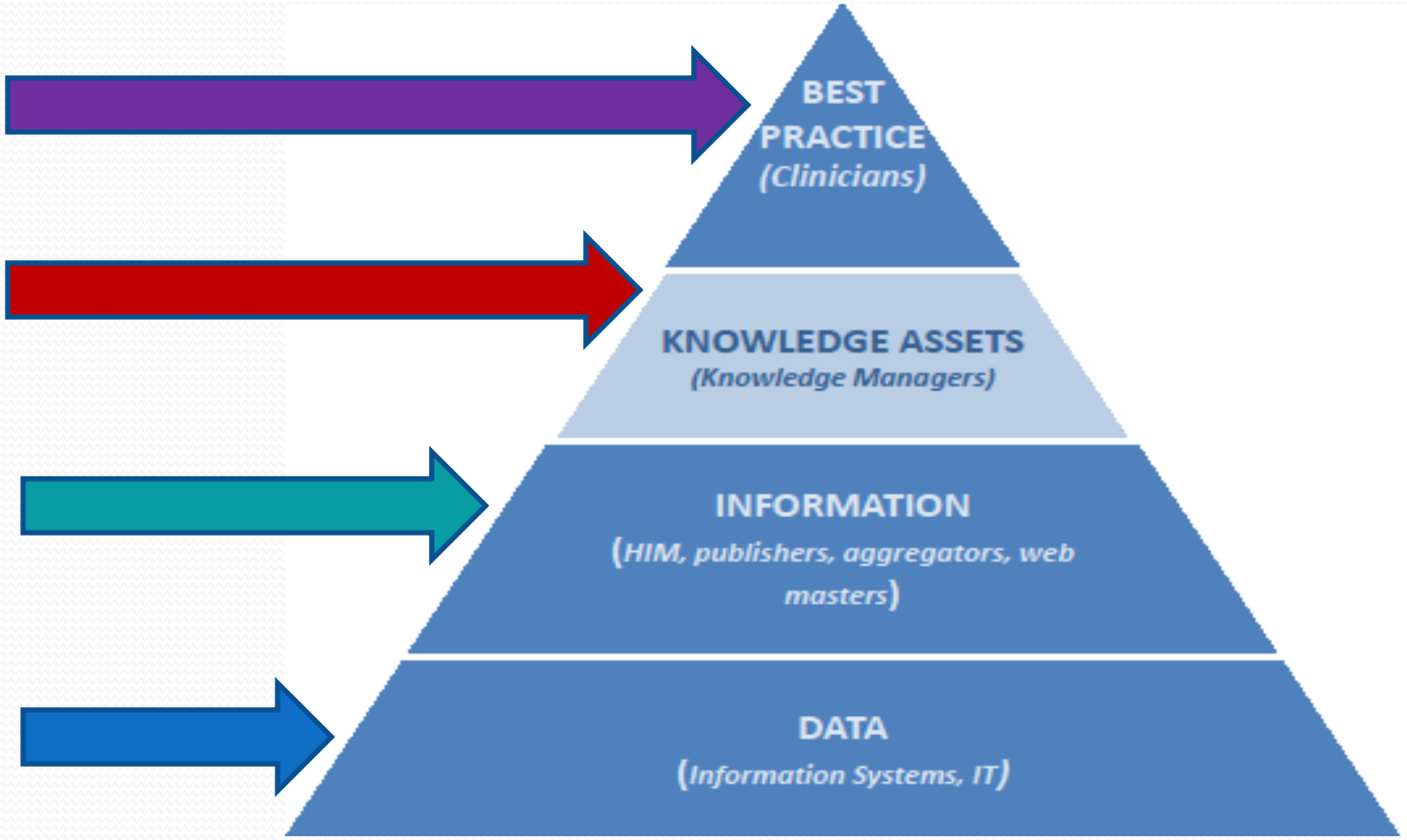


Technology

Bodies of Knowledge

People / Customers

The KM PYRAMID



What does Knowledge Management look like in a health care setting?

- Abbreviations Database
- Plain Language thesaurus.
- EMR links to KBI

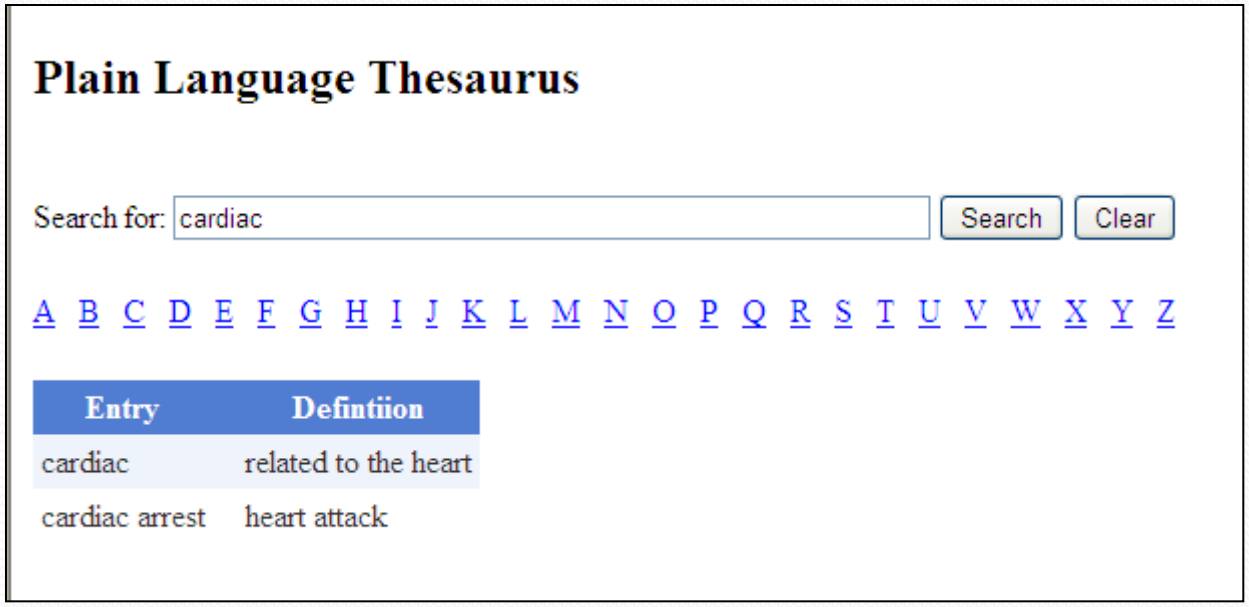


- Decisions on **both** internal and external knowledge-based resources (***acquisitions and access***)
- Web portal for **both** internal & external resources.
- Meta tags for internal documents and intranet pages.

Comparative Table of Services

Traditional Library Services (link to outside knowledge)	**Knowledge Services** (link to outside & inside knowledge)
Current Awareness: TOC	**Current Awareness**: TOC *plus* blogs, etc.
Database Management: Journals Check-In Book Circulation Knowledge-Based Info: (PubMed, Ovid, ISI, CINAHL, etc.)	**Database Management**: Journal Check-in [*still value?]* Book Circulation [*still value?]* KBI *plus* Internal Knowledge Bases: (Abbreviations, Institutional Publications Repository, etc.)
Document searching: using indexed terms	**Document searching**: using indexed terms *plus* Indexing and meta tagging documents
Decision Making: KBI Resources	**Decision Making**: KBI Resources *plus* Content Management Systems

KM Projects: Example One



Plain Language Thesaurus

Search for: cardiac Search Clear

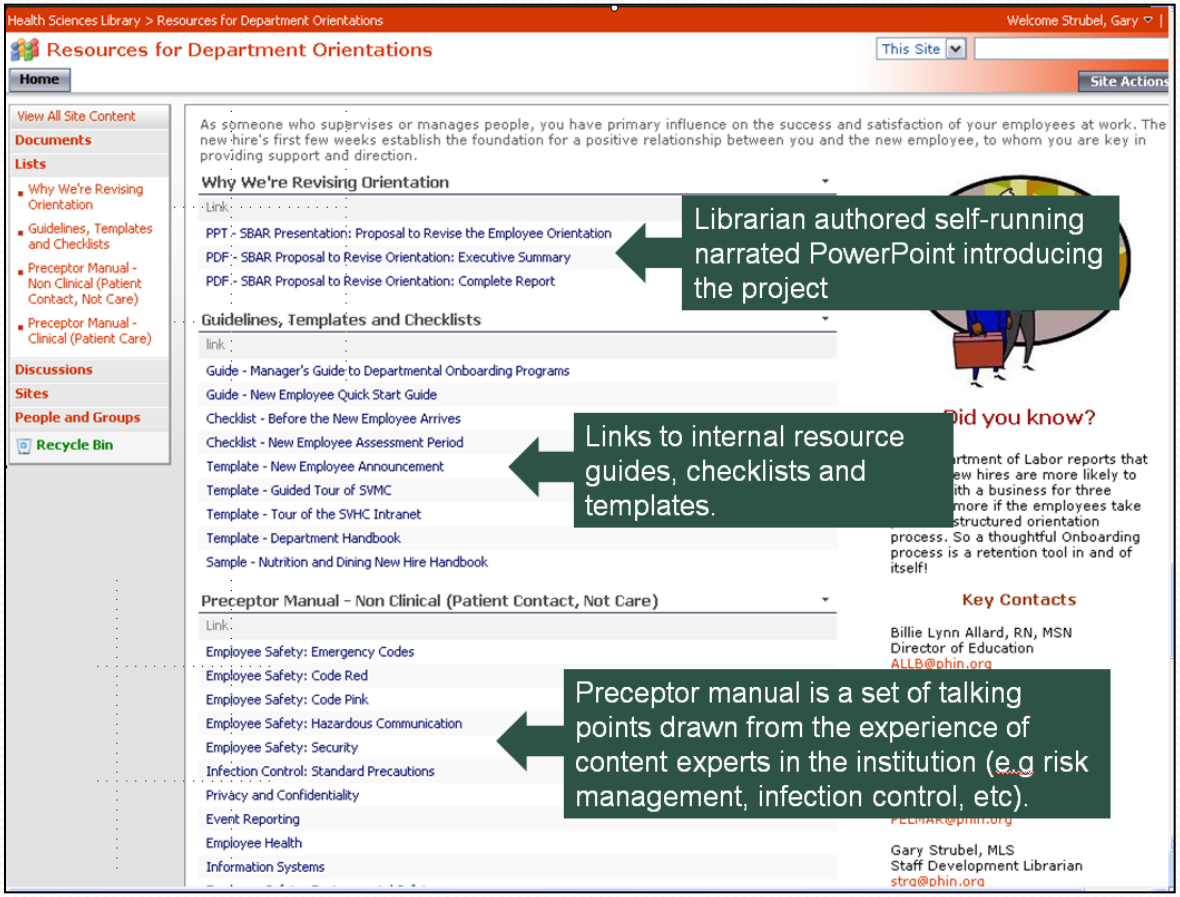
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Entry	Defintiion
cardiac	related to the heart
cardiac arrest	heart attack

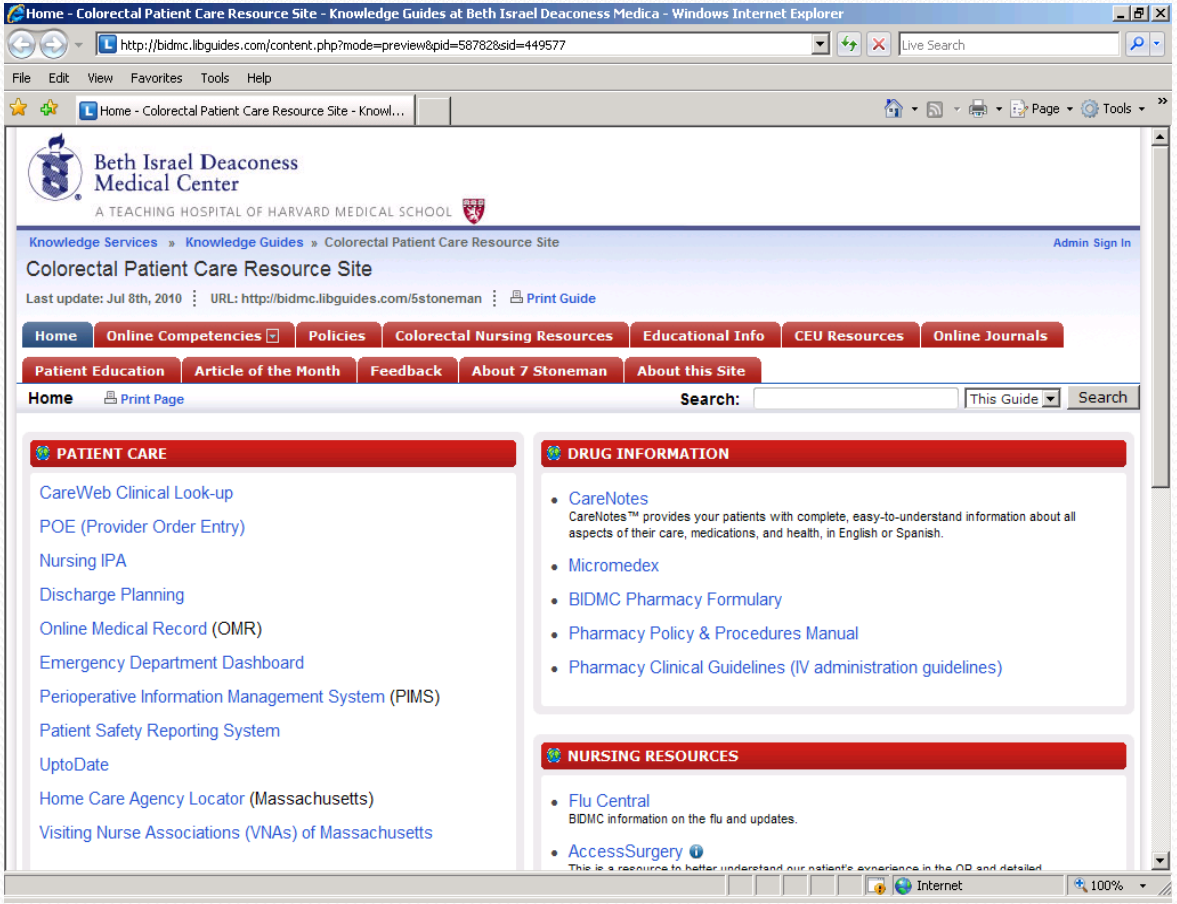
KM Projects: Example Two



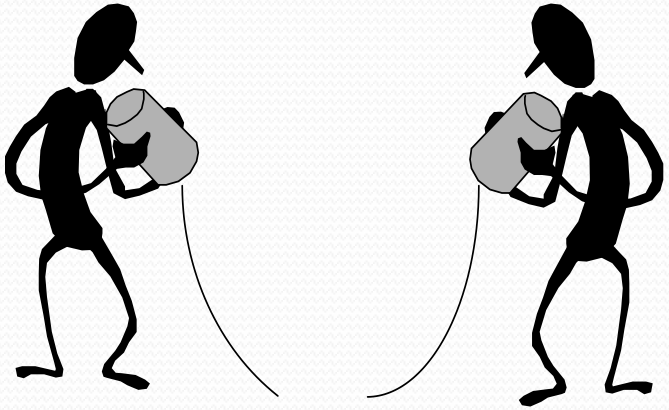
KM Projects: Example Three



KM Projects: Example Four



First Q & A



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The Big Picture



NER's Strategic Plan for KM

(aka "Regional KM Initiative")

Five Years- Three Phases:

I. Development

II. Implementation

III. Evaluation

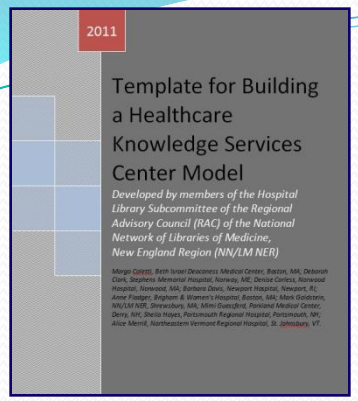


Phase I: Development

Period: 2010-2011

Deliverables:

- HKSC Model Template
- KM Awareness webinars
- KM Day
- HKSC Field Guide for Pilots
- Journal of Hospital Librarianship article



HKSC Template's Purpose

To help facilitate the development of several sustainable HKSC models; and

To assist hospital libraries in their transition to knowledge services centers within their respective institutions.

Core Components

I. KM Definition
II. Knowledge Pyramid
III. Attributes of the HKSC
IV. Competencies for the Knowledge Manager
V. Collaborations & Alliances
VI. Comparative Table of Services
VII. Addenda
- A. Sample Job Description
- B. Sample Mission Statements
- C. Sample Strategic Plans
- D. Sample Line Items for an Operating Budget



Pilot Field Guide



Pilot Field Guide Modules

A	AUDIT
B	DOCUMENTATION
C	COMPETENCIES
D	COLLABORATIONS (Internal)
E	COLLABORATIONS (External)

Field Guide Modules (cont'd)

F	PRIORITIZATION
G	RISK ASSESSMENT
H	BUDGET & COST ALIGNMENT
I	CHANGE MAP

Phase II: Implementation

Period: 2011-2013

Deliverables:

- Pilot selection & funding
- Implementation of:
  - Model Template
  - Pilot Field Guide

Phase III: Evaluation

Period: 2013-2015

Deliverables:

- Surveys, focus groups
- Quantitative + Qualitative research, results & review
- Publication

Profession at a Crossroads

Hospital Library



HKSC

Hospital Library Services	**Healthcare Knowledge Services**
Links to outside knowledge	Links to both outside ***and*** inside knowledge

"You can approach change in one of three ways.

You can make it happen,

You can watch it happen, or

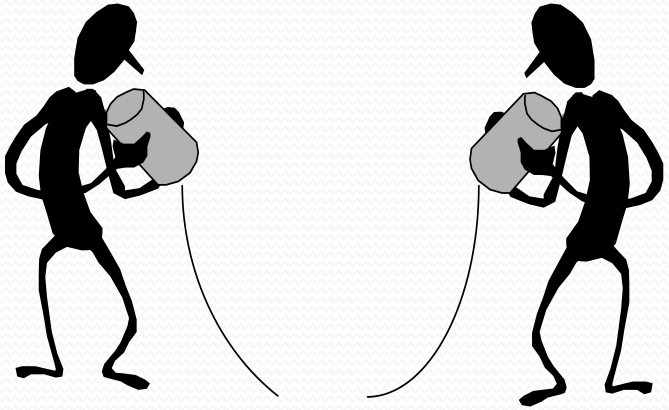
You can wake up one day and say …

– **Mitchell T. Rabkin**, MD *CEO, Beth Israel Hospital, 1966-96*



‘What happened?’

Second Q & A



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