



Importance of Strategic Knowledge Management in healthcare system

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Abstract: Background and purpose: While knowledge management (KM) is becoming an established discipline with many applications and techniques, its adoption in health care has been challenging. Though, the health care sector relies heavily on knowledge and evidence based medicine is expected to be implemented in daily health care activities This paper argues that Strategic Knowledge Management has a important role in healthcare system.

Method: the present article has utilized the valid resources in the subject under study.

Conclusion: The implementation of Health care KM system will allow healthcare partners to conduct evidence based practice and collaborate relying on the best knowledge available.

Keywords: Knowledge Management, Strategy, healthcare.

1. INTRODUCTION

Strategic Knowledge Management is based on establishing a Strategic Knowledge Management framework that defines all the key elements of Knowledge Management and their interaction with business strategy, organisational design and business processes(1). Such a framework should guide the specification of knowledge dynamics (knowledge units, degrees of freedom, clustering, transfer, mediation, learning, momentum) as well as knowledge value and knowledge development models (2). The Strategic Knowledge Management Framework should create a knowledge view of the organisation and use knowledge dimensions as the basis for its competitive position in a specific industry (3).

Technology and business models can then be combined to produce strategic knowledge management capabilities that will deliver sustainable advantage (4).

A strategic knowledge management capability enables an organisation to combine its knowledge on markets and products with change adaptation knowledge to gain sustainable competitive advantage(1).Knowledge management (KM) provides the opportunity to redefine and expand success metrics to address the need for high performance in construction projects(5). It provides an opportunity to expand the traditional cost, schedule, and quality perspective to include measures that indicate a greater organization impact including strategic and business goals(3).In this modified perspective, knowledge management is viewed as both a tactical and strategic performance investment.

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2. KNOWLEDGE MANAGEMENT STRATEGY

Knowledge management had always been a central question in human societies. Indeed, its roots are to be found in the early history of human societies. Philosophers, Western as well as Eastern, have focused their attention on the question of knowledge; already in ancient Greece, 'scientific' discussions often lead to philosophical debates, especially on the concept of knowledge(4). The creation of epistemology has finally formalized the question of knowledge; indeed, epistemology addresses primarily the question of "what is knowledge?" and discusses its creation and adoption (2). In the current discipline of knowledge management, philosophical considerations from several schools are taken into account, especially in the ontological knowledge management field (6).

In service base companies, knowledge is a central intangible asset; knowledge management deals with the creation, use, reuse, dissemination of Knowledge. Knowledge Management (KM) became a discipline during the 80's, and the growing role of information technologies enabled the development of efficient KM tools using databases and collaborative software (7).

In health care, KM is being developed mainly in the domain of electronic health record management and health organization management; in this context, previous researches in the business domain have been adapted and applied to the Healthcare Knowledge Management. But Health care KM raises different challenges and issues due to the own nature its Knowledge (2).

This is a challenging time for global public health and particularly for the fragile health of populations in developing countries. However, the increasing resources for international health aid and growing demand to improve health systems offer an opportunity to foster health equity in countries most in need (8). Any of the solutions to health problems of the poor exist, but are not applied, leading to what is called the "know-do" gap: the gap between what is known and what is done in practice(9). The mission of WHO Knowledge Management (KM) is to help bridge the "know-do gap" in global health by fostering an environment that encourages the creation, sharing, and effective application of knowledge to improve health (10).

The KM strategy focuses on national policy-makers, WHO programmes, and health professionals(11). The objectives of the strategy lie in three main areas – strengthening country health systems through better knowledge management, establishing KM in public health, and enabling WHO to become a better learning organization, through the following strategic directions (12).

While knowledge management (KM) is becoming an established discipline with many Applications and techniques, its adoption in health care has been challenging. Though, the healthcare sector relies heavily on knowledge and evidence based medicine is expected to be Implemented in daily health care activities; besides, delivery of care replies on cooperation of Several partners that need to exchange their knowledge in order to provide quality of care (13). In public health decision is mainly based on data and a shift is needed towards evidence based decision making (5). It is obvious that health care can profit from many advantages that KM can provide (1).

Nevertheless, several challenges are ahead, some are proper to KM and other particular to the health care field(3). This article will overview KM, its methods and techniques, and provide and insight into health care current challenges and needs, discuss applications of KM in healthcare and provide some future perspectives for KM in health care.

While knowledge management systems use Information Technologies (IT) to manage the creation, storage, sharing, and use/reuse of knowledge; health care presents a special challenges to the use of KM such as system complexity, impact of medical errors, substantial growth of knowledge in the medical field, and an increased health care cost (14). We will overview each of these factors in the following paragraphs; then we will look at the role that KM can play in health care, its advantages and challenges; finally we will point at perspectives of health care KM.

The health care system is one of the most complex systems that we encounter in society It involves several partners working in diverse domains that need to collaborate in order to deliver care to a human being (15). Health care delivery involves health care professionals such as family physicians, specialists, nurses, radiologic technology technicians, lab technicians, social workers, psychologists, counsellors, etc(6). It also involves third parties such as hospital and clinic administrators, managers in finance, human resources, health care ministry, drug companies, health care insurance companies, activists groups, education organizations, research communities, etc (2). Besides; partners in health care delivery are dispersed around many geographical areas while they are acting on the same patient (16).

It is clear that the amount of knowledge, created by all of health care partners, is tremendous and that any knowledge created by one partner is of utmost importance to all others in order to deliver quality of care (17). The use of KM techniques in order to register and communicate and augment knowledge in health care sector is necessarily important. Nevertheless, the complexity of the health care sector presents a special challenge for the adoption of KM systems in health care, even though the impact of such adoption is expected to be tremendous(3).

3. CONCLUSION

Each paper in this session focuses on different aspects of knowledge management. This paper focuses on knowledge management and the need to emphasize the strategic benefits of knowledge management. Enabling this emphasis is the focus of the Suresh paper. Leadership is required to enable knowledge management to meet its intended goals. Developing that leadership is a challenge that the industry must address if knowledge management is going to succeed. Similarly, the Will paper focuses on the reason that knowledge management is required to address the global nature of projects.

As the Will paper states, the emergence of these projects will affect not only knowledge but how the organization responds to a global project economy.

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