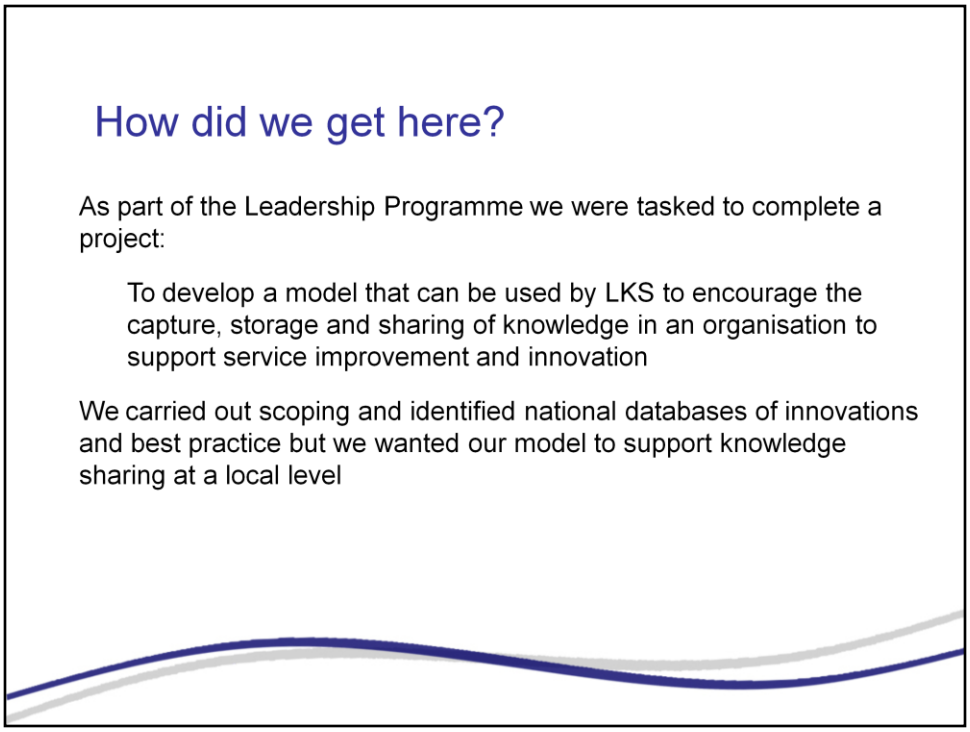
KM by numbers: a beginner's guide to getting started with KM in your organisation

KfH Leadership Programme KM Project

Alison Day, Ayo Ogundipe, Carol McCormick, Chris Johns, Kaye Bagshaw, Samantha Unamboowe, Tim Jacobs

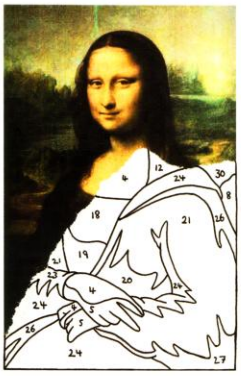
The KM Project Team



The project started as a request to develop a database to facilitate people to people connections supporting innovations and service improvements.
but the scope of the project grew to consider how you would implement capture, storage and sharing of knowledge in an organisation. At the same time KM became a central theme of the Knowlewdge for Healthcare Framework and we worked with newly formed KM working group agreeing to test elements of the KM toolkit.

We all regarded ourselves as KM novices but working on the project has given us an opportunity to improve our own knowledge and skills around KM and put into practice some of the elements of the wider leadership programme.

So to today…



©2008-2016 chrispop

We are hoping that by the end of the session today you will have your own template of KM things to try.

We will share our experiences and we will ask for your feedback about the model.

Learning Outcomes:

- Know more about Leadership Programme
- Know more about KM model
- Produce an action plan of KM things to try in own organsiation

So where are you with KM?

Dan Mason
Conversation - three women talking
Charming bronze statue in Montreal old town
https://www.flickr.com/photos/masondan/3681873678

How established is knowledge sharing in your organisation?

How much has your service (library & knowledge services) been involved?

Discussion - KM activity

KAYE: Engagement with Chief Nurse, misunderstanding about terminology, conversation led to greater understanding about LKS services. Peserverance is key. Sent leaver's toolkit to HR Director – no response followed up with PA and now keen to pilot.

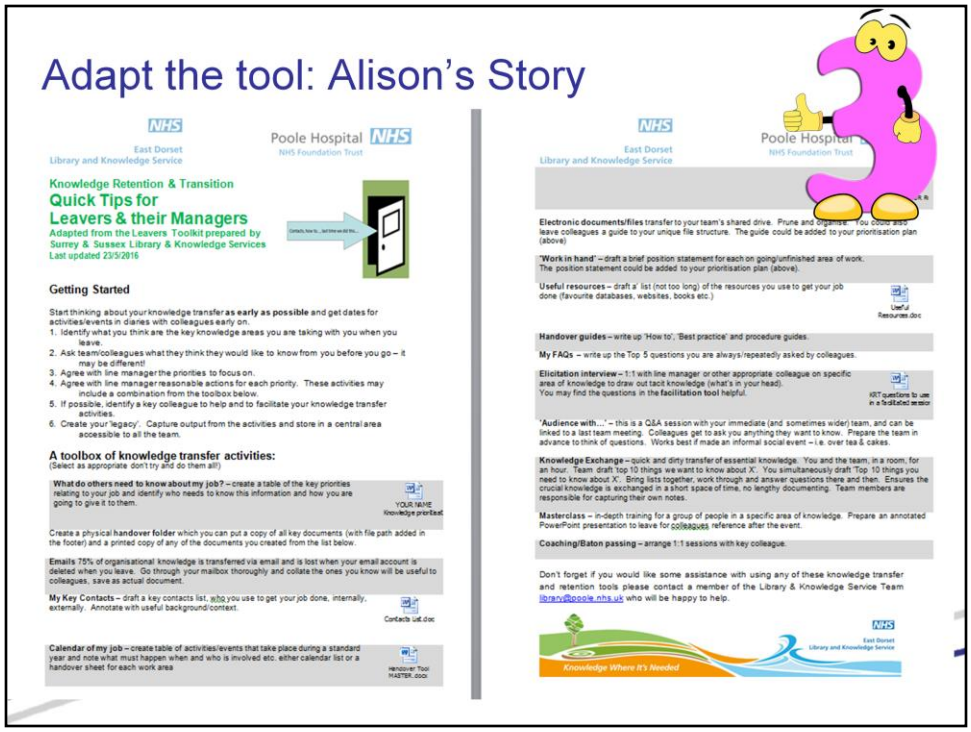
In two's start to answer questions on action planner

Allow 3 minutes for sticker selection

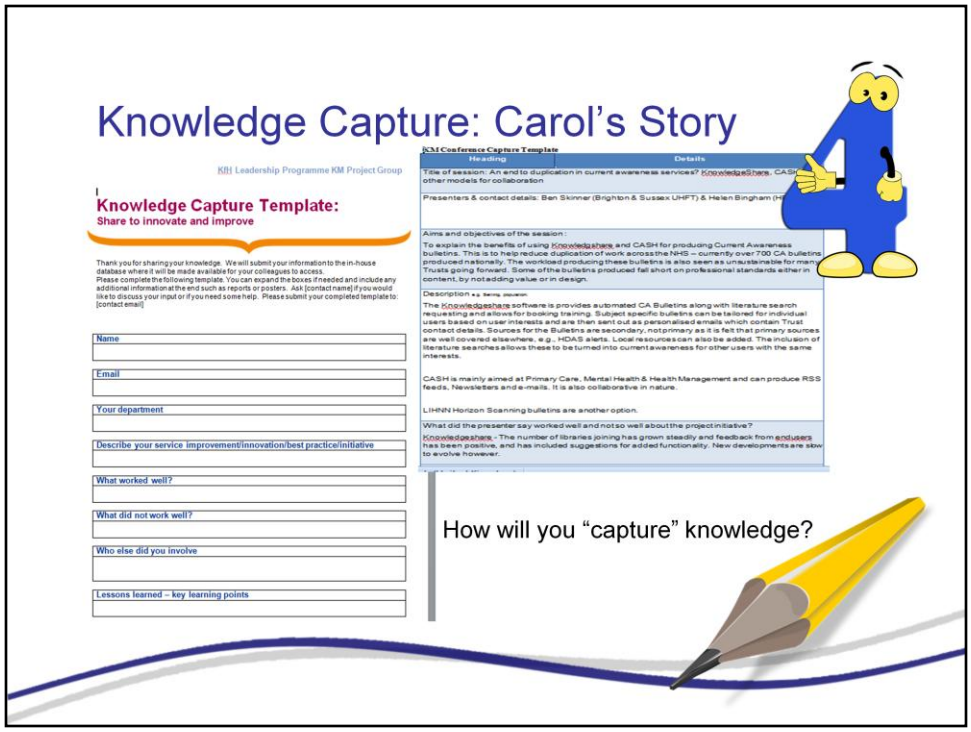
Call out random KM tools for people, when someone has all 3 they shout BINGO and table get some sweets

A wide range of tools from toolkit selected to find out more about

Adapt the tool: Alison's Story



ALISON trialling Knowledge retention and transition for high profile leavers – piloted with Dir Nursing, Matrons and Assoc Dir Nursing – feedback led to incorporation of an additional tool – next step to get added to Trust leavers procedure and share with Heads of Department



CAROL: Using knowledge capture templates at HLG and then demonstrating use at organisation

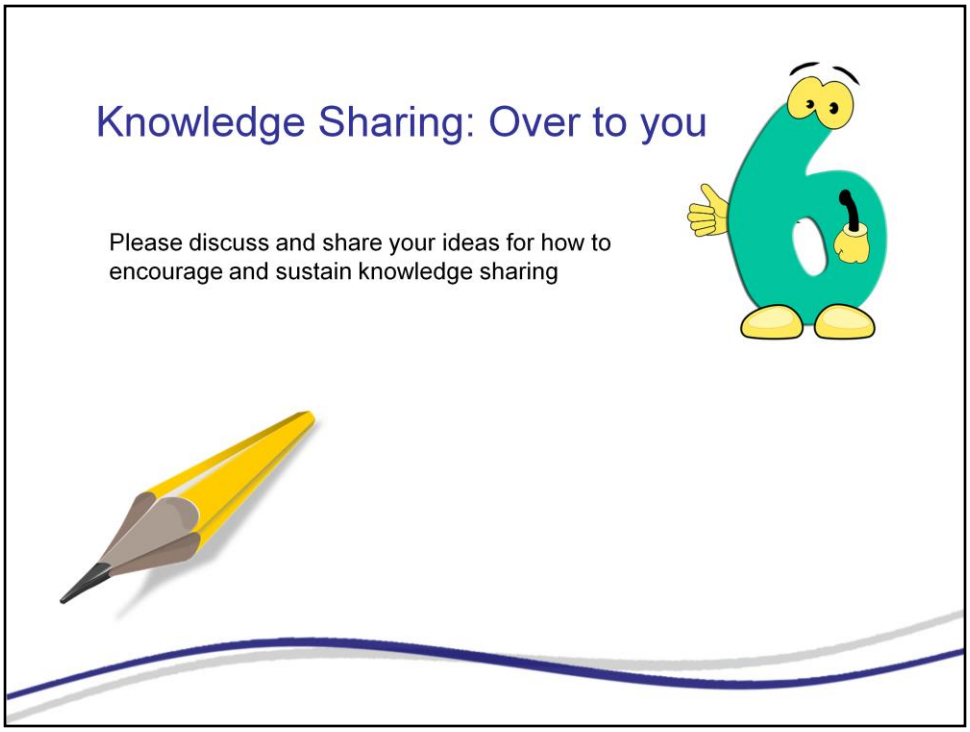
A gap was identified in sharing and storing knowledge gained by colleagues from attending conferences. Useful information and the value of this information was often not passed on to colleagues within the wider organisation and was 'lost' over time as it was not stored systematically by the organisation.

The KM toolkit was identified as providing a way of capturing this knowledge. One of the templates from the toolkit was adapted to fit the case of Conference presentations. The Template was shared amongst NHS Librarians in the North East and based on their feedback a pilot was agreed whereby they would use the template when attending the HLG conference at Scarborough in September 2016.

Feedback by the librarians will be formally given at a NE Library Managers meeting in December but sample feedback so far has been extremely positive with the form allowing for a structured sharing of the knowledge gained at team meetings.

During a meeting with the Trust's Lead in Service improvement and Innovation an opportunity was also identified for using this form within the Trust and was presented to her. The Service Improvement Lead was again very positive and has agreed that this KM template would be an excellent way of improving knowledge storage and sharing throughout the Trust, with the knowledge gained shared amongst colleagues and kept on a central database to allow wider access and access over time.

TIM Rationale to include a schema for a database – different organisations will have different needs and requirements and different systems so model will contain a schema for a database. Sam at Brompton & Harefield held an event to gather quality improvement and innovation initiatives and then produced a database for Trust intranet



ALISON Post its to gather ideas on how to share knowledge and encourage use of an organisational knowledge database (each to work with a table to facilitate/stimulate discussion, answer questions and gather feedback)

Knowledge champions in departments – one person had used this successfully but stressed the need for ongoing engagement and follow through if people leave
Randomised Coffee Trials
Problems wall – with an aim for people to select the "problem" and have a conversation based on the issue

Wrap-Up

By Anonymous, After Leonardo da Vinci [Public domain], via Wikimedia Commons

"Do 3 things in 6 months"

Paul J Corney, Managing Partner of Knowledge et al
http://cilipconference.org.uk/wp-content/uploads/Man-Info-weds-11.25-1.-Corney-Paul-reduced.pdf

ALISON You now have a template to help you to introduce KM to your organisation. What 3 things will you do in 6 months – Paul J Corney Take-Away Messages from CILIP Conference

Thank-you

We would love to hear your feedback about this workshop session, the model, KM generally or how you get on implementing your own KM by numbers – please get in touch by contacting:

Alison Day
E-mail: alison.day@poole.nhs.uk
Twitter: @alisonday3