Research Paper

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Study on Knowledge Management in a Multispeciality Hospital

Medical Science

KEYWORDS : Knowledge, Knowledge Management, Hospital Knowledge Management.

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ABSTRACT

Knowledge Management is the art and science of changing or transforming data and information into useful knowledge. The field of knowledge management has significant applications in the health care organizations, especially hospitals. The present study was undertaken to understand the working of Knowledge Management system and to know the awareness of the administrative staff about knowledge Management in the hospital.

INTRODUCTION

Knowledge Management is a discipline to manage the knowledge production resources in an organization. Knowledge processes generally includes acquisition, sharing, application and security of knowledge. Knowledge Management plays an important role in medical practice. Managing knowledge in healthcare enterprises is very crucial for optional achievement of higher quality and lowered cost of services to the patients. The present study was undertaken to understand the state of art of Knowledge Management and study the working of knowledge management within the hospital.

METHODOLOGY

The research approach adopted in the study was descriptive. The administrative staff of different departments of the selected hospital was included in the study. Observation was done by collecting the data directly from the subjects using a structured questionnaire. The questionnaire included demographic data that consisted of personal information of the administrative staff relating to age, gender and education. It included questions to elicit opinions from the administrative employees with regard to Knowledge Management practiced in their respective departments. The questionnaire consisted of 16 closed ended questions. The population of the present study consisted of administrative staff of the hospital. The data was collected from 18 administrative staff from different departments namely Human Resource, Registration, Medical Record Department, and Laboratory.

RESULTS

Analysis of data was done through tables showing the number of respondent and their respective percentage. The significant findings of the study were categorized into two major parts:

Part-I It contained the demographic data collected from the administrative staff from all the departments. Following were the significant findings:

Age: The study showed the age distribution of the administrative staff as 12(66.66%) between 20-30 years; 5(27.77%) between 30-40 years; 1(5.55%) are above 40 years.

Educational Qualification: The study showed that out of 18 administrative staff, 6(33.33%) were diploma holders; 10(55.55%) were Graduate and 2(11.11%) were Post Graduates.

Gender: The study showed that out of 18 administrative staff, 14(77.77%) were males and 4(22.22%) were females.

Part-II It contained the data collected to know the tools of Knowledge Management in each department and to assess the satisfaction and dissatisfaction level of administrative staff regarding Knowledge Management in the hospital in each department.

Table 1: Samples distribution based on knowledge management practice versus responses on competitive advantage of Knowledge Management practice in the hospital.

DEPARTMENT	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
MRD	66.66%	33.33%	0%	0%	3
HR	100%	0%	0%	0%	9
Laboratory	0%	100%	0%	0%	3
Registration	0%	100%	0%	0%	3
Total	5	13	0	0	18

As shown in table 1, out of 18 administrative staff, 2(66.66%) form medical record department and 9(100%) from human resource department responded that they strongly agree the competitive advantage of knowledge management practice in the hospital. 1(33.33%) form medical record department, 3(100%) from laboratory and 3(100%) from registration department responded that they agree the competitive advantage of knowledge management practice in the hospital.

Table 2: Samples distribution based on knowledge management practice versus responses on satisfaction with the functionality of Knowledge Management system used in the hospital.

DEPARTMENTS	SATISFIED	DISSATISFIED	TOTAL SAMPLES
MRD	100%	0%	3
HR	66.66%	33.33%	9
Laboratory	100%	0%	3
Registration	100%	0%	3
Total	18	0	18

As depicted by table 2, out of 18 administrative staff, in human resource department, 6(66.66%) responded that they were satisfied with the benefit of the training program in the hospital and 3(33.33%) responded that they were dissatisfied with the benefit of the training program. 3(100%) form medical record department, laboratory and registration department each responded that they were satisfied with the benefit of the training program in the hospital.

Table 3: Samples distribution based on knowledge management practice versus responses on the impact of Knowledge Management in enhanced service quality in the hospital.

DEPARTMENT	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
MRD	0%	100%	0%	0%	3
HR	100%	0%	0%	0%	9

Laboratory	0%	100%	0%	0%	3
Registration	0%	100%	0%	0%	3
Total	3	15	0	0%	18

As shown in table 3**,** out of 18 administrative staff, 3(100%) responded that they agree the impact of knowledge management in enhanced service quality from medical record department, laboratory and registration department. From human resource department, 9(100%) responded that they strongly agree the impact of knowledge management in enhanced service quality.

Table 4: Samples distribution based on knowledge management practice versus response on the impact of Knowledge Management in enhanced collaboration within the hospital.

DEPARTMENT	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
MRD	100%	0%	0%	0%	3
HR	100%	0%	0%	0%	9
Laboratory	0%	100%	0%	0%	3
Registration	0%	100%	0%	0%	3
Total	6	12	0%	0%	18

As depicted by table 4, out of 18 administrative staff, 3(100%) from laboratory and registration department each responded that they agree the influence of knowledge management in enhanced collaboration within the hospital. 3(100%) form medical record department and 9(100%) from human resource department responded that they strongly agree the influence of knowledge management in enhanced collaboration within the hospital.

According to this study, 66.66% were satisfied with the functionality of Knowledge Management practice in the hospital whereas 33.33% were not satisfied.

DISCUSSION

Knowledge Management is the discipline of enabling individuals and organizations to collectively and systematically utilize knowledge, to better achieve their objectives. Knowledge Management is essentially about facilitating the processes by which knowledge is created, shared and used in organizations.[1] Knowledge can be either explicit or tacit.[2] The knowledge hierarchy ranges from data to wisdom. (Fig 1)

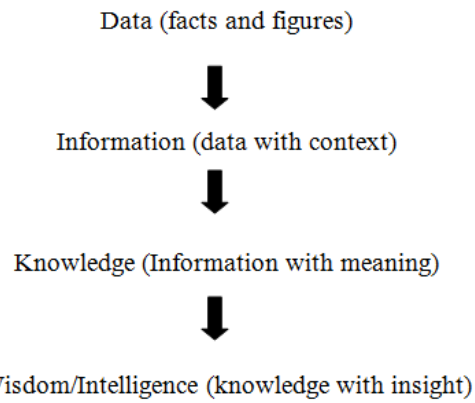


Figure 1: Hierarchy of knowledge

Knowledge Management is a new field and an important factor in healthcare environment.[3] Its significance has increased greatly with abundance of knowledge in healthcare system. [4] Knowledge Management leads to improved decision making. [5] Knowledge Management Cycle includes knowledge creation, structuring, transferring and knowledge application. Knowledge audit is the process of identifying the knowledge an organization possess including its intellectual assets. Hospital Organization can have an individual department responsible for Knowledge Management.

In this study it has been established that staffs of the selected hospital were aware of Knowledge Management practice and knowledge sharing the department. Staffs agreed the impact of Knowledge Management in enhanced service quality, enhanced collaboration within the hospital. It is recommended that continuous awareness and training program should be conducted to strengthen Knowledge Management. However, this study is limited to administrative employees. The sample size is small due to lack of strength and non participation. The study is restricted to one hospital for one year and use of simple tool such as percentage analysis in analyzing the collected data has been done.

CONCLUSION

Knowledge Management will transform the health care system in the recent future into better and cost-effective resource. There is a need to manage the intellectual assets in the knowledge Management system. It can be done with technological assistance.

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