

Introduction to Knowledge Management for Health

Using Knowledge to Help People
Improve their Health

Based on material from WHO
Knowledge Management and Sharing
Department

Notes for Course Leaders

- ◆ This introduction provides access to presentations by WHO Knowledge Management experts and is intended as preparation and background to more detailed courses
- ◆ You will see links to a range of presentations set out in underlined yellow. These are resources on the CD to which you can jump
- ◆ For background you may wish to read
 - “Learning to Fly: Practical knowledge Management from Leading and Learning Organisations By Chris Collison and Geoff Parcell link <http://www.chriscollison.com/l2f/>
 - The WHO Knowledge Management Strategy [Here](#)
- ◆ You should involve your own experts in knowledge management for health to relate this to your current needs and strategy

Introductions and Learning Objectives

- ◆ The group learning objective is to
 - Develop a shared understanding of knowledge management and its importance for health
- ◆ Who needs to apply knowledge to health?
- ◆ Who has good access to knowledge?
- ◆ Who has poor access to knowledge for health?
- ◆ How is health knowledge captured and stored?
- ◆ What problems have you found in applying what is known to practical health problems?

Some definitions

- ◆ Knowledge is the organized results of experience, which we use to guide our actions it is stored in peoples minds
- ◆ Information products* are ways of communicating knowledge
 - Books and articles, training materials, internet and other electronic
- ◆ Translation refers to the application of knowledge to policy action - Closing the Know – Do Gap
- ◆ Knowledge management is a set of principles, tools and practices that enable people to create knowledge, and to share, translate and apply what they know to create value and improve effectiveness.

* Making Knowledge Visible Elizabeth Orna, Gower Press 2005

Knowledge to enable people to protect their health

- ◆ Used by families and communities
- ◆ Knowledge about hygiene, diet and lifestyle
- ◆ Knowing how and when to use health services
- ◆ Provided through schools, outreach workers, community groups and health education.
- ◆ Plus libraries and other information services
- ◆ Discuss: “How can health leaders improve the availability and use of knowledge for health and what are the benefits?”

Health Knowledge for People in Resource Poor Countries



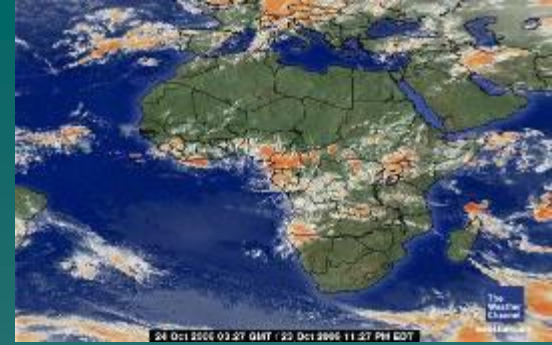
- ◆ For many rural communities access to health knowledge is very difficult
 - knowledge from – neighbours or rumour
 - But often badly informed
- ◆ Structured Health Knowledge resources for
 - Outreach workers or
 - Pharmacies or
 - School children or
 - Traditional healers
- ◆ May provide better access to health knowledge

Knowledge for Health Professionals

- ◆ Doctors and nurse and Public health Specialists need to update their knowledge and skills
- ◆ But in poor countries
- ◆ Many hospitals lack basic text books
- ◆ Or internet access
- ◆ Health knowledge is a vital resource



Pan African eNetwork



- ◆ PAN is a \$1billion investment program
- ◆ By Government of India and African Union
- ◆ To bring broadband and wireless to
 - 5 regional universities,
 - 53 learning centers,
 - 5 regional Super Specialty Hospitals and
 - 53 remote hospitals
 - in all countries of Africa linked to Universities and hospitals in India
- ◆ Investment started in October 2006
 - are you ready?

WHO role in Knowledge Management for Health



World Health
Organization

- ◆ KM is essential to human resource development
 - To train and make best use of doctors, nurses and outreach workers
 - Manuel Dayrit, Director of Human Resources for Health
- ◆ The WHO Knowledge Management Strategy
 - Aims to improve access and equity in health knowledge
 - Yunkap Kwankam, Coordinator eHealth KMS Department
- ◆ KM is defined in human terms
 - What people know and how they share knowledge
 - Chris Bailey, Coordinator KCS KMS Department
- ◆ We need to understand and map knowledge
 - Who knows what and what people need to know
 - Steeve Ebener, Project Manager eHealth KMS Department
- ◆ To close the Know-do gap
 - The gap between what we know and what we do
 - Ramesh Shademani Editor BLT KMS Department

KM4PH - Knowledge

Management for Public Health

- ◆ To improve the availability, equity and use of knowledge for public health
- ◆ Partnership - WHO and associations of public health professionals, schools and institutes to establish
 - Data base of institutions and experts
 - Communities of practice
 - Conferencing facilities
 - eLibraries for health
 - Information sharing for health

Getting Ready for the Knowledge Revolution



- ◆ Do you have a strategy for KM in health?
- ◆ Have you developed skills in KM?
- ◆ Have you considered its impact on training?
- ◆ How will this change medical practice?
- ◆ How will health knowledge get to villages?

A Starting Point: KM Competences

- ◆ Discuss your organisations' competence in
 - Strategy development for KM
 - Management techniques for KM
 - Collaborative mechanisms for KM
 - Knowledge sharing and learning
 - Knowledge capture and storage
- ◆ How good is your current organisation?
- ◆ How could you improve in say 5 years?
- ◆ To help with this look at the 5 Competence framework set out in "Tools for Knowledge and Learning" by Ben Ramalingam of ODI [here](#) (with a lot of other helpful tools)



Discussing KM for Health in China

- ◆ Knowledge Management is not just theory
- ◆ It is a practical way of applying experience in policy development and application
- ◆ The Health Policy Support Programme in China shows KM can support pro poor health

Knowledge is like water

- ◆ It is essential for health
- ◆ It must be available to all
- ◆ Clear and clean
- ◆ Discussion
 - Why is there a serpent on the WHO symbol?
 - what principles should guide health knowledge and information policies?

