

Centre Projects

IDENTIFY AND EVALUATE A KNOWLEDGE MANAGEMENT PROGRAM FOR THE QUALITY BRANCH OF THE NSW HEALTH DEPARTMENT

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Duration: 2003-2006

Description: Knowledge management aims to capture the expertise, and lessons learnt from the experience of teams in the health system in order to disseminate these to other teams across the system. The project uses evidence-based processes to ensure system-wide diffusion of good ideas and successes together with sharing lessons about failures as teams encounter them. This consists of two separate but integrated strategies:

- To provide high-level evaluation advice, and conduct in conjunction with departmental staff, one major evaluation in each of the three years of this contract. The determination of the strategies to be evaluated is made by the Quality Branch Knowledge Management Steering Committee. This committee meets quarterly. The evaluations conducted so far include the Clinical Practice Improvement Program and the Safety Improvement Program (SIP). An evaluation of the Incident Information Management Systems (IIMS) will be undertaken in the first six months of 2006. Details of the SIP and IIMS are provided in this section.

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- To develop a process for capturing information, and for publicising and disseminating the work of the Quality Branch and other safety and quality initiatives across the state, to various stakeholder groups. The work takes the form of a multi-faceted strategy to distribute information and share knowledge about what works and what doesn't, and about successes and failures experienced by people in the system.

A knowledge management working party was formed to give effect to these two strategies and to enable the work to be undertaken. Membership of the working party includes Quality Branch staff, Centre for Clinical Governance Research staff, Clinical Excellence Commission staff and nominated key stakeholders. This contract will be completed in June 2006.

Selected Publications and Presentations

Braithwaite, J et al. (2002) *Report: evaluation of the Clinical Practice Improvement Training Program*. Centre for Clinical Governance Research, UNSW: Sydney, pp.106, ISBN 0 7334 1969 0.

Braithwaite J, Iedema R, Travaglia J (2004). Assessing, planning, writing up and publishing your work. *NSW Health Department, Knowledge Management Seminar*. Sydney, 6 September.

Braithwaite J, Robinson M (2004). Knowledge management forum. *NSW Health, Centre for Clinical Governance Research and the Institute for Clinical Governance*. Sydney, 31 May.

Braithwaite J, Travaglia J, Iedema R, Mallock N (2004). An educational primer on chairing sessions and giving presentations. *NSW Health Department, Knowledge Management Seminar*. Sydney, 6 October.

Braithwaite J, Travaglia J, Mallock N, Iedema R (2005). Evaluating projects. *NSW Health Department, Knowledge Management Seminar*. Sydney, 15 February.

Mallock NA, Travaglia J, Braithwaite J (2005). Knowledge management: selected abstracts and citations. Centre for Clinical Governance Research, UNSW: Sydney, pp.34.