

Knowledge Management

Assignment Guidelines:

This task challenges students to examine the strategic role of knowledge as a core institutional asset across healthcare organisations and systems. Students are expected to critically analyse methodologies for capturing, sharing, and leveraging tacit and explicit knowledge, assess organisational learning cultures, and design digital knowledge management (KM) platforms that drive clinical innovation, operational efficiency, decision-making quality, and patient care outcomes.

Submission Format:

- Type: Detailed KM Strategy Project / Case Analysis Report
- Font: Times New Roman, Size 12, Double Spaced
- Word Count: 3000 – 4000 words
- Submission Deadline: To be announced by the respective professors

Assessment Criteria:

- Understanding and application of healthcare KM concepts and learning models – 20%
- Critical analysis of KM implementations in clinical and administrative contexts – 25%
- Use of academic literature, empirical evidence, and healthcare case studies – 20%
- Strategic insight, organisational alignment, and quality of recommendations – 25%
- Structure, academic writing, presentation, and APA referencing – 10%

Mandatory Sections:

- Title Page
- Table of Contents
- Abstract
- Introduction
- Literature Review
- Methodology / Analytical Framework
- Findings & Institutional Analysis
- Discussion & System Design
- Conclusion & Strategic Recommendations
- References
- Appendices

Assignment Task – Choose ONE of the following written assignments:

Option 1: Designing Enterprise Healthcare KM Systems for Operational Excellence

Analyse how healthcare institutions can design and implement integrated knowledge management architectures that enhance clinical and managerial decision-making. Your paper should:

- Describe the main types of knowledge (tacit vs explicit clinical expertise) and the digital platform technologies that support capturing, managing, and sharing organisational knowledge.

- Explain how, in practice, the data is processed and what the issues are associated with doing so to collect unstructured medical data and expert clinical knowledge and transform them into structured, publicly available (within the institution) knowledge bases.
- Analyse real-life case studies concerning healthcare institutions or hospital systems that have adopted enterprise-wide KM solutions; discuss strengths and challenges in implementation.
- Formulate a testable model that healthcare executives can use to determine if a knowledge management system implementation is resulting in measurable service quality and patient care improvements.

Option 2: Organisational Learning, Knowledge Sharing, and Culture in Health Systems.

Investigate how organisational culture, leadership paradigms, and collaborative technologies drive knowledge sharing and continuous quality improvement in health services. Your paper should:

- Investigate how knowledge exchange processes, communities of practice, and inter-unit collaboration affect routine clinical and administrative work flows.
- Evaluate the effect of strong KM processes on the following important health care performance measures: a reduction in clinical errors, staff turnover, patient satisfaction, and business (or operational) agility.
- Describe the organisational, cultural, and human barriers (e.g., institutional silos, trust, time, change fatigue) that prevent dissemination of best practices among health care providers.
- Use best-practice cases from leading healthcare systems to show how medium-size health organisations can focus on high-value KM projects with the least operational disruption.

Option 3: Evaluating the Impact, Governance, and Risk of Digital KM Platforms

Evaluate how health organisations can measure the clinical and business impact of digital KM platforms while mitigating data privacy, governance, and compliance risks. Your paper should:

- Develop suitable metrics and methodologies to evaluate the performance of KM implementations on organisational learning speed, decision quality, and clinical outcomes.
- Identify critical risks associated with digital knowledge platforms in health services, including data security vulnerabilities, information obsolescence, and accountability gaps in automated decision support tools.
- Evaluate examples of successful and failed healthcare KM deployments to extract key lessons regarding governance, information accuracy, and clinical oversight.
- Provide actionable strategic recommendations that allow health service leaders to maximize the benefits of knowledge-sharing networks while maintaining strict data compliance and ethical standards