



高雄醫學大學附設 高醫岡山醫院籌設營運處

PREPARATORY OFFICE OF KAOHSIUNG MEDICAL UNIVERSITY GANGSHAN HOSPITAL
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高醫岡山醫院籌設營運處

KAOHSIUNG MEDICAL UNIVERSITY GANGSHAN HOSPITAL

The capacity building of Operational Knowledge Management System at a Tertiary Hospital

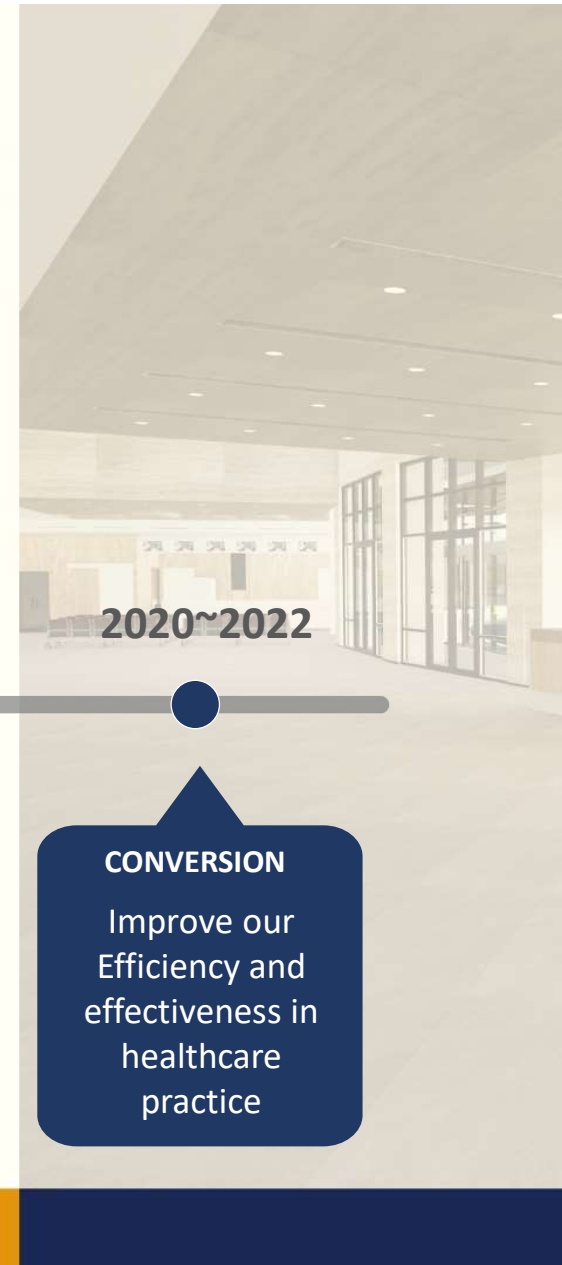
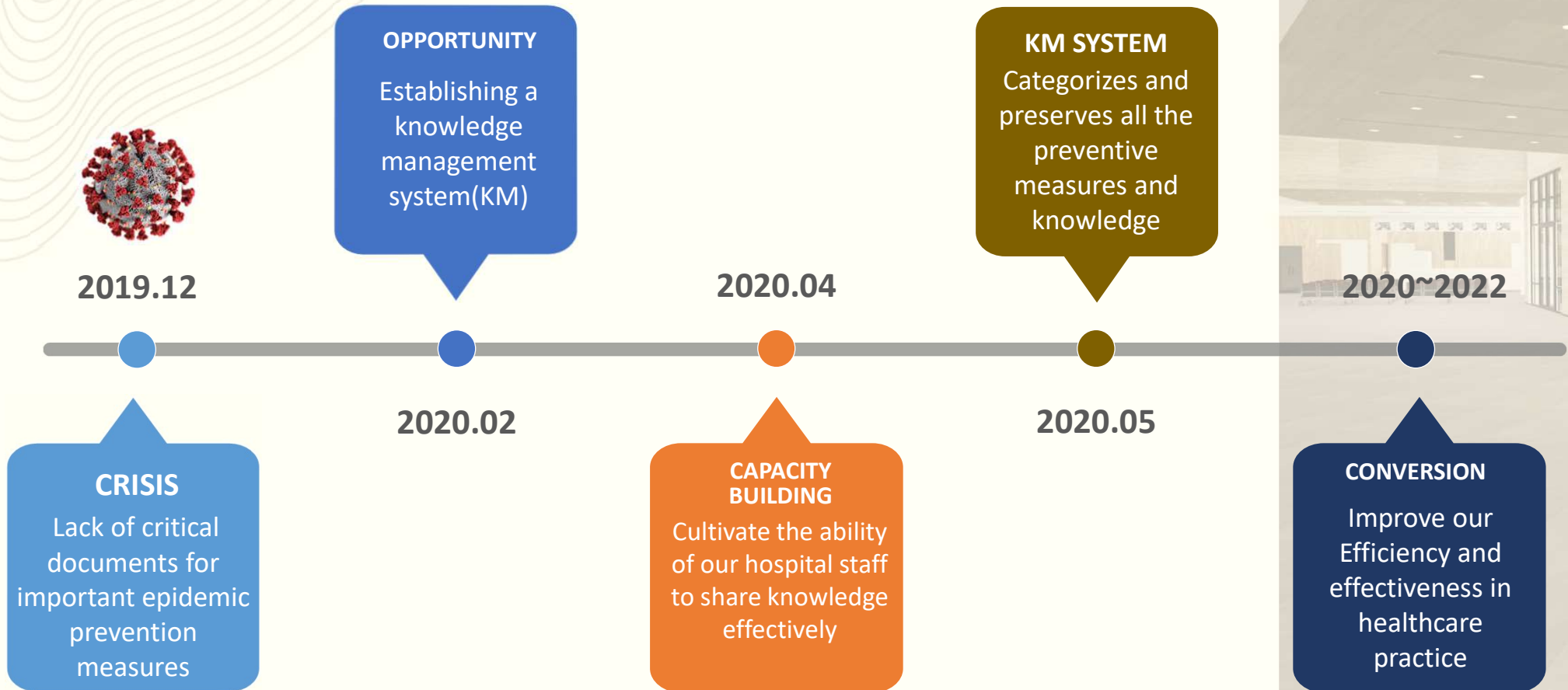
-COVID-19 lessons learnt; preparing for pandemic and crises

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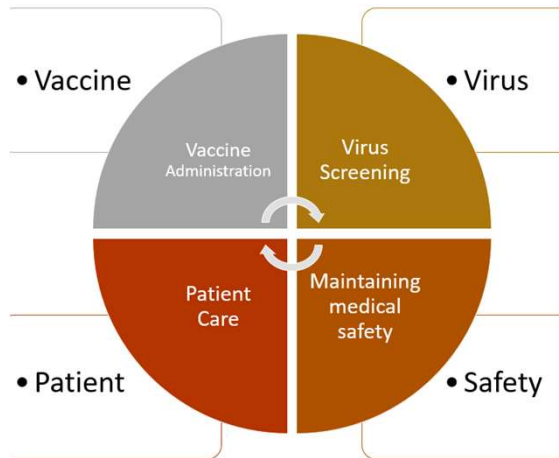
2023.09.22

Care | Innovation | Sustainable

Background and objective



01
Cultivate the ability of our hospital staff to share knowledge effectively



02
Heavy responsibility for epidemic prevention
By leveraging the rapid replicability of knowledge, we were able to systematically overcome the challenges of fulfilling time-sensitive epidemic tasks.



03

KM System

Documented the execution of these tasks and the experiences gained as essential records for knowledge transfer and talent cultivation.



04
The hospital is facing more challenges.
The swiftly changing healthcare landscape presented unprecedented difficulties

Conclusions/lessons learned

Key documents

160,000



Employee satisfaction

86%



Talent cultivation

920



Innovative proposals

22



Training course

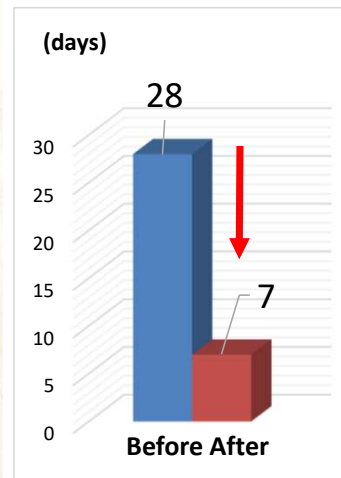
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shortening the learning curve of personnel

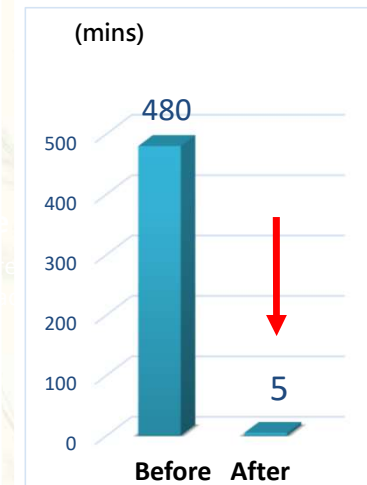


Optimize work process



Improve timeliness 75%

Optimize data analysis process



Improve decision-making timeliness 98.96%

Facing the challenges of emerging infectious diseases and changes in medical and health policies, hospitals need to have a robust and agile response capability, and this response capability needs to be based on the accumulation of past knowledge, including knowledge and experience in planning, decision-making, division of labor, and execution. Only by inheriting key knowledge and cultivating talents can we reduce repeating mistakes, accelerate innovation, and become a good hospital that reassures employees and patients.



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Thank You