

# KNOWLEDGE SHARING IN HOSPITALS: THE LIBRARIAN'S ROLE

July 29-30, 2010

Providence Portland Medical Center, Portland OR / conference room C/D

## JULY 29 / DAY 1

1:30 - 2:00 pm Registration and snacks

2:00 - 2:45 pm Welcome and Orientation

- Introductions
- Objectives, context and culture

2:45 - 3:00pm **Critical thinking: application to rapid cycle improvement**

3:00 - 4:00 pm

Discover phase / questions and stories

*This section will allow for one-on-one interviews to prepare to share insights with the group and help participants discover commonality, find parallel experiences, build trust and develop positive images and attitudes.*

- Appreciative Inquiry intro and process
- Interviews (30 minutes)

4:00 - 4:15 pm **Rapid fire reaction: how did that feel?**

4:15 - 4:30 pm **Plans for tomorrow: what we'll be up to!**

5:30 - 8:00 pm **Networking Dutch treat dinner:**  
Laurelwood Public House & Brewery  
5115 NE Sandy Blvd / Portland, OR 97213  
<http://www.laurelwoodbrewpub.com>

## JULY 30 / DAY 2

7:30 - 8:00 am **Networking Coffee and continental breakfast**

8:00 - 9:15 am **Interview lighting round**

What did we hear that was exciting? What strengths were discovered?  
5 minute participant report out

9:15 - 10:00 am **Sharing experiences - uncovering knowledge: collective themes / provocative dreams**

*Participants will explore ways librarians can apply their skills to multidisciplinary efforts to identify avenues to impact knowledge sharing at their hospital. Here participants will articulate their boldest, most provocative hopes for the future.*

- How can we identify and leverage our strengths and knowledge?
- How can librarians work on multidisciplinary teams to contribute to improved knowledge sharing for quality and safety?
- Where to we want to go? What would an ideal knowledge sharing environment in health care be? Shaping a provocative proposition.

- 10:00 - 10:15 am**      **Break**
- 10:15 - 11:00 am**      **Design phase - critical thinking**  
*This section will utilize critical thinking skills within a collaborative group to refine ideas, set priorities, identify strengths, and determine resources required; techniques for rapid improvement will be reviewed.*
- What are we attempting to do?
  - How do we establish priorities?
  - What strengths do we have to support?
  - What additional resources will we need?
  - How do we pull it all together?
- 11:00 - 12:00 pm**      **Design phase - planning for action**  
*This section will provide experience in using rapid improvement techniques to form a concrete plan for action to bring a KSharing project to life.*
- What two projects will have the largest impact?
  - How can the Matrix frame the Rapid Improvement Model of work?
  - How can the PDSA tool demonstrate one rapid cycle test?
  - How will we know if we are successful?
  - What did we learn?
- 12:15 - 1:30 pm**      **Working Lunch**  
**Destiny phase - a plan for action**  
*This section will enable teams to focus on the specifics of applying the rapid improvement planning tools (PDSA or matrix) to explore a librarian's strategic role in a knowledge sharing team improvement effort.*
- What "at home" problem should we work on?
  - How can the matrix help us plan our effort?
  - How will we communicate about our goals?: three words exploration.
- 1:30 - 2:45 pm**      **Sharing thoughts, plans and building commitment**  
*This session ends with an opportunity for teams/ participants to share their rapid test improvement project plans and make explicit their commitments to the group as a whole for future action and learning.*
- What did the teams envision? Team report out 5-10 minutes each
- 2:45 - 3:00pm**      **Committing to the organization: alighting the KSharing fire!**
- What tactics can be applied to get started?
  - How can we talk about this experience?
- 3:00 - 3:15 pm**      **Committing to this workshop community: staying connected**
- How can we keep the fire burning!
  - Closing comments