

# Knowledge Management



The Knowledge Management Framework for Health Informatics provides a set of tools and techniques to help people to learn before, during and after everything they do so that good practice can be replicated and pitfalls are avoided.



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Knowledge Management (KM) emphasises learning throughout an activity's lifecycle: learning before, during and after. For example:

- **Learning Before:** Who has done similar work before? Who has worked with this client before? Where have we got similar skills?
- **Learning During:** What have we learned so far? Are we on track? What did we anticipate correctly? What did we not anticipate?
- **Learning After:** What did we deliver? What did we achieve? Did the outcome differ from our original goals? If so, how? What went well? What went not so well?

The Knowledge Management Lifecycle implies time for reflection, knowledge gathering and capturing, and knowledge sharing and dissemination. Each phase is associated with specific tools such as Before and After Action Reviews and describes how, and in what way, you interact with knowledge assets and communities of practice (CoPs).

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KM Toolkit: <http://kfh.libraryservices.nhs.uk/knowledge-management/>