

APPLICATION OF KNOWLEDGE MANAGEMENT TO TRAINING AND TRAINING EVENTS IN THE HEALTH SECTOR

The Best Practices in Italy

Best Practice 1

This Best Practice is related to the Training Event:

[The KM 360° Project \(2005-2008\) - Knowledge management: the challenge for the XXI century](#)

([Click here](#) to access the Form on to the Hippocrates portal)

<p>Definition of target group</p>	<p><i>Were the target group KM training needs previously identified? If yes, how?</i></p> <p>The supervisors had the chance to interact before the Convention comparing their experiences and at the same time via the creation of a forum they could interact with the supervisors Document of the Convention was available on line for an initial knowledge.</p> <p><i>Were the KM training needs of target group previously assessed? If yes, how?</i></p> <p>The on line platform has been identified as a useful tool and offers an integrated view of working on line, before – during – after the Convention</p>
<p>Identification of training staff</p>	<p><i>Which was the process for the selection of the trainers?</i></p> <p>The KM 360° Project is a collaboration between Lucio D'Ettorre, Enrico Guidotti and Carlo Antonio Ricci started in 2005 to develop and promote the impact of the cognitive technologies (IT, I&CT) within individual process, groups, organizational and social knowledge management. The basis of the present project comes from considering mature experiences on practice field during a rapid development understanding technologies and knowledge management.</p> <p>The interest of related bodies (Istituto Percorsi, AICA – Italian Association for information technology and automatic calculation and Department of Psychology University Cattolina in Milan) is quite instant and it has arisen from this collaboration, therefore we have a project that has to become a significant point of reference in knowledge management in a transdisciplinary integrated and enhanced view to its maximum extent of application. (the slogan used to describe KM360°)</p> <p><i>How were the skills and experiences of the trainers assessed?</i></p> <p>Curriculum vitae, direct contact, round table agenda in the planning stage</p>

<p>Courses methodology and material</p>	<p><i>Was the methodology adopted for the course consistent with the specific needs of the target group?</i></p> <p>Yes</p> <p><i>Were the training material distributed consistent with the learning needs of the target group?</i></p> <p>Yes</p> <p><i>Were a sufficient number of practical KM examples provided during the course?</i></p> <p>Yes</p> <p><i>What the teaching methods were used during the Course to involve participants?</i></p> <p><i>open online paper, documentation of the Conference, give a chance to whom is interested to interact with supervisors (Forum), to manage integrated online (Forum), an integrated view of working on line, before – during – after the Convention</i></p>
<p>Course contents</p>	<p><i>Were the KM course contents consistent with the needs of the trainees?</i></p> <p>Yes</p> <p><i>Was the course programme organized in an effective way?</i></p> <p>Yes</p> <p><i>The programme prepared involving trainers?</i></p> <p>Yes</p>
<p>Results</p>	<p><i>Calculation of the balance between the number of trainees enrolled / those who completed the training course / those who passed the final exam (if available)</i></p> <p>It's not available. The Community Network of PKM 360° has a significant role. In the year 2007 focused on aspects of development specifically relevant, implementing research, the creation of online magazine and organization of training courses. Network of PKM 360° represents the "cognitive structure" basis for dynamic and the lead line of the whole Project (see objectives of PKM 360°). The Network implies Public Bodies, Organizations and others aimed to promote a place/environment open <i>online</i> in order to develop a transdisciplinary research, systemic and multipurpose concerning KM and to promote and disseminate knowledge management to the emerging process in the Society of Knowledge with high rate of KMT in future prospects.</p> <p><i>Analysis of the balance between the skills the trainees had at the beginning of the training course and at the end of it</i></p> <p>The data for the report are not available</p>

<p>Evaluation</p>	<p><i>Were the trainees asked to complete an evaluation form?</i></p> <p>Yes</p> <p><i>If yes, which main aspects of the course were evaluated?</i></p> <p><i>If yes, what was the result of the evaluation made by the trainees? (If available)</i></p> <p>Initiatives in 2008 are a later involvement of learners and an evaluation of the required needs during the experience, in particular, it is interesting to note the research on the Health care system (Health Knowledge Management)</p>
<p>Reference model for the evaluation</p>	<p>e.g.</p> <ul style="list-style-type: none"> - reaction of student (satisfaction) – what they thought and felt about the training - learning – the resulting increase in knowledge or capability - behaviour – extent of behaviour and capability improvement and implementation / application - results – the effects on the business or environment resulting from the trainees's performance
<p>Other elements</p>	<p><i>During the course, the tutor were involved?</i></p> <p>Yes</p> <p><i>There was the community online for the discussion after the end of course?</i></p> <p>Yes</p>
<p>Comments</p>	