

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

The Best Practices in Italy

Best Practice 3

This Best Practice is related to the Training Event:

[Executive Management Masters of local health authority and social care](#)

([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>Yes. SDA Bocconi boasts many years' training experience in the Healthcare management (from 1971) and on the bases of questionnaires has defined the training needs of target groups</p> <p><i>Were the KM training needs of target group previously assessed? If yes, how?</i></p> <p>An advisory board has been established within the EMMAS programme (EMMAS) in order to provide ongoing support and in harmony with the project together with the training needs and the concrete expectations and development in the healthcare and social systems</p>
<p>Identification of training staff</p>	<p><i>Which was the process for the selection of the trainers?</i></p> <p>The approach adopted in SDA Bocconi tends to rely on specialists and consultants with a proven experience. The Bocconi staff is famous around the world.</p> <p><i>How were the skills and experiences of the trainers assessed?</i></p> <p>As above.</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>This course has not explicitly developed a methodology in Knowledge management but has followed criteria that could be assimilated to KM. The course has indeed adopted an “integrated, modular, interactive method, planning a personalized training path, tailor-made”.</p> <p><i>What the teaching methods were used during the Course to involve participants?</i></p> <p>Work group, tutoring , simulation of activities, development and change in the project within the company.</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>Not available</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>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>The course demands to carry out activities to be carried out in the usual workplace in order to innovate the processes</p> <p><i>If yes, what was the result of the evaluation made by the trainees? (If available)</i></p> <p>Not available</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>	