
Creating Infrastructures for Reflection

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Objective: The objective for this study was to develop a model for continuous improvement and knowledge share, allowing health care workers to have on site reflection zones for problem solving, in relation to quality of care.

Methodology: First, the paper taps into the methods for knowledge share known as Full Source Analysis (FSA), used by the Defence Intelligence Agency (DIA), in the US. Then via an explanation of the patient hotel concept which inspired the model design, and research work at a medium sized Danish hospital focusing on continuous improvement and knowledge share, the model is revealed and explained. The study was completed during the fall of 2008.

Results: *The Idea Hotel* as the model is called is both a virtual and a physical workplace, where health care workers and externals possessing attributes relevant to the answering of Capstone questions can share ideas at different levels, away from but close to the hospital environment. The physical parts of the workplace are rooms where some double as virtual workplaces (Skype meetings). These rooms each represent overall attributes of value to the organisation, such as for example *team dynamics* and *synthesis*. *The Idea Hotel* also has a restaurant, a coffee shop, a Laundromat, and a reception each representing different filters of an analytical process. The DIA has developed a system for knowledge share which can be applied to this particular model, for use in health care organisations and other fields where knowledge share is vital to survival.

Conclusions: If time is allowed for change agents advocating quality in care, such as for example surveyors, to be given locations for and access to participate in the knowledge share network, which the model supports, it can be used to benefit patients and health care employees alike. Thus creating organisations where there is a close fit between attributes that the organisations consider essential to pursue, and organisational success.

Keywords: Knowledge sharing, health care, infrastructure, attributes, cultural change.