

The Importance of Tacit Knowledge in Medical and Healthcare Organizations During Epidemics

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Abstract

In our age, it is quite common to organize tacit knowledge in institutions and turn them into marketing strategies. This strategies affects the economy indirectly. It also helps improve the performance of employee. Medicine and healthcare organizations also hospitals are areas where knowledge management is applied, especially under the name of evidence-based medicine (Alkan, 2003). If tacit knowledge, which is an important part of knowledge management, couldn't be used, it becomes worthless. For example, let's consider the number of people who know how to apply PCR test, which is not used frequently until the pandemic occurs in a health institution. Suppose there are few people who know this and that the person who does has never used this information since graduation from medicine school. While it will work during a pandemic that broke out in the world, it is obvious that it can cause a big gap. This study aims to emphasize the importance of tacit knowledge in hospitals. The documents that emerged during the pandemic period were examined with the literature review method.

Knowledge management in medicine and healthcare organizations focuses on the achievement of a medical or healthcare organization's mission and objectives mainly for patient care. For this purpose, it is a process that enables all information assets to be systematically determined, acquired, organized, developed, made accessible, shared and used or applied with an integrated approach. In fact, much of the development of modern medicine has emerged with the conversion of implicit knowledge into explicit knowledge (Alkan, 2003, s. 8). Tacit Knowledge that has been transformed from the individual to the document has turned into a very important and life-saving guides in the pandemic. Covid-19 has killed more than 2 million people so far (WHO, 2021). A large number of guidelines, survival rules, scientific publications obtained from daily cases thanks to the fact that healthcare professionals share their experiences, as the pandemic continues in 2020. Providers and clinicians have used them at their clinical judgement, their knowledge of the patient, local health resources and the pandemic situation (NICE, 2020).

During the pandemic, it was understood, after numerous apologies of state leaders that it is important to urgently uncover tacit knowledge, organize it and

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share reliably online. Conversion of organized tacit knowledge into documents during epidemics can be achieved by finding answers to some questions by health librarians. The following questions could be changed and enlarged depending on the structure of the health organization.

How many employee can apply virus tests in this hospital?

How many virolog who are specialist in coronaviruses, are there at department?

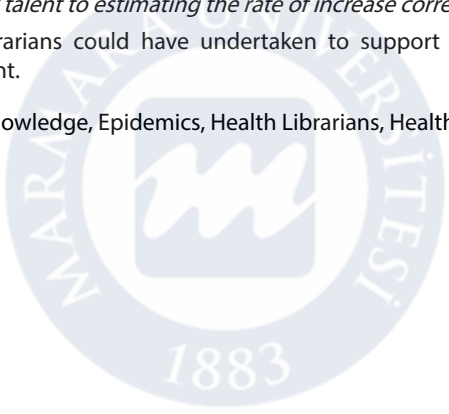
Which employee have psychological education about pandemic panic?

Who could speak fluently and clear to make people calm?

Who have statistik talent to estimating the rate of increase correctly?

Consequently, librarians could have undertaken to support their communities in this critical moment.

Keywords: Tacit Knowledge, Epidemics, Health Librarians, Health Organizations



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