

# Knowledge Management Strategy in a Global Health Organization

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Addressing the  
Challenge of  
Patient-Centered  
Care and Safety



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# Mission

Founded in 1900, **MútuaTerrassa** is a **social enterprise** whose **mission** is to **serve people**, anticipating and solving problems related to health, personal autonomy and well-being.

It works within the geographical area of Catalonia and in some activities within the Spanish territory.



# Vision

Serve as a **role model** in all our activities, daring to be **different** in the provision of services to **each individual**, with a clear will of growth and **continuously evolving** and adapting to the socio-economical changes while maintaining our identity, **solvency** and **social commitment**.



# Values

How do we operate?  
Attentive,  
anticipating needs

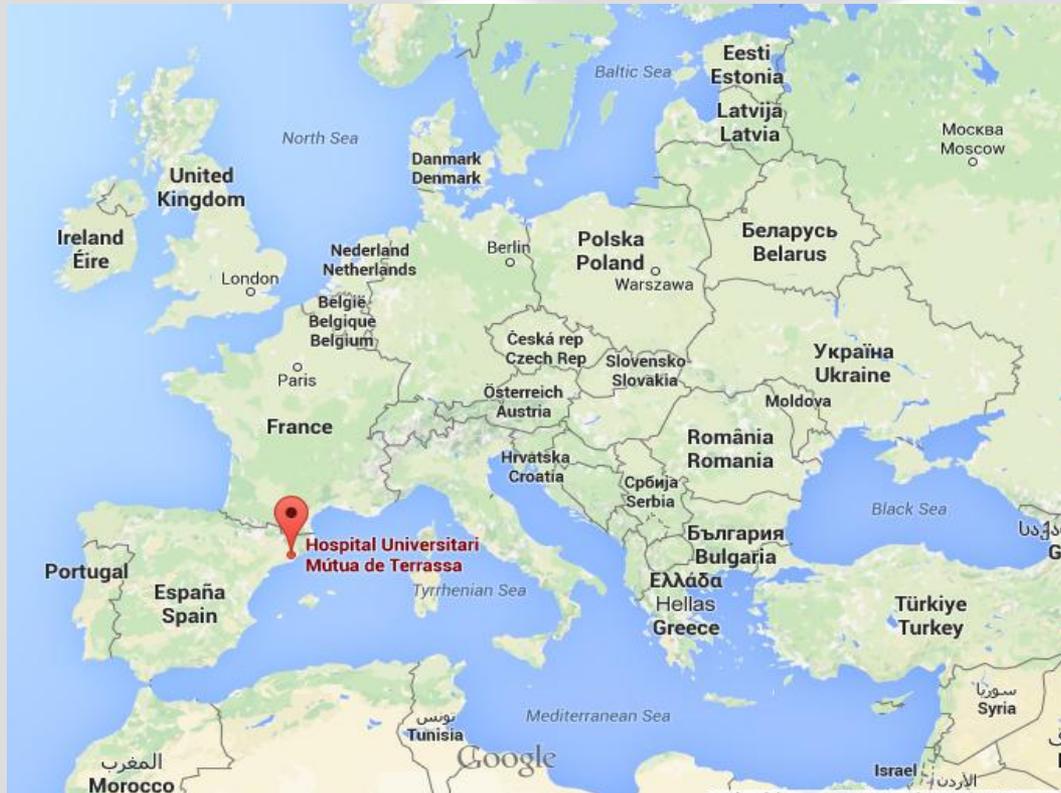
How do we work?  
All-time efficiency

How do we proceed?  
Integrity and ethical  
conduct

Encouraging  
professionalism

People first

# MútuaTerrassa: Location



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# Knowledge Map

## Key Figures 2015

- **Strength of MT – People**
- **4,000** qualified people
- **1,460** trainees
- **263** postgraduate trainees
- **157** high specializations ( doctors, psychologists, pharmacists, midwives, mental health nurses)
- **44,119** hours of continuous education



**13.000**

Daily cares  
Care to people in  
different Areas of  
service

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# 5 Findings

1. In **MútuaTerrassa**, managing knowledge successfully is a **key factor** for the strategic positioning of the organization
2. In **MútuaTerrassa**, more than **50% of professionals** are licensed.
3. Health knowledge is constantly renewed, evolving every **ten years** (160 hours a week of scientific reading are used to update medical knowledge)
4. The appropriate approach of the **"Big data"** is the base for prevention.
5. Technological development plays a leading role in evidence-based medicine and facilitates simulation-based learning.

# Challenges

1. Whirlwind changes in health and social care
2. Mútua Terrassa is a global organization – active structure in constant change and adaptation
3. Managing the complexity between:
  - Multiple interactions
  - Organization
  - Healthcare

# Strategic Focus

Focus on the multi-disciplinary approach by making the best use of knowledge.

**“Focusing all efforts on providing the best care at all times”**

# Strategic Management

1. Create an **effective atmosphere** for the use of knowledge: MT Health University Campus.
2. Share and put in practice the **experimental knowledge** within the organization and with our **stakeholders**.
3. Set up mechanisms to improve access to **health** and **social care information**.
4. Transfer **knowledge** to effective actions.



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# Summary

The endpoint of MútuaTerrassa is **to manage people and its diversity.**

Find the best position for our workers to attain the utmost professionalism and satisfaction in terms of professional and organizational goals.

# Contribution of MútuaTerrassa

a social **welfare organization**

...a comprehensive **set of services for people**

.. professionals **engagement**

.. with **independent governance**

.. geared to **constant evolution**

.. which **influences its atmosphere**

.. A trusted organization **that strives to be every day closer to people**