



HEALTH ECOSYSTEM AS AN INTERPRETATION FRAMEWORK FOR KNOWLEDGE FLOWS

TIP-Research Program

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TIP-Research Program

- The purpose of TIP research program “Knowledge and Information Management in Knowledge Intensive Services” is to explore knowledge intensive service organizations and organization populations, their competitiveness, functioning and the development potential from the angle of knowledge and information management.
- Knowledge intensive services have a central role in the network economy. TIP research program focuses on the special characteristics of the knowledge intensive service sector from the angle of management of knowledge and know-how. Sector is viewed as a whole that includes the following service types:
 1. Knowledge Intensive Business Services (KIBS)
 2. Technology enabled services
 3. Innovative service concepts
 4. Industrial services.



Objective of this paper

eBRF2005: "Knowledge Flows in Self-organising Complex Systems – Relevance to Knowledge-intensive Service Organisations"

- To bring up the fundamental role of knowledge flows in a self-organisation processes
- Self-organisation happens in a certain context → Co-evolution

eBRF2006: "Health ecosystem as an interpretation framework for knowledge flows"

- The current Finnish health system is highly decentralized and government regulation has been partly replaced by steering through information.
- Municipalities are allowed to self-organise and co-evolve with other agents in their local context
- Health ecosystem provides an interpretation framework for understanding the knowledge flows behind these processes



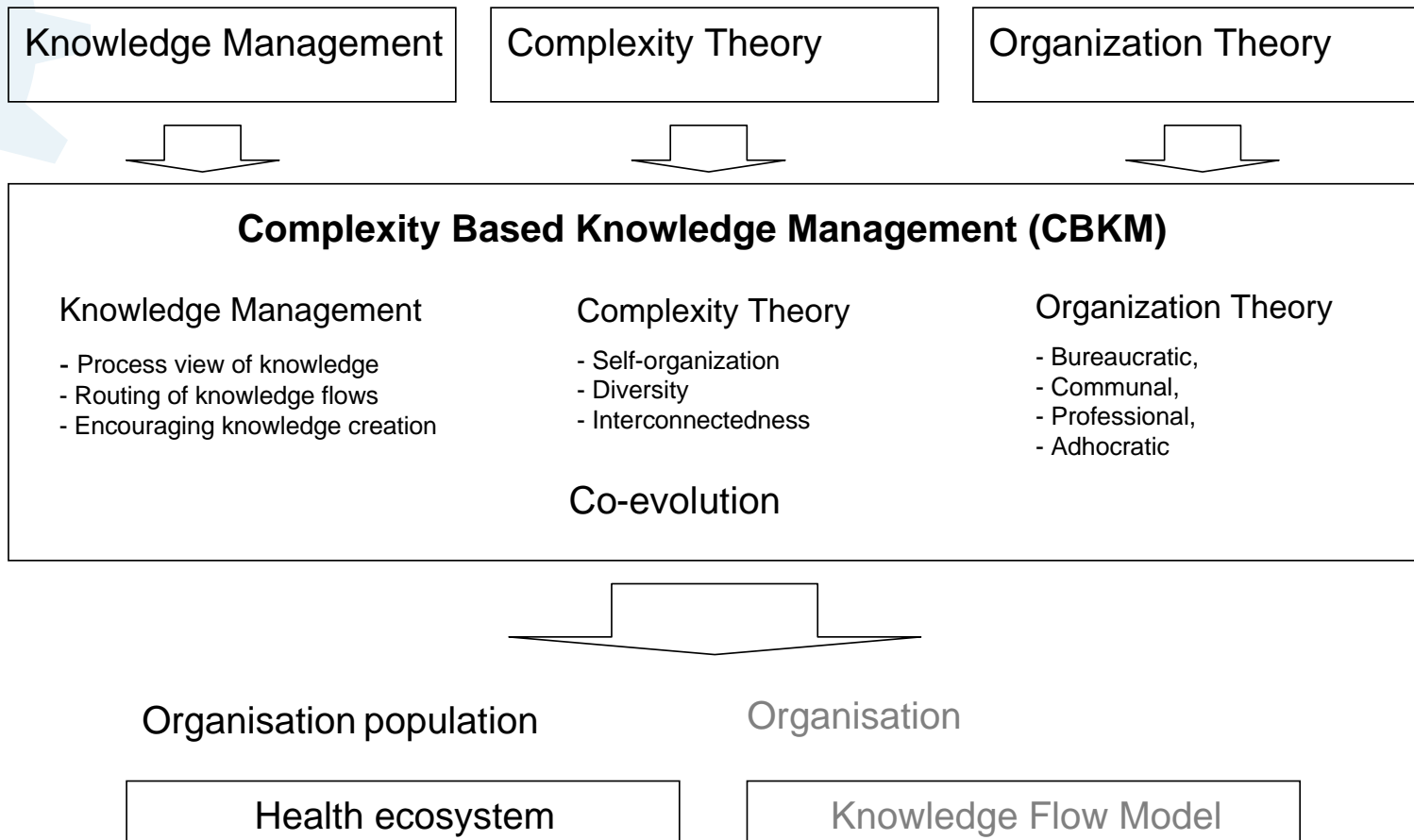


Agenda

1. Complexity-based knowledge management
2. Integrated care and Health system
3. Health ecosystem
4. Conclusions



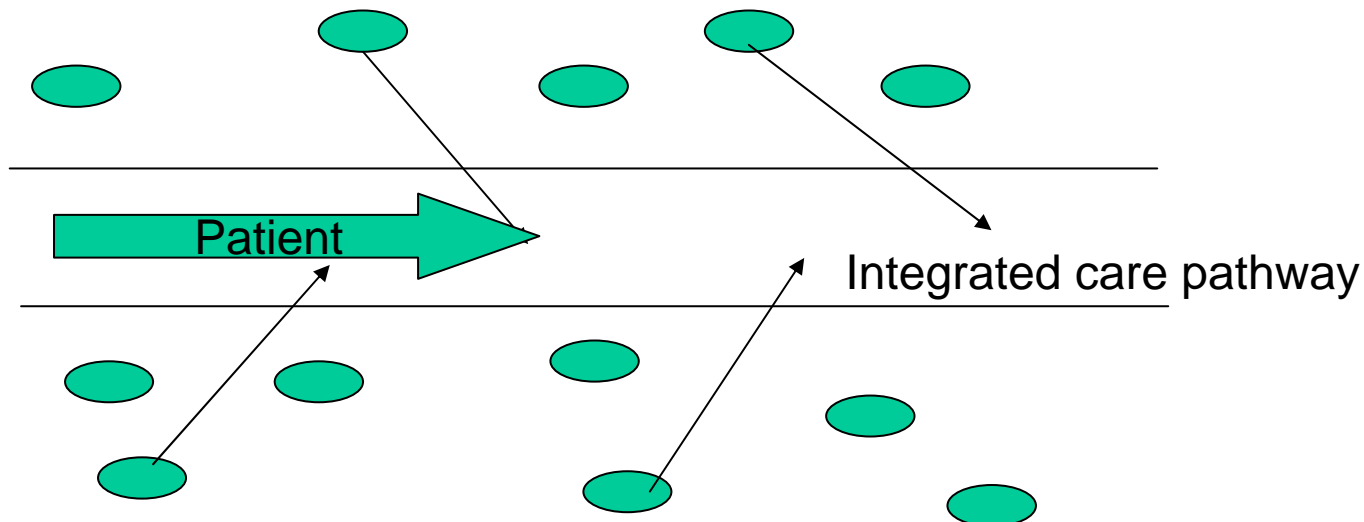
Complexity-Based Knowledge Management (CBKM)



Modified from Koivuaho & Laihonen 2006

Integrated care

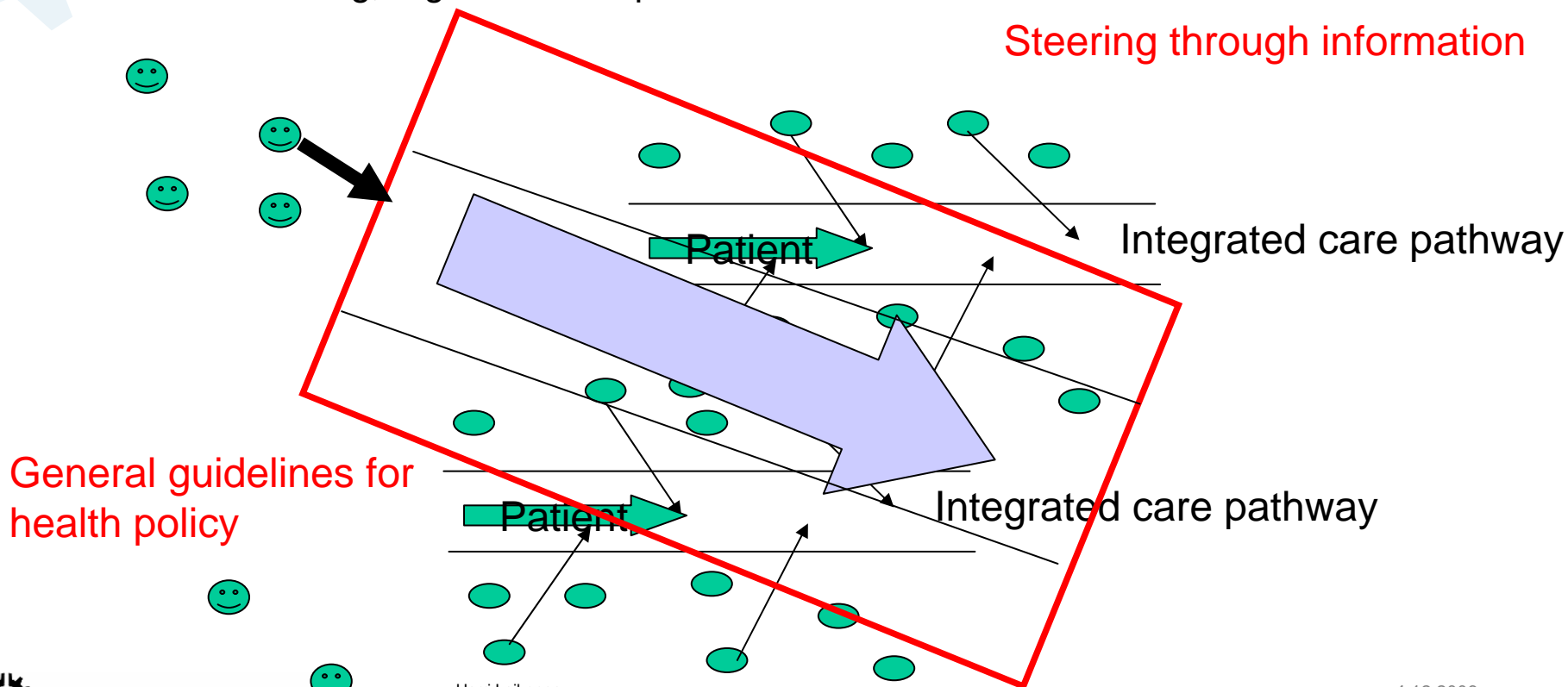
- Hardy et al. [9] have considered integrated care as “a coherent set of products and services, delivered by collaborating local and regional health care agencies.”
- Municipalities who are responsible of providing health services at the local level make independent decisions about the operational issues.



Possible services from which the adequate services are selected

Health system

- Murray and Frenk [10] have defined health system as follows: “A health system includes the resources, actors and institutions related to the financing, regulation and provision of health actions”.



National steering through information

Programs

Performance indicators

Quality guidelines

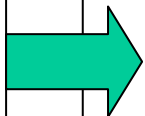
Handbooks

LEGISLATION



THIRD SECTOR

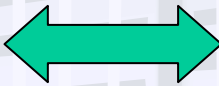
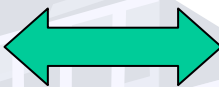
Inhabitants of Municipalities



- Political parties
- Media
- Elected officials
- Customers
- Opinion leaders

Interest Groups

Local information steering



Feedback

Administrative actions

Teamwork



Patient/Doctor

Healthcare organisation

FINANCING

PRIVATE SERVICE PRODUCERS

Nationwide health care ecosystem

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Health ecosystem

- *Health ecosystem is a dynamic structure which consists of a diverse set of interconnected organizations that influence municipal health care...*
- *...these organizations e.g. municipalities, private health care organizations, third sector organizations, hospital districts, inhabitants of municipalities, government and research institutions co-evolve...*
- *...through information steering and legislative control the government aims towards an innovative and still efficient health care delivery.*
- *...municipalities are allowed to self-organize to fulfill the legal obligation of service delivery...*



Why knowledge flows?

- “Everything that is worth understanding about complex systems, can be understood in terms of how it processes information” (Seth Lloyd)
- When thinking of the actions that people take as individuals, as part of the group, and collectively in an organization, it is worthwhile to think how they interact, what kinds of patterns of action may emerge and what kinds of knowledge flows are created.

Knowledge Flows in Healthcare



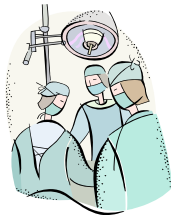
Healthcare organisation as a part of healthcare ecosystem

Public relations/Social influencing/Steering through information/Legislation



Administrative knowledge flows in healthcare organisation

Healthcare/Administration/Other organisational knowledge flows



Knowledge flows between specialist groups

Nurses/Doctors/Administration



Knowledge flows in Patient/Doctor relationship

Referrals/Patients expectations vs. experiences/Diagnosis

In practice

My research is about:

- Studying the possibilities of complexity thinking and knowledge management in health care organizations and/or in health ecosystem
 - Development of the theoretical pattern described above
- Understanding knowledge flows of knowledge intensive organizations in general
 - Modeling the practical knowledge flows in health care organizations
- Building a tool for conceptualization and elaboration of these flows also in practical level
 - Maybe some day....





Thank you!

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