A Quantifiable Transcultural Knowledge Management Model to Improve quality of Healthcare:
A Case study of the Kingdom of Bahrain

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Abstract

Background & Purpose: Healthcare in the kingdom of Bahrain (KoB) is inexpensive investment, facing the challenge to attain and maintain the highest inter-national quality standards in patient care and client satisfaction. Concepts like Quality Management System that qua, Knowledge Translation and Knowledge friendly organizational culture are integrated with the knowledge management culture factors to develop an integrated and quantifiable transcultural healthcare Knowledge Management Model (culminated from a holistic system thinking approach) that plays a critical role to improving the quality of patient care and achieving patient satisfaction in a transcultural society.

Design/methodology/approach: This research is theoretical, examines relevant theories and reviews literature on healthcare quality assessment, healthcare knowledge management and the healthcare infrastructure of the KoB.

Findings: This paper develops a pragmatic, integrative, and strategically viable model of an implementable Culture based Healthcare Quality Improvement Knowledge Management Model (HKM) for the healthcare initiatives in the KoB.

Research limitations/implications: This research provides an integrative, conceptual transcultural model grounded in theory and preliminary primary research that needs to be tested further in real or simulated transcultural healthcare industrial environments to enable a focused and a competent healthcare in the KoB.

Practical implications: Since the knowledge management initiative is currently launched in the KoB’s healthcare industry, this research can be a credible framework for a pragmatic HKM model for successful implementation of HKM in the Ministry of Healthcare of the KoB.
Originality/Value: This paper develops a new implementable integrated transcultural HKM model for healthcare subsequent to pilot testing, within the IT infrastructure and cultural aspect of HKM (considering the holistic approach to systems thinking and cultural sensitivities), appealing to both practitioners and researchers. The final transcultural HKM model is an integration of models that include: (1) Clinical Healthcare Knowledge Management Model, (2) Quality Management Systems Model, (3) transcultural organizational cultural model and (4) knowledge translation model.

Paper Type: This article is theoretical - literature review, conceptual and contribution of an implementable transcultural healthcare quality improvement knowledge management model for the Healthcare of the KoB.