



**PEAK:**  
**Practice**  
**Enhancement**  
**Achieved**  
**through**  
**Knowledge**

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**PEAK Project**

- Kari Simonson, Clinical Coordinator

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***Located at:***

- Canmore General Hospital  
Bow Corridor Service Area  
Calgary Health Region

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***PEAK Project:***  
***Everyday Creativity***  
***in***  
***Knowledge Brokering***

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**Knowledge Brokering  
Demonstration Project:**

- A Knowledge Brokering model for rural health care decision-makers designed to make a difference to patient safety and quality of care.
- Funded through CHSRF and AHFMR
- Supporting partners: Calgary Health Region & University of Calgary, Health Sciences Library

***Thank you very much!!***

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**Presentation Objectives...**

- Introduce the PEAK project and knowledge brokering
- Illustrate the PEAK model with examples
- Present some practical & creative ideas for adapting knowledge brokering to different contexts and needs

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***“Although major defects in the performance of healthcare systems are well documented, progress toward remedy remains slow. At present, prevailing strategies rely on outmoded theories of control and standardisation of work. More modern, and much more effective, theories seek to harness the imagination and participation of the workforce. This requires a workforce capable of setting bold aims, measuring progress, finding alternative designs for the work itself and testing changes rapidly and informatively. It also requires a high degree of trust, a bias toward teamwork, and a predilection toward shouldering the burden of improvement, rather than blaming external factors.” (Berwick, 2003)***

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***“Creativity is the ability to look at the ordinary and see the extraordinary.”***

-Dewitt Jones- National Geographic photographer

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**Knowledge Brokering**



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**What is a knowledge broker anyway????**

- Knowledge brokers
  - access information
  - facilitate communication & relationships
  - facilitate the exchange of knowledge among networks
  - (among other things...)
- They bring people and knowledge together for mutual benefit

(CHSRF, 2006)

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# Guess what...

*Knowledge Brokers are you!!*

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## PARiHS Framework

- Nature of Evidence
  - research/ clinical experience/ patient experience/ local context information
- Quality of Context
  - relevance/ “fit”/ resources
- Method of Facilitation

• Rycroft- Malone et al, 2004

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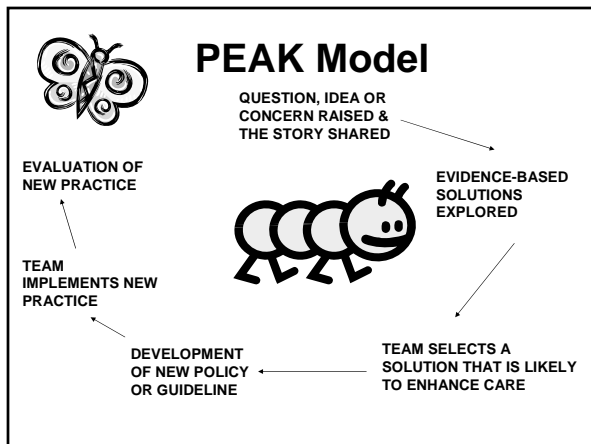
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**Personal Learning  
Project (PLP)  
Step 1 ~ the story**

- the “bug” 
- reflection, discomfort or intrigue regarding patient care and safety
- what is the story?

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 **PLP Step 2  
~ the question**



- PLP documented and submitted to Knowledge Broker (KB)
- “Story” reviewed and clarified- with participant and other stakeholders

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 **PLP Step 3  
-investigation**

- PLP investigated by Knowledge Brokers and/or Health Sciences, University of Calgary library partners
- Consultation with managers, colleagues, local and external experts

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### PLP Step 4 ~ sharing



- Results circulated and posted on project bulletin boards and on the website
- Feedback solicited by Knowledge Broker

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### PLP Step 5 ~ action



- Results and feedback from the search reviewed
- Next steps prioritized by stakeholders

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### PLP Step 6 ~ outcomes



- Pilot protocol developed and implemented
- Educational component developed to support practice change

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## PLP Step 7 ~ evaluation

- Process and outcome evaluation underway
- Reflection on the process




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## Practice Circles: PEADAK???

- Practice Enhancement Achieved through Dialogue About Knowledge
- Members share the same practice
- facilitated vs “chaired”
- centers around stories about our practice
- *“This dialogue leads to a higher level of trust, honest exploration, shared understanding, and innovative thinking that raises the collective knowledge of the community” (Manoj Pawar, 2006).*

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## ~ WARNING ~

I may not succeed in answering all your questions. The answers we will discuss may only serve to raise a whole set of new questions. In some ways we may feel as confused as ever, but hopefully we will be confused on a higher level and about new concepts.

~Anonymous

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**Framework for the PEAK**  
**Practice Circle:**

- Tell a story- start with success stories
- Reflection time- how similar or different is this to my experience, in what ways?
- Structured dialogue- what, why, so what, now what????
- What can we do with what we have learned?

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*“We don’t agree on everything....I don’t agree with myself on everything!”*

~Rudy Giuliani

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**Helpful strategies for knowledge brokering...**

- Affirm the support of your leadership
- Have a common framework/ working theory
- Develop awareness of reliable experts/ information sources and resource tool kits to share
- Plan and maintain regular channels of communication- at many levels of your organization

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### Helpful strategies cont'd...

- Look for ways to incorporate knowledge brokering activities into your organizational...
  - Language
  - Existing roles & processes
  - Accountabilities
  - CULTURE

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### Helpful strategies cont'd

- Get to know and love your nearest university- both library services and researchers
- Pace innovation and change
- Develop a high tolerance for complexity- don't get discouraged!
- Develop relationships and networks
- Start locally- policy, local experts & knowledge

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### Helpful strategies cont'd

- Develop & support your facilitators
- There is often not one answer to your questions- so please stop somewhere- for now...
- Don't be afraid to tweak things
- Keep a story repository
- DON'T BURN OUT

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**Everyday Creativity**

- Creativity is a matter of perspective
- Re-frame problems into opportunities
- Don't be afraid to make mistakes
- You've really got to care!

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The Butterfly Effect



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We encourage you to **tweak**  
some of these ideas and try  
them out.



*Flap your wings a little and  
let us know what happens!*

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## **PEAK Team**

- Carol Duncan- Manager, Community Care
- Joanne Danyluk- Hall- Knowledge Broker
- Sue Langlais- Knowledge Broker
- John Parboosingh- Consultant
- Norma Wood- Calgary Health Region
- John Cole- University of Calgary- Library Services

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***Thank you for joining us...  
your questions are welcome.***

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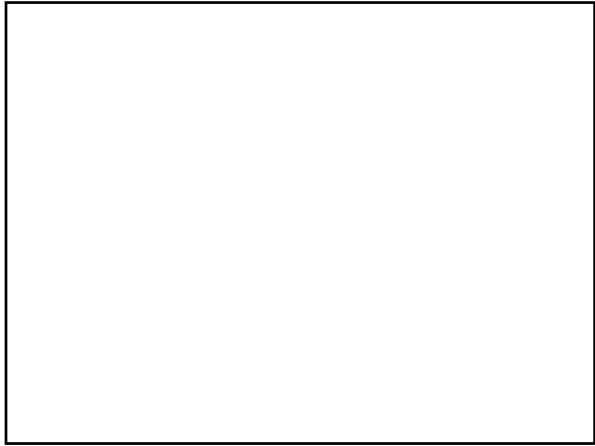
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