Knowledge Management across the Health Care Spectrum ... SELECTED RESOURCES

Zipperer / Papa-Schold / Jones Special Libraries Association / 2012 Annual Conference / Chicago, IL.

Bohmer R. *Designing Care*. Boston, MA: Harvard Business School Press; 2009.

Carroll JS, Edmondson AC. **Leading organisational learning in health care.** *Qual Safety Health Care.* 2002;11:51-56.

Collison C, Parcell G. *Learning to Fly - Practical Knowledge Management from Leading and Learning Organizations*. West Sussex, UK; Capstone; 2nd edition. 2005

Davenport TH, Prusak P. *Working Knowledge: How Organizations Manage What They Know*. Boston, MA: Harvard Business School Press; 1998.

DeLong D. *Lost Knowledge: Confronting the Threat of an Aging Workforce*. Oxford, UK: Oxford University Press; 2004.

DeLong D, Fahey L. **Diagnosing cultural barriers to knowledge management**. *Acad Manag Exec.* 2000; 14: 113-127.

Dixon NM. Common Knowledge: How Companies Thrive by Sharing What They Know. Boston: Harvard Business School Press; 2000.

Education Advisory Board. *Redefining the Academic Library: Managing the Migration to Digital Information Services.* Washington DC: The Advisory Board Company; 2011.

http://www.educationadvisoryboard.com/pdf/23634-EAB-Redefining-the-Academic-Library.pdf

Friedman CP. "Smallball" evaluation: a prescription for studying community-based information interventions. *J Med Libr Assoc.* 2005; 93(4 Suppl): S43–S48.

Holst R, Funk CJ. Vital pathways for hospital librarians: present and future roles. *J Med Libr Assoc.* 2009;97:285-292.

Garcia JL, Wells KK. **Knowledge-based information to improve the quality of patient care**. *J Healthc Qual*. 2009; 31: 30-35.

Goldstein HM, Coletti MH. **Developing a strategic plan for transitioning to Healthcare Knowledge Services Centers**. *J Hosp Libr*. 2011;11:379-387.

Gowen CR 3rd, Henagan SC, McFadden KL. **Knowledge management as a mediator** for the efficacy of transformational leadership and quality management initiatives in US health care. *Health Care Manage Rev.* 2009; 34:129-140.

Logan D, King J, Fischer-Wright H. *Tribal Leadership: Leveraging Natural Groups to Build a Thriving Organization*. New York: HarperCollins Publishers; 2008.

Milton N. The Lessons Learned Handbook. Oxford, UK: Chandos Publishing; 2010.

Plsek PE, Greenhalgh T. Complexity science: the challenge of complexity in health care. *BMJ*. 2001; 323: 625-628.

Prusak L. You can never have too much knowledge. *Information Outlook*. Dec 2009; 13:10-13.

Rangachari P. Knowledge sharing networks related to hospital quality measurement and reporting. Health Care Manage Rev. 2008; 33: 253-263.

Reardon KK. It's All Politics: Winning in a World Where Hard Work and Talent Aren't Enough. New York, NY: Doubleday; 2005.

Senge PM. The Fifth Discipline. New York, NY: Random House; 1990.

St. Clair G, Stanley D. **Knowledge services: the practical side of knowledge management**. *Information Outlook*. July 2008; 12: 36-41.

Waring JJ, Bishop S "Water cooler" learning: knowledge sharing at the clinical "backstage" and its contribution to patient safety. *J Health Organ Manag.* 2010; 24: 325-342.

Wickramasinghe N, Bali RK, Lehaney B, Schaffer J, Gibbons MC. *Healthcare Knowledge Management Primer* (Routledge Series in Information Systems). New York; Routledge: 2009.

Zipperer L, Amori G. **Knowledge management: an innovative risk management strategy.** *J Healthc Risk Manag.* 2011; 30(4):8-14.

Zipperer L. **Knowledge sharing in hospitals**. Chapter in: Bandy M, Dudden R, Eds. *MLA Guide to Hospital Library Management 2nd ed.* New York: Neil Schuman; 2011.