



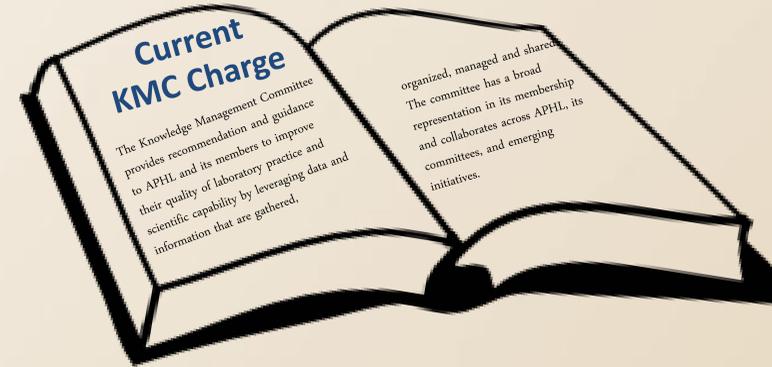
Knowledge is Power: The Function of Knowledge Management in Public Health Laboratories

APHL Knowledge Management Committee

Member Resource Center

The Member Resource Center (MRC) is a collection of documents created and reviewed by APHL and peers in the public health laboratory field. It is intended to give members ready access to shared practices, communications, protocols, state newsletters and more. These resources are not necessarily endorsed by APHL. Some of the new features available include:

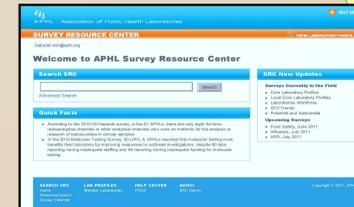
- Improved submission process:** One can easily upload a document to the MRC for review and addition to the MRC to share with other members.
- Streamlined search:** The search function has been updated to mimic the standard search we are all familiar seeing on websites. When you enter a term in the search, the system will provide results in which the term you entered is part of the description, document, topics, etc. You also have the ability to further filter your results based on a topic or category associated with the documents.
- Rating system:** Provides the ability to rate the documents in the resources center and see an average rating of the document in the search results. This feedback is a great way to identify documents that other members found valuable.



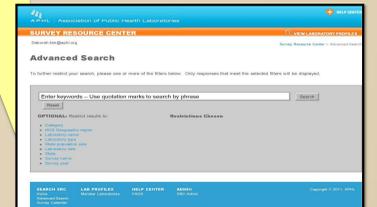
Survey Resource Center

The SRC is an electronic, searchable tool that serves as a central repository of survey data collected through the years. The searchable site allows users to view which surveys they have completed, the results to those surveys and a composite of all respondents for each question including graphical displays of results. Some features of the SRC include 1) advance search capability to refine search by categories, laboratory type, survey year as well as other restrictions; 2) a data comparability feature which allows data comparison against selected states as well as aggregate data; and 3) the data exporting capability. The vision of the SRC is to make survey data easily accessible for member public health laboratories, APHL staff and key partners to use for trending, benchmarking and profiling across laboratories as well as individual data.

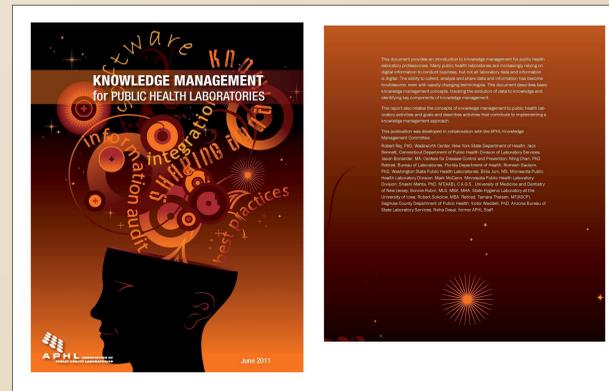
SRC Landing Page



Advanced Search Page



Knowledge Management White Paper



Available on the APHL Member Resource Center

Tacit Knowledge Retention Tool

The Tacit Knowledge Retention tool is available on the MRC. Knowledge comes in two forms: explicit and tacit. Explicit knowledge, formal and often codified, comes in the form of books and documents, procedures and, policy manuals, etc. The tacit and uncoded form, in contrast, can be found through interactions with employees and customers, and through the memories of past vendors. This knowledge is hard to catalog, highly experiential, difficult to document in detail, ephemeral, and transitory. It is also the basis for judgment and informed action.

The tool used with interviews is a way to retain critical knowledge that is people-specific and at risk of being lost, since it was used by the departing employee to perform tasks or to make decisions. The questions should be introduced to the employee as soon as it is known they will be leaving the organization. A follow-up interview(s) should be scheduled with the employee by the supervisor and/or peers to review and discuss the questions. Depending on the employee's depth and breadth of knowledge, there may need to be a series of interviews. The knowledge obtained can be used to assure continuation of critical activities prior to staff replacement and as a helpful guide and orientation tool for the new replacement employee.

Examples of Knowledge Retention Tool questions:

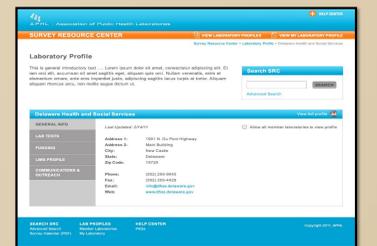
- What are the 10 hardest problems you face on a regular basis?
- What are the 10 most important lessons you have learned?
- Who are the 10 most important people externally for this role to interact with successfully?
- What are you most worried about falling through the cracks when you leave?
- What committees/working groups are you on that we need to continue to be on?
- What projects are you currently working on? Who are the contacts for these projects?

Consolidated Annual Reports

State and Territorial Public Health Laboratories
Consolidated Annual Reports
Fiscal Years 1965 – 1991
Now available as PDFs by year in the Member Resource Center.

Laboratory Profiles (LP)

APHL is working to create an online Laboratory Profile (LP) for every state and local public health member laboratory across the country. Similar to the concept of a "facebook for laboratories" these profiles will provide a snapshot of critical information on every public health laboratory across the country, both at the state and local level. The LP will allow the user to update their own profile with the goal to provide the most current information about their laboratory.



Committee Members

- Chair:** Billie Juni, Minnesota Public Health Laboratory Division
- Past Chair:** Bonnie Rubin, State Hygienic Laboratory at the University of Iowa
- Victor Waddell, Arizona Bureau of State Laboratory Services
- Laurina Williams, CDC
- Jack Bennett, Connecticut Department of Public Health-Division of Laboratory Services
- Ming Chan
- Mark McCann, Minnesota Public Health Laboratory Division
- Tammy Theisen, Saginaw County Department of Public Health
- Sashi Mehta, University of Medicine and Dentistry New Jersey
- Mary Celotti, Vermont Department of Health Laboratory
- Romesh Gautom, Washington Public Health Laboratories
- Robert Rej, Wadsworth Center, New York State Department of Health

APHL Staff

Deborah Kim, Karen Breckenridge, Michelle Meigs, Patina Zarcone, Tiffany Adams

*The findings and conclusions in this report are those of the authors and do not necessarily represent the views of the Centers for Disease Control and Prevention

