



# The Universal Problem

## Ruby leaves Tuesday

After 12 years as Infection Control Manager, Ruby Harper will leave our hospital next week. Ruby has been an indispensable member of our Clinical Risk Management team. She has been largely responsible for training staff in all aspects of infection control and clinical risk. Ruby has played a crucial role in developing our Clinical Risk Management framework, the results of which are today the envy of hospitals around Australia.

When Ruby leaves us, she takes with her the very best wishes of the entire hospital plus this magnificent gold filigree brooch and a Methuselah of the finest champagne. Sadly, Ruby will also take 12 years of irreplaceable knowledge and hands-on experience. Ruby, I honestly don't know how we'll manage without you.

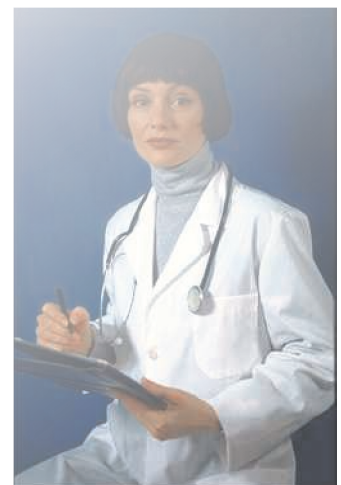
*-JD. CEO MS Hospital for Women.*

A well designed, well maintained corporate memory can help ensure that your institutional knowledge is preserved, shared and reused effectively. It can also save thousands in training and retraining costs. Find out more about how an integrated approach to process management can take your organization into the future.

WordWare®

### Capturing and managing your organization's institutional memory is critical because if *your "Ruby"* leaves:

- No one else knows the job as well as the expert
- Few people have a complete understanding of what work is actually done in a given job
- Few tasks are accurately documented
- Work is being done that is no longer necessary
- Tasks that should be done are not being done
- Rework is built into jobs and is not obvious
- Training new people is difficult
- Inefficiencies are built into jobs over time



Wordware has many years experience in knowledge capture and re-use. Please call us for a no-obligation consultation that will help you to define your organisation's needs.

WordWare®

**Wordware Pty Ltd**  
Level 1, 321 Whitehorse Road  
NUNAWADING VIC 3131  
Tel: 1 300 659 336  
Fax: 1 300 659 335  
Email: [info@wordware.com.au](mailto:info@wordware.com.au)  
Website: <http://www.wordware.com.au>