
Critical Knowledge Monitor System Model: Healthcare Context

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Abstract: In order to provide a better service, sharing knowledge with partners and communities is becoming part of the healthcare organizations culture. Data, information and clinic knowledge require specific cautious, because it involves ethical and legal issues. The constant evolution of Information and Communication Technologies brings new opportunities with multiple forms of communication (web 2.0), therefore, new ways of sharing knowledge. Further, there is a wide knowledge sources: patient's feedback; knowledge from Internet sources; knowledge from decision support systems; and inference knowledge (e.g. Knowledge from Data Mining techniques) justifying the use of knowledge management systems to get its benefits. The Critical Knowledge Monitor System Model, proposed here, allows knowledge sharing in a controlled ambient and could be a part of

the answer to this paradigm that healthcare organizations face. To implement the Critical Knowledge Monitor System model we'll need to apply knowledge engineering techniques such as ontology construction, text mining techniques, Information retrieval, among others. Since not all knowledge managed by healthcare organizations could be considered critical (or much critical), it's necessary to define constructs to classify clinic knowledge. To achieve this, we'll implement a focus group approach with the use of risk management techniques to classify knowledge as critical and its critical level to drive ontology with the class and terms used by the healthcare organization under study. Essentially, these are the motives of this research.

Keywords: knowledge management, knowledge management systems, critical knowledge, knowledge engineering, ontology