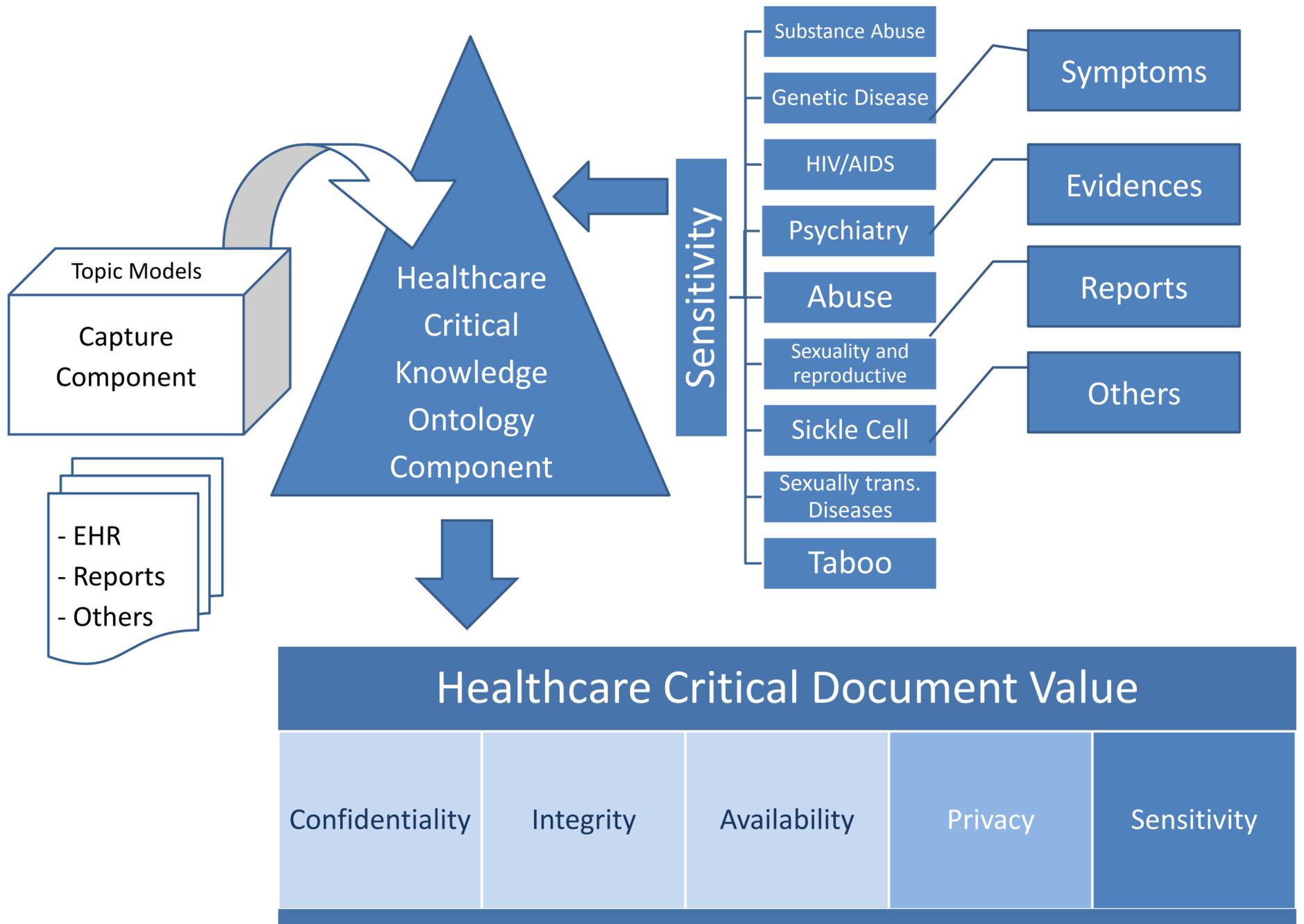


Critical Knowledge Monitor System Model: Healthcare Context

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Introduction

In healthcare practice, being updated it's extremely important in order to provide a better service. The growth of multiple sources of knowledge, mostly supported by technology, gives more opportunity to achieve it. Another way to be updates is sharing knowledge with partners and communities, which is becoming part of the healthcare organization's culture. The constant evolution of Information and Communication Technologies brings new opportunities with multiple forms of communication, therefore new ways of sharing knowledge. Sittig et al., 2010 refers that there are parallel systems of communications, given the example of the people that carry out discussion by email and others that carry out conversations on wikis (Sittig et al., 2010) and, eventually, other Web2.0 technologies. Another aspect is the use of the existing knowledge wide sources: patient's feedback; knowledge from suppliers; knowledge from Internet sources; knowledge of decision support systems; and inferential knowledge (e.g. Knowledge of Data Mining techniques). But data information and clinic knowledge managed by healthcare organizations can be considered as critical, consequently demanding

cautious when we use computer-based systems to store and retrieve it. Malin et al (Malin, Karp, & Scheuermann, 2010) explains the risks associated to biomedical databanks and open-access translational research information systems that facilitates knowledge sharing, but could allow re-identification of clinic research participants. Sinnott (Sinnott, 2009) refers that some unencrypted clinical data is shared by CDs through the post and by email as the worst case scenarios. These aspects could affect ethical and legal issues, such as patient's privacy or medical confidentiality. We propose the Critical Knowledge Monitor System Model, as part of a solution to the challenges and opportunities (Bali, Dwivedi, & Naguib, 2005; Prokosch & Ganslandt, 2009; Sittig et al., 2010) that healthcare organizations face. In order to preserve Healthcare Knowledge, we are looking at it through the principle dimensions of Information Security: Confidentiality, Integrity and Availability extending it to knowledge and try to define characteristics of the criticality of Knowledge to achieve the constructs that could be useful to classify Healthcare knowledge as critical.