

WISE Healthcare: Enabling Medical Collaboration in a Web 2.0 World

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Abstract

Web technologies are heralding a new era in healthcare information systems. The march towards healthcare social networks, the increased use of Web 2.0 technology to communicate medical findings and the prevalence of online sources, such as WebMD and medpedia are signaling a transformation in healthcare culture and enabling new forms of collaboration. This paper describes novel Enterprise Content Management (ECM) technology - WISE (WISdom of the Enterprise) - that seamlessly enables this new form of cooperative healthcare operation.

Keywords:

Collaboration, World Wide Web

Introduction

Industries, outside of the healthcare sector, have been experiencing a shift in their mode of operation for a number of years [1]. Enterprise Content Management (ECM) technologies, of varying maturities, have been steadily positively impacting core business operations. Figure 1 shows examples of ECM, their value add and their state of maturity.

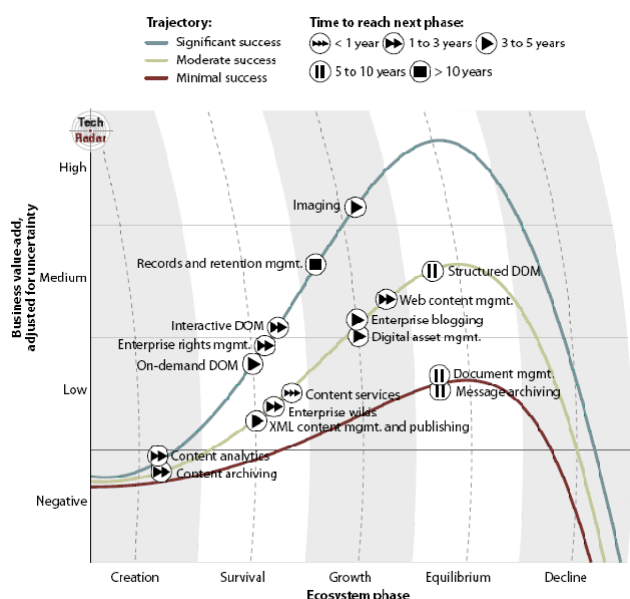


Figure 1-The Future of ECM technologies (Source [1])

In this environment, we describe a project that provides an easy platform for collaborating, while requiring no additional effort by the healthcare user and while maximizing the collection wisdom of the enterprise¹. In this context, enterprise refers the particular healthcare ecosystem within which a healthcare professional works. This could be as focused as his department or as broad as all healthcare professionals globally that use the system. Informally, enterprise should be viewed as a collection of people with some similarity.

Methods

In this paper, we provide the first articulation of a WISE instance for the Healthcare industry. We then describe the advantages seen in using the system.

Discussion

Over time, we expect WISE Healthcare deployments to lead to both an increase in employee productivity and lead to efficiency improvements. Till the empirical data is gathered, the process enhancements offer hope as to the true quantifiable value added by using WISE.

Conclusion

We have highlighted the fact that healthcare information systems are in the process of transformation due to the utilization of the Web and its advanced technologies. We have presented a novel, yet simple technology enabler that allows collaboration in this context in ways not previously seen in the healthcare industry.

References

- [1] McNabb, K. "Forrester TechRadar: Enterprise Content Management", Forrester Research Report, Jun 27th, 2008.

¹ Wisdom of the Enterprise is derived from the phrase "wisdom of the crowd", which refers to the process of taking into account the collective opinion of a group of individuals rather than a single expert to answer a question or perform a task.