

Knowledge Management Tools for the ISDS Community of Practice

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Objective

The purpose of the roundtable is to seek feedback from attendees on the components needed to improve syndromic surveillance practice through access to the shared knowledge, practices, and tools of the ISDS Community of Practice (CoP).

Introduction

Knowledge Management is defined as “the process of capturing, distributing, and effectively using knowledge.” [1] ISDS members have varying degrees of experience with public health surveillance and syndromic surveillance specifically, and will all benefit from more structured access to documentation on components related to syndromic surveillance, including but not limited to, the onboarding of facilities, data quality monitoring tools, case definitions, and data processing tools. To build a knowledge management capability, the first step is to gather initial requirements and priorities from the CoP.

Description

The roundtable will begin with a brief introduction to knowledge management and the requirements gathering goals of the roundtable. Participants will be organized into small groups and tasked with identifying the types of information needed for a syndromic surveillance knowledge management repository for capturing current and future knowledge. Some ideas that may be generated include syndrome definitions, data processing tools (ETL, negation processing, etc.), onboarding best practices, data source pros and cons, visualization tools, data analysis tools, and data quality tools and metrics.

Audience Engagement

Small groups will ensure participation among all participants. Each group will be asked to brainstorm the components that should be included in a knowledge management product. Groups will also discuss how content is contributed, vetted, maintained, and accessed by the CoP. The larger group will discuss prioritization for the knowledge management system and next steps for community engagement in this endeavor.

Keywords

knowledge management; community of practice; syndromic surveillance; best practices

References

- [1] Davenport, Thomas H. (1994), Saving IT's Soul: Human Centered Information Management. Harvard Business Review, March-April, 72 (2)pp. 119-131

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