

## Using Knowledge Management and Visualisation Concepts to Improve Patients and Hospitals Staff Workflow

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**Abstract :** This paper focuses on using knowledge management and visualisation concepts to improve the patients and hospitals employee's workflow. Hospitals workflow is a complex and complicated process and poor patient flow can put both patients and a hospital's reputation at risk, and can threaten the facility's financial sustainability. Healthcare leaders are under increased pressure to reduce costs while maintaining or increasing patient care standards. In this paper, a framework is proposed to help improving patient experience, staff satisfaction, and operational efficiency across hospitals by using knowledge management based visualisation concepts. This framework is using real-time visibility to track and monitor location and status of patients, staff, rooms, and medical equipment.

**Keywords :** knowledge management, improvements, visualisation, workflow

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