

Expert System Prototype for Evaluating Training Activities with Writing in Natural Language Experiences during the Design Phase in a Healthcare Administration Case

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Abstract

A healthcare system, in addition to providing treatments and services that address the population's health needs, is the sum of human capital, institutions and organizations, financial, material, information and mobility resources, as well as guidance and direction, among other aspects. (WHO, 2020)

Despite the diversity of operational models existing in each country, the general nature of a system's organizational complexity places the directive, administrative, and managerial function in a transcendental position for the sustainability of a national healthcare system.

The relevance and transcendence of training for healthcare administration and management places the higher education institutions that provide it "[...] before fundamental challenges: the need to train new specialists and professionalize the work of the managers who are currently performing activities in healthcare organizations" (Valiente y Galdeano, 2019).

Online education and training activities that place professionals in specialized training in virtual situations in which they need to show their competences to make decisions and solve situations in the field of management and administration meet the aforementioned challenge.

For these activities, expert knowledge-based information systems are resources that assist in the practical implementation of virtual reality for students and support automated assessment carried out by faculty members, specifically in activities based on writing in natural language.

The design of these systems requires organizational transformations that include the standardization of instructional design and IT governance during the knowledge engineering process for the definition of teaching requirements. Furthermore, these systems contribute to quality improvement, knowledge management and increasing an institution's intellectual capital.

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