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## **Improving the visual communication of complex information in the health sector**

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The representation of complex information, whether scientific or from other areas, is being adapted for clearer understandings of, for example, how to obtain a better service or how to learn about specialized knowledge easily. Some authors (Zender and Crutcher, 2007) suggest the need of new tools to find a better solution to communicate those complex contents. In the recent years, *mapping* has become a way of making sense of things, with diagrams being an often used and effective visual tool for representing complex information. *Mapping* has been adopted to represent all kind of non-geographic narratives, from scientific projects to medical explanations (Owen, 2002).

As part of a PhD research project we have identified the following stages for improving the creation of *mappings*:

- 1) Multidisciplinary work teams
- 2) Organisation of information in a regular and systematic way
- 3) Adoption of a design method

The adoption of design methods and multidisciplinary teams as a normal part of practice (Conley, 2004) and applying them in the health sector would be key for obtaining more effective communicative results.

### **Examples of *Mappings***

- [http://scimaps.org/maps/map/mapa\\_fisiologico\\_del\\_68/](http://scimaps.org/maps/map/mapa_fisiologico_del_68/) [Accessed 25 July 2009]

Physiology map (Argentina, 2006). Interdisciplinary team work.

- <http://history.wordpress.com/progetto/> [Accessed 25 July 2009]

Hospital System. Narrative medicine (Italy, 2007). Work team.

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