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Special Issue: Knowledge and process management in healthcare organizations
(K&PM in healthcare organizations)

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Guest Editors: Professor Juan-Gabriel Cegarra-Navarro & Professor Gabriel Cepeda-Carrion

Selected papers of this mini track will be published as issue 10, 2013 on The Service Industries Journal. Issue 10, volume 33 will analyze the growing importance of knowledge and process management in healthcare organizations. Healthcare organizations will face major challenges in the following years: increased costs, greater pressure towards accountability and transparency, as well as a diminishing labour supply pool. Therefore, public and private healthcare organizations are looking closely at the benefits associated with knowledge management and process management. Because the healthcare environment is indeed very diverse, and many factors come into play to ensure the efficiency and effectiveness of healthcare services, healthcare leaders are achieving optimal healthcare outcomes through developing the capacity to create, distil and distribute knowledge. Put another way across the health sector, new initiatives which focus on interaction, collaboration and increased sharing of information and knowledge are taking place.

The editors of this special issue, Juan-Gabriel Cegarra-Navarro and Gabriel Cepeda-Carrion, would be pleased to receive articles of a theoretical nature, as well as research-based pieces, on any aspect or factor within a healthcare context whose underlying *raison d'être* is the adaptation of **K&PM**. In particular, they would be happy to receive articles on the following aspects:

- The scope of knowledge in healthcare.
- The link between knowledge management and healthcare services.
- How knowledge is acquired and managed in healthcare organizations.
- Linking knowledge management to knowledge work in healthcare services.
- How is knowledge management being adapted to healthcare organizations?
- How does knowledge relate to e-learning, corporate intranets and extranets and other health information technology infrastructures?
- How can healthcare organizations be prepared for patient community enabling?
- How can healthcare organizations accelerate technology adoption through knowledge management?
- What are the drivers and enablers of technology adoption and diffusion in healthcare organizations?
- Types and mechanisms of knowledge acquisition and learning.
- The impact of contextual factors on knowledge learning and knowledge process.