Building a Knowledge Management System for the E-Health Knowledge Society (2010)

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Abstract:

Background & Purpose: Healthcare (HC) is an expensive investment facing challenge to design, develop and implement a cost-effective knowledge management system (KMS) that meets HC professionals' expectations. Concepts like knowledge management (KM) technical perspective, supply network framework, e-business infrastructure and KM architecture are integrated to propose a quantifiable transnational HC-KMS Model that can play a critical role to improve global patient-care quality in a Transcultural society.

Design/methodology/approach: This theoretical research examines relevant theories and reviews literature on HC KM, its frameworks and its infrastructures.

Findings: This paper develops a pragmatic, integrative, strategically viable and an implementable transnational HC KM Model for a global HC Initiatives.

Research limitations/implications: This research provides an integrative, conceptual transnational model grounded in theory and preliminary primary research that needs to be tested further in real/simulated global transnational and transcultural HC environments.

Practical implications: Global KM initiative is currently a main driving point to launch a global HC industry. Hence, this research is a credible framework for a pragmatic and successfully implementable HC KM model.

Originality/Value: This paper contributes a new transnational HC KM model subsequent to pilot testing, within IT infrastructure and cultural aspect of global HC The global HC KM model is an integration of models being: (1) HC KMS technical perspective model, (2) knowledge intensive supply network framework model, (3) e- business infrastructure and capabilities model, (4) knowledge-based decision support (DS) architecture model and (5) e-business KM architecture model.

Keywords: Global HC Knowledge Management, Knowledge Management Architecture, Knowledge Management Infrastructure, Knowledge Management Framework