Index

A
agile development 95
association rules 167
authentication mechanisms 324
automatic data collection 65, 68

B
background knowledge 33
Baldrige organizational self-assessment 157
Banner Health 337
biometrics 325
bounded rationality problem 166
business-to-business (B2B) 111
business-to-consumer (B2C) 111

C
CART algorithm 84
clinical collaborative process 156
clinical expertise 131
clinical knowledge 341
clustering 167
codified knowledge 16
collaborative technologies 240
common knowledge 32
communication standards 54
confidentiality 103
connectivity technologies 54
consumer to consumer (C2C) 111
consumers 113
continual quality improvement 340
culture 243

data dependability 102
data encryption 329
data envelopment analysis (DEA) 287
data mining 16, 78, 164
data quality 102
data security 328
data warehouses 16
day and respite care (DARC) 210
decision support system (DSS) 36
decision tree approach 78
decision trees 83, 167
digital network economy 50
digital signatures 325
disaster recovery 332
discretionary access control (DAC) 327
dissemination 17
Dutch government 30
E

e-benefits 115
e-bonnnectivity 114
e-health 51, 110
e-healthcare 50
e-hospital 50
e-hospital network 57
electronic data collection 208
electronic health record 92
enterprise business processes 51
e-procurement 114
evidence-based medicine 125, 133
explicit knowledge 3, 17, 237

F

factual knowledge 33
fault tree analysis 105
firewalls 330

G

granularity problem 215
gross domestic product (GDP) 15

H

health and hospital services (HHS) 195
health care providers 194
health data users 93
health information systems 91
health insurance portability and account-
ability Ac 58
health services system 207
healthcare 239
healthcare costs 150
healthcare enterprises 14
healthcare leaders 151
healthcare organization 1, 44, 50, 78, 286, 321
healthcare quality 337
HIPAA 165
home based support (HBS) 211
hospital industry 14, 44, 65, 304
human services 208

I

ID cards 214
implicit knowledge 3
India 235
Indian companies 235
information age 110
information revolution 6
intellectual capital (IC) 45
intellectual nuggets 45
intelligent agents 7
intranet utilization patterns 229
intranets 222
iterative software development model 94

J

JCAHO 338

K

KM practices 231
KM systems 44
knowledge 223, 290
knowledge acquisition 306
knowledge application 306
knowledge assets 164
knowledge capture 20
knowledge creation 18, 306
knowledge databases 240
knowledge discovery 78
knowledge discovery in data bases (KDD)
16
knowledge dissemination 306
knowledge elicitation 18
knowledge flows 238
knowledge management (KM) 1, 14, 45,
91, 110, 165, 224, 235, 306, 349
knowledge management process model 14
knowledge mapping 7
knowledge of procedures 33
knowledge perspectives 207
knowledge productivity measurement 286
knowledge repositories 17
knowledge retrieval 16
knowledge sharing 243
knowledge storage media 2
knowledge transfer 17
knowledge utilization 36
knowledge webs 240
knowledge work 222
knowledge worker 229
knowledge-process matrix 289
knowledge-product matrix 289
KP³ methodology 287

L

Lilly, Eli 239

M

Malcolm Baldridge National Quality Award 150
mandatory access control (MAC) 327
medical errors 46, 53
medical field 164
medical sciences 164
medical technology management 46
mental healthcare 81
meta-knowledge 33

N

Netherlands, The 29
neural networks 167
New Zealand 193

O

organizational knowledge 223, 305
organizational memory 306

P

password hashing 324
passwords 324
patient admission data 52
patient admission process 51
patient care 50, 68
patient-doctor relationship 133
patient flow 66
patient overcrowding 66
patient preferences 131
patient tracking 70
personal computer (PC) 52
personal digital assistants (PDAs) 156
pharmaceutical industry 235
point-of-care data entry 54
point-of-contact 52
power-distance 244
primary care 134
privacy 103
privilege management infrastructure (PMI) 328
process-based knowledge map 7
process knowledge 288
process management 240
process-performance matrix 289
product knowledge 288
product-performance matrix 289
public health 222
public key infrastructure (PKI) 325

Q

quality improvement 50
quality improvement projects 32

R

radio frequency identification systems 69
rational unified process 94
real-time patient management 65
role based access control (RBAC) 327

S

secondary care 134
secure knowledge management 321
secure sockets layer (SSL) 329
security 24
security policy 331
silo effect 215
SIPAGEH 305
smartcards 326
social services 208
soft systems methodology (SSM) 209
spiral model 95
SSM healthcare 155
St. James’s Hospital 228
stakeholders 207
strategic planning 310
surgeon syndrome 201
T

tacit knowing 237
tacit knowledge 3, 17
tele-medicine 193, 197

U

unified medical vocabulary 23

V

vendor “solutions” 237
video conferencing (VC) 195
virtual work environment 238

W

waterfall model 94
Web browsers 8
wireless data transfer 330