

## IN THIS ISSUE

*David Briggs*

In this issue we start with an editorial that addresses the Corona virus COVID-19, a difficult task given the fast-moving nature of this pandemic. The editorial attempts to draw some lessons for us to consider from our experience of this event.

Our first article is from Osama Majeed Butt and colleagues from Pakistan, Germany and Malaysia who examine the critical success factors of Six Sigma hospitals, in a preliminary study in hospitals in Pakistan. The analysis suggests that employees were unaware of the quality initiatives and six-sigma.

Our next article is provided by Rafael Carneiro de Mesquita and Ian Edwards who have undertaken a systematic review of the My Health record system that was introduced into the Australian health system some time ago. There has been little empirical evaluation of this initiative and the review concludes that there is insufficient evidence that any outcomes have been achieved relating to any of the objectives. The authors suggest further research is required to determine whether the system has achieved the objectives set for it in the legislation enacted for that purpose.

In the next article Cindy Pham Ngoc and colleagues provide a unique and interesting article that examines the 'servicescape' elements of an elderly home in Texas USA. They use a multidimensional model to suggest improvements and publish in the hope that the approach and findings might be generalisable in the Asia Pacific healthcare services.

Sasan Rasi provides a research article that examines the impact of cultural and linguistics as factors that impede access and act as barriers to creating an effective relationships between immigrant patients and health professionals and the study concluded that language barriers hindered access to healthcare services. Dinesh

Arya then provides an article that emphasise the use of quality management tools and methods in supporting effective governance of healthcare organisations.

Gillian Jean and colleagues provides an article that examines job vacancy data for dentists in Australia as an indicator of unmet need of workforce supply and concludes that job vacancy data might inform dental workforce planning. Finally, in this issue Ronald Larsen provides a research article that suggests the need to include stakeholders when implementing new technologies. The author draws on radio frequency identification technology in applications in two medical and two non-medical applications in the USA.