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Implications for policies

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Dynamic Capabilities in e-Health Innovation: Implications for Policies

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Short title: Dynamic Capabilities in e Health Innovation

Keywords; E-health; Municipalities; Policies; Dynamic Capabilities View; Process

Orientation; Business Process Management

Abstract

Objective: To mitigate the effect of caregiver shortage, collaborative networks in Norwegian municipalities are exploring the possibilities provided by e-health and welfare technologies. However, extracting benefits from such technologies depends on many factors.

Methods: In this study, an extensive literature review is performed to compare e-health and other sectors in terms of the critical success factors in collaborative business process management. Using the dynamic capabilities view as a general theoretical lens, and a process orientation framework for operationalization, these factors are then conceptualized and validated in a cross-sectional study of cases in the Norwegian municipal e-health sector.

Results: The study contributes to e-health research by identifying the key factors that influence performance.

These factors are significantly driven by government policies and regulations. Our findings challenge the

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