



Call for Papers

Deadline for Submission: October 31, 2022

Submissions via:

<https://www.editorialmanager.com/HOSMAN>

Hospitality in Healthcare

DESCRIPTION

For some time, it has been recognized that hospitality is not just an industry but a customer-centric organizational culture that treats its customers in a respectful, compassionate and empathetic manner which results in high customer delight, customer loyalty and repeat visitation. This culture can be successfully adopted to other service industries and especially to the healthcare industry where low customer satisfaction (in medical terms, poor patient experience) can have a detrimental effect on the patients' recovery and/or wellbeing. Therefore, this issue will document the current state of the art of applying a hospitality culture to the healthcare industry worldwide.

TOPICS

The special issue will be composed of papers that address the application of the culture of Hospitality in Healthcare facilities such as:

- Hospitals
- Clinics
- Senior Living communities such as: Skilled Nursing, Assisted Living, Continuing Care Retirement Communities (CCRCs)
- Medical clinicians such as: Physicians, Nurses,
- Administrative staff in healthcare facilities
- Allied health professionals such as: Dentists, Optometrists, Pharmacists, Diagnostic radiologists, Chiropractors, Podiatrists, Physical therapists, Occupational therapists, Paramedics, Audiologists

METHODOLOGIES/LENGTH

The submitted articles may be:

- o Empirical Studies
- o Conceptual/Theoretical papers
- o Case Studies
- o Research Notes (empirical or conceptual)

The research methodologies could be quantitative, qualitative or mixed modes. Individual papers should be between 7,000 – 15,000. Research Notes should be 2,500 words.

REVIEW PROCESS

Each submission will undergo the following accelerated review procedure:

1. The Guest Editor will review the article for general suitability.
2. If determined to be suitable, a number of reviewers will be selected for a **fast review process**.
3. Based on the recommendation of the reviewers, the Guest Editor will decide whether the particular submission should be accepted as is, revised, or rejected.

IMPORTANT DATES

Submissions open:
April 18, 2022

Submissions deadline:
September 30, 2022

Expected date of publication:
Early 2023

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