

ACKNOWLEDGEMENT

For me Ph.D. journey was like roller coaster ride, it was full of regular ups & down during entire Journey. It will not be enough to thank in words to all those people who helped & supported me during entire journey, however I would like to express my sincere gratitude and appreciate for what they have done for me.

First and foremost, I would like to express deep sense of gratitude to my Guide, Dr. Shahaji Deshmukh, Professor - Department of Surgery at Medical College, Bharati Vidyapeeth Deemed University, Pune for the continuous support of my Ph.D. study and related research, for his patience, motivation, and immense knowledge. His guidance helped me in all the time of research and writing of this thesis.

I would like to thank Dr. Erach Bharucha, Former Director Center for Health Management Studies and Research, Bharati Vidyapeeth Deemed University, Pune for encouraging me to enroll for Ph.D. I would also like to thank Dr. Sanjay Lalwani, Medical Director Bharti Hospital & Research Center, Pune; Dr. Tushar Panchnadikar, Deputy Medical Director Bharti Hospital & Research Center, Pune; for giving permission to access hospital staff & infrastructure for collecting data related to my Ph. D. Research.

Besides Hospital Management, I would also like to thank the Anaesthetists, Surgeons, Nurses of OT complex, Multipurpose healthcare workers, Resident Doctors who participated in various interview & questionnaire filling session during this journey. I owe my special thanks to Quality management team from Bharati Hospital & Research Center, Pune; their support & rational information sharing helped me to finish my research finish on time.

I would also like thanks to the staff of the PhD section of the University for their Cooperation and support.

A very big thanks to my husband Praveen Kumar for motivating me throughout the journey of my PhD to meet the time lines and helping me to conceptualize the thoughts. My family was a very big support system for me to complete the task.

Lastly would like to thanks to my little angel, my daughter Prisha Kumar for her cooperation during the data collection and write up. Acknowledgement will not be completed without mentioning name of the day care staff members who looked after my daughter whenever required.