Foreword

This dissertation makes a modest scale research contribution to healthcare service quality measurement and issues, with intensive illustrations from the Indian scenario, which include two field surveys and a case study. The work is prompted by research gap on the topic. Potential directions for future work are outlined. A few practical suggestions for quality improvement are derived from the discussions made. As the research work progressed, the deliberations and insight into quality related issues in the healthcare and the contemporary health sector scenario outweighed the initially planned assessment of Yeshasvini Scheme of the Karnataka State as a PPP model. This led to re-calibration of thrust of the thesis.

The work is presented in seven well calibrated chapters. At the beginning of each chapter a short abstract is provided in italics, showing the chapter contents in a nutshell. The sections and sub-sections are numbered in the format a.b.c indicating the Chapter section and subsection numbers, respectively. Tables, equations and figures have a two-point numbering as a.b. Important terms are typed in the bold, while non-English terms/phrases (like those from Sanskrit language) are generally italicized. Some of them are typed in Sanskrit script. The references are mentioned in the standard format and style. The list of references is in alphabetical order by the name of the (first) author. In the text, author last names (up to two) and year of publication are mentioned, while for cases with more than two authors 'et al' usage is made, e.g. Bhat et al (2015 a, b), where (a, b) indicate two different publications in the same year. Recurring compound terminologies have been often reduced to a first letters short-form for the sake of parsimony. For example, Total Quality Management as TQM. Suitable flow-charts are included here and there to augment the clarity of the presentation. The necessary supplementary materials, however, are appended. The source for the data in tables/ figures is indicated at the bottom of the Table/ Figure.

Total Service Quality in Healthcare: With Special Reference to Yeshasvini Project in Karnataka