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SERVICE QUALITY OF HEALTH CARE DELIVERY OF PUBLIC SECTOR HOSPITALS: A Case Study based on Western Province Hospitals in Sri Lanka

By

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DECLARATION

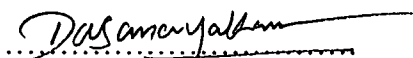
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Executive Summary

Quality of healthcare delivered in the public sector remains a major challenge with diminishing resources to meet the increasing healthcare demands. Improvement in quality of healthcare is identified as a key challenge. In order to improve quality one needs to measure it. The patients' views are important in identifying what is important to them.

Poor quality of healthcare results in loss of customers, lives, revenue, material resources, time, morale, tiff, recognition, trust and respect and in individual and communities' apathy towards health services, all of which contribute to lowered effectiveness and efficiency.

The prospective study aimed at finding out clients' perceptions and expectations of the quality of healthcare delivery at the district level. It was conducted in Colombo, Gampaha and Kalutara districts as a case study. A structured questionnaire based on SERVQUAL model related to healthcare and in depth interviews were carried out to collect data. 19th version of SPSS (Statistical Package for Social Sciences) and MS Excel were used for quantitative data analysis and the results were summarized in diagrams and tables.

The findings indicate that the overall service quality gap is far behind the expectations of the patients with respect to the perceived services. It also concludes that these gaps are higher in Rural, Peripheral Units compared with the Teaching, National and Base hospitals. We also could identify that the service quality of the Hospitals situated at urban areas are more positive compared with other Hospitals at village areas.

It is highly recommended that the government should take immediate action to reform the government health sector by proper evaluation of the requirements of the patients and all other service providers. To perform this it is recommended to have an independent centralized institute attached to Ministry of Health which involve only in the reformation. It is further recommended that a similar study be carried out in future in all provinces by extending the scope by considering the integrity of the hospitals as well.

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