

CHAPTER 6

BIBLIOGRAPHY

Crabstree, F. F., & Mither, L. W. (1992) Doing Qualitative Research. London: International Education and Professional Publisher.

This book discusses about why participant observation is important, methods of observation, paradigms, data collection and analysis.

Bogdan, M., Milton, I., and Albert, V. (1984) National health systems and their reorientation towards health for all. Geneve: WHO.

The model of a National Health System was developed. Development of health resource for delivery of health care, types of National Health Systems, strategies and problems associated with National Health Systems.

Brown, M., & Levis, L.L. (1976) Hospital Management Systems. Maryland: Aspen Publisher.

This book focuses on need for the hospitals to change according to the political (Government) economic situations, social changes, and changes in technology. The strategies for changes, cooperating and sharing of responsibilities, merging, affiliating and contact management are discussed.

Deegan, X and Thomas, R. (1982) Management by objectives for hospital. New York: Macmillan.

In this study the authors have discussed the importance of setting objectives for the hospitals on which the management system of the hospital should be based. The Objectives may be based on type of the hospital, mission of the

hospital, and other factors such as economic status, manpower and nature of problems in the hospital.

Emanuel, J.M. and William, J.B.(1984) Understanding & Conducting research. Ottawa: International Developing Research Center.

The concept of how to conduct research and understand research is discussed in this book. The basic components of research and how to understand why, how and where of the research is explained.

Firlandson, A. D., Harris, L. E., Skipper, L. S., & Allen, D.S. (1993) Doing Naturalist inquiry ; A guide to methods. London: International Educational & Professional Publishers.

This book gives guidelines to methods of conducting inquiry in the natural setting, the real situation as it exists. The advantages and the disadvantages of the real word setting has been discussed.

Hoppers, A.(1991) Quality essence in OPD. Health Service Management. London:International Educational & Professional Publisher.

This book is based on the study by the author in East Birmingham Hospital on the quality of service and mission of OPD in the hospital. The author has written a mission for the OPD which emphasis on the quality of care and patient satisfaction. According to the author every patient attending the OPD should be considered in terms of his health care needs and as a unique personality.

John, L. and Lyn, H.L. (1984) Analyzing Social Settings
; A guide to qualitative Observation and
analyzing. Ottawa: International Developing
Research Center.

This book is a guide to qualitative research methodology, how to analyze people or respondents from the socio-cultural aspect. This aspect of the respondents affect the observation results and the result of the analysis of the observation. The social setting of people should be understood as an integral part of the observation and participatory approach.

Jonathan, S., Rakich, B., B, L., and Jr. Kurt, D.
(1992) Managing health services organizations.
(3rd ed.). Baltimore: Health Professional Press.

In this book the managerial problem solving and decision making models are presented which were used in this study. The problem solving activities, analysis of the problems, assumptions used in problem solving, alternative solutions, factors for problem solving, attributes of problem manager and group problem solving is discussed in detail.

Kinsley, J., Bradshaw, P., and Ley, P. (1975) Patient satisfaction and reported acceptance of advice in general practice. Journal of the Royal College of General Practitioner, 8, 558-566.

In a study conducted by the authors it was observed that the relationship between the patient and the service providers affected the patient satisfaction levels. the greater the degree of relationship, higher is the level of patient satisfaction.

Kaesonthi, s. & Harding, G. A. (1992) Starting Managing and Reporting Research. Bangkok: Chulalongkorn University Press.

In his book the basics of research is discussed which consists of objectives, area of interest, the research topic, how to develop the conceptual frame work for the research. The research questions and how to develop hypothesis is also discussed.

Korch, B., Gozgc, E., and Francis, V. (1968) Doctor-patient communication, Doctor-patient interaction and patient satisfaction. Journal of American Medical Association, 3, 855-871.

In this study, it was observed that the quality of waiting time is related to the behavior of the patient and the service providers, the relationship between them and the communication or interaction between them. There is a direct relation between the above factors and the satisfaction level of the patients.

Lekum, P. (1993) Strategic Issues For Reducing Patient Waiting Time and Improving Satisfaction With Services At The Out- Patient Department OF The First Affiliated Hospital , Kuming Medical College, People's Republic Of China. Unpublished master's thesis, Chulalongkorn University, Bangkok.

In this a study was done to analyze the issue of long waiting time for health care services in the OPD of Kuming Medical College Hospital and it is compared to the satisfaction levels of the patients with the services. Based on the waiting time the efficiency of the service is calculated using the formula of efficiency is equal to ratio of mean waiting time to the total service time.

Loke, F. L., Spirduso, W. W., & Silverman, J.S.
 (1987) Proposal that works; a guide for planning
 dissertation and grant proposals. Newbury Park:
 SAGE Publications.

In this book the guidelines to write a proposal
 is mentioned. The detail of the guideline is
 discussed in the literature review of this study.

Ministry of Social Services. (1994) Annual Health
 Bulletin. 9, 1-94.

In this the annual health report is presented
 with statistics of health activities conducted in
 the country. This report has total mortality and
 morbidity reports from Basic Health Units (BHU)
 and from the various hospitals in the country.

Nelson, C.W. and Nedukerger, J. (1990) Patient
 satisfaction surveys : an opportunity for total
 quality improvement. Hospital & Health Service
 Administration. New York: Macmillan.

In this study the patient satisfaction survey is
 done using the satisfaction factors, such as,
 perception of quality of health care in terms of
 waiting time, availability of services, cost
 effectiveness, and convenience etc. This result
 is to be used as the factors for improving the
 quality of services leading to better
 satisfaction of the patients.

Peine, L.H. and Jam. (1968) Hospitals and the health
 care revolution. Geneva:WHO.

According to this article there needs to be
 revolution in terms of hospitals and health care
 system. It mentions of the complexity of the
 health care system and commercialization of the
 health care system with technological competition
 without proper rationalization of the need on
 consumer or patient side.

Planning Commission and Health Department. (1991) Health sector Review. Bhutan: Government Press.

In this book the health sector programs, such as, malaria control program, T.B control program, E.P.I program, nutrition program etc. are presented. The National Health management system and management information system (MIS) in the country are discussed.

Rubin, L. & Neutens, J.J. (1987) Research Techniques for the Health Sciences. New York: Macmillan.

In this book public health research methodology is discussed and also on the Health education research methodology. The source is from New York Macmillan and notes from CPH Suksit Siam (reading list A. Nuntavarn) were included.

Ware, J.E., Syrdre, M.K., and Chu, G.C. (1975) Consumer perception of health care services : inpatients for academic medicine. Journal of Medical Education. 3 (11), 50-839.

In this study it was observed that the waiting time is related to the patient satisfaction in terms of quality of health care delivered by the organization. The satisfaction may be with the outcome of the care, service provided, expectation of the patient, relationship of the patient with the staff, and cost efficiency. This is discussed in the literature review.

Woollay, F., Kane, R., Hughes, C., and Wright, D. (1978) The effect of doctor -patient communication on satisfaction and outcomes of the case. Social science and Medicine. 6 123-128.

In this study the effect of Doctor patient relationship was studied using communication between the doctor and patient as the main factor. The level of interaction in terms of

doctor giving adequate time to the patient to explain the problems of the patient.