



I'm not robot



I am not robot!

Mosadeghrad (, p The dimensions of healthcare service quality can also be classified under medical and non-medical. The study is based on secondary information There are core dimensions of healthcare service quality that are commonly found in all models used in current reviewed studies. When performance exceeds expectations, there is delight with the service quality. A total of This paper contains a review of the concept of quality and healthcare quality-measurement instruments (frameworks and/or models) and also uncovers some of the Key words: Service quality, healthcare service quality, perceptions of quality, patients and healthcare service providers, efficient quality management, TQM, Lean, Six Sigma Thus, defining and evaluating healthcare service quality should be the priority in identifying the most crucial values of a healthcare service process according to the type This article illustrates service quality principles by analyzing a routine encounter in health care from a service quality point of view and concludes that if high-quality service had This article illustrates service quality principles by analyzing a routine encounter in health care from a service quality point of view Purpose: This paper attempts to explore the concept of service quality in a health care setting. The provision of quality healthcare services has become a key concern for patients. We found a little difference in these core dimensions while focusing dimensions in both developed and developing countries, as mostly SERVQUAL is being used as the basic model to either generate a new one or to add further contextual dimensions p-ISSN DOI/LBSJMR from private healthcare service providers, public care providers are facing pressing demand for delivering high-quality services (Zarei, Arab, Froushani, Rashidian, & Ghazi-Tabatabaei). Design/methodology/approach: This paper probes the definition of service ion can be defined across various levels of the health ng on change processes, a quality improvement intervention can be defined as “a change process in health care systems, services, or suppliers for the purpose of increasing the likelihood of optimal clinical quality of care measured by p. aspects of care. Similarly, the delivery of superior quality services to their patients has become critical for healthcare providers (Al Owad et al he a. It is evident that healthcare providers need to be aware of how patients perceive their quality This paper aims to assess the dimensions of the patient-perceived healthcare service quality and its effect on patient satisfaction and care outcomes. The medical aspects of care include three dimensions, namely, technical, outcome living standards have resulted in an increased emphasis on the quality of healthcare services. (3) The purpose of this paper is to systematically review the literature published on the various aspects of service quality in the healthcare industry.