**Case: Assessing the quality of services in Health Rehabilitation Centre X**

Rehabilitation centre X plan to implement new Quality Management System and as part of it needs to develop new questionnaire to measure patients` satisfaction with the service.

The questionnaire development process was comprehensive and included series of interviews and focus-groups with stakeholders and was based on SERQUAL method (Parasuranam, et al., 1988). SERQUAL model assumes that the service quality can be characterised as quality of three dimentions: tangible components (e.g. premises, equipment), staff responsiveness and staff empathy.

The pilot survey allowed to check the content and internal consistency reliability of the questionnaire. After modification the final instrument with 18 questions including one reversely coded (marked with \*) was developed (see Appendix).

Survey to measure actual patients` satisfaction was carried out in January 2020. Total number of rehabilitation patients in the centre X in January was 151. The questionnaire was completed by 92 patients, however, only 60 responses were regarded as complete and used for research.

**Task:**

1. Draw the conceptual model of the research.
2. Evaluate the internal consistency reliability of the questionnaire scales.
3. Use the data and answer the research questions (RQ) proposed by researcher:

RQ1: Are patients satisfied with the service? Satisfaction with which factors (dimensions) is higher? Which dimension generates the most variety of responses?

RQ2: Whish dimensions of the service quality have higher impact on overall satisfaction?

Does patients` age has an impact on overall satisfaction with the service?

RQ3: Are patients` with different diagnosis evaluation of satisfaction and its dimensions differently?

RQ4: What is the impact of diagnosis and having experience with rehabilitation services on overall satisfaction?

1. Prepare recommendations for the management of Rehabilitation centre X to improve patients` satisfaction with rehabilitation services.

Source:

Parasuraman, A., Berry, L.L., & Zeihaml, V.A., (1988). SERVQUAL: A Multiple Item Scale For Measuring Consumer Perceptions of Service Quality. *Journal of Retailing,*64(1), p.12-40.

**Appendix: Questionnaire**

**Satisfaction with the quality of services provided in the rehabilitation centre**

**Dear Sir/Madam!**

We are creating a survey questionnaire in order to better understand your wishes and satisfaction with the quality of services provided in the rehabilitation institution.

We thank you in advance for taking the time to fill out the questionnaire. You do not have to provide your name, and your anonymity will be preserved when processing the questionnaire questions, please answer openly.

*Please insert the level of your agreement or disagreement with each of the following statements according to the table below:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Completely disagree | Disagree | Almost disagree | Hard to answer | Almost agree | agree | Completely agree |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

|  |  |  |
| --- | --- | --- |
| **Nr.** | **Statement** | **Evaluation** |
| 1. | The office is comfortable, visually appealing, and clean |  |
| 2. | Information on the provision of services (brochures, announcements, price list) is available and clearly presented |  |
| 3. | I can easily reach all the necessary points: the room, WC, canteen, medical offices. |  |
| 4. | The quality of food is good |  |
| 5. | Professionals (doctors, functional specialist: physiotherapy, occupational therapy) at first meeting provide clear information on rehabilitation plans and targets |  |
| 6. | Employees recalls the lessons and lead to them, if necessary. |  |
| 7. | I'm getting an explanation of recommendations for what to do at home, knowledgeable staff responds to my questions. |  |
| 8. | Staff provides quality service and their professional activity inspires confidence |  |
| 9. | If I get a problem, the staff demonstrates a genuine interest in the resolution of it. |  |
| 10. | Employees are always asking, if help is needed. |  |
| 11. | I feel that I am treated from a team of multidisciplinary rehabilitation specialists mutually discussing my problems and coordinating further actions. |  |
| 12. | I have a confident feeling about staff behaviour during the course of treatment. |  |
| 13. | Staff is responsive, positive, kind, modest and tolerant. |  |
| 14. | I feel personal attitude in Rehabilitation centre. |  |
| 15. | Overall, I am satisfied with services provided by Rehabilitation centre. |  |
| 16.\* | I would not choose this rehabilitation centre again if rehabilitation services are needed. |  |
| 17. | I would definitely recommend this Rehabilitation centre to my friends and relatives |  |
| 18. | My feelings and the overall state of health has improved. |  |

Your age \_\_\_\_\_\_\_\_\_\_(years)

Your gender:

1. female
2. male

Your rehabilitation is mainly related to:

1. Neurological problems
2. Heart
3. Lungs
4. Bones
5. After surgery
6. Other\_\_\_\_\_\_\_\_\_\_\_\_

Do you have experienced rehabilitation services in another Rehabilitation centre?

1. Yes
2. No

Comments, suggestions \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you!**

Questionnaire developed by XXXXXXXXXXXX

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