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APPENDIX 1: LIST OF PRIVATE HOSPITALS SELECTED

Colombo Districts

1. Asiri Central Hospitals Ltd.
2. Asiri Hospitals Holdings PLC.
3. Asiri Surgical Hospital Ltd.
4. Central Hospital Limited.
5. Dr.Nevillle Fernando Sri Lanka-Russia Friendship Hospital Of South Asian Institute of Technology and Medicine Ltd.
6. Durdans Hospital,Ceylon Hospital PLC
7. Hemas Capital Hospital (Pvt) Ltd.
8. Nawaloka Hospitals PLC
9. Lanka Hospital (Pvt) Ltd.
10. Ninewells Care Mother & Baby Hospital (Pvt) Ltd.
11. The Ratnam Private Hospital Limited.

Gampaha Districts



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12. Browns Hospitals.
13. Sahana (Pvt) Hospital

Kalutara Districts

14. New Philip Hospitals (Pvt) Ltd.
15. Sachitra Hospitals (Pvt) Ltd.

APPENDIX 2: QUESTIONNAIRES

AN ASSESSMENT OF THE SERVICE QUALITY OF PRIVATE HEALTH CARE INDUSTRY IN SRI LANKA - PATIENT

I am Oshan Tharanga, following Master of Business Administration Degree in Management in Technology, Department of Management of Technology, University of Moratuwa. I am assessing the quality of health care provided at private hospitals of Western Province, Sri Lanka as a part of my study.

This study will greatly contribute to defining the ways how to improve the quality of health care services in private sector health care providers. I would like to ask you to share your opinion about the health care services at private hospitals in Sri Lanka. The questionnaire is anonymous and information you provided here will be kept confidentially and will use only for education purpose.

Section 01 - General Information

01 - Your Gender?  University of Moratuwa, Sri Lanka.
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Male

Female

02 - Your marital status?

Single

Divorce

Married

Widowed

Separated

03 - Your age group?

16 - 24

45 - 54

25 - 34

55 - 64

35 - 44

Above 65

04 - Your highest educational attainment?

Post graduate

Up to A/L

Graduate

Up to O/L

05 - Your work place?

Private Sector Organization	Own Business / Company
Public Sector Organization	Other

06 - Your designation category?

Director	Non-executive
Senior Executive	Other
Executive	

07 - Your monthly income?

Less than Rs. 50,000	Rs. 150,001 - 200,000
Rs. 50,001 - 100,000	Rs. 200,001 - 250,000
Rs. 100,001 - 150,000	More than 250,001

08 - Select a hospital you visited recently? *Please select from the given list.

09 - Purpose of your visit?

 OPD service	Channeling Service
Health Check	Dental service
Laboratory Service	Radiology Services
Emergency Medical Service	Other

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10 - How many times have you attended to the above hospital in last three years?

1 - 5 times	11 or more times
6 - 10 times	

11 - Why did you select this particular hospital?

Doctor's recommendation	Nearby location
Reputation of the Hospital	Friend's recommendation
Facilities of the hospital	Other recommendation

12 - Your payment source which you used to pay your hospital charges?

Own money	Office fund
Private insurance scheme	Office insurance scheme

Section 02 - Expected Service Level

Below list of questions / statements is used to capture patient's expectations towards the service quality of private sector health care service providers in Sri Lanka. Please show the extent to which you think such a private hospital would possess the feature described by each statement. 1 = Unimportant 2 = Fairly Important 3 = Important 4 = Very Important 5 = Must

1. Private hospitals should have up-to-date and well maintained medical equipment.

1 2 3 4 5

Unimportant Must

2. Private hospitals should have cleanliness and hygiene at excellent level.

1 2 3 4 5

Unimportant Must

3. The Doctors, nurses and other staff should be clean and well-groomed.



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Unimportant Must

4. The physical appearance of the hospital should be clean and tidy.

1 2 3 4 5

Unimportant Must

5. Private hospitals should provide visually appealing documentation.

1 2 3 4 5

Unimportant Must

6. Private hospital should provide treatments, diagnostic tests and other services in a timely manner.

1 2 3 4 5

Unimportant Must

7. Private hospital staff should show sincere interest and willingness to help patients

1 2 3 4 5

Unimportant Must

8. Hospital should thoroughly provide correct information on hospital services.

1 2 3 4 5

Unimportant Must

9. Hospital should keep patients' records accurate and updated.

1 2 3 4 5

Unimportant Must

10. Waiting time for admission and daily services should be minimum

1 2 3 4 5

Unimportant Must

11. Hospital staff should be able to provide prompt service to patients



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Unimportant Must

12. Hospital layout and signs should make it easier to find directions

1 2 3 4 5

Unimportant Must

13. Hospital staff should respond immediately when called by patients.

1 2 3 4 5

Unimportant Must

14. Location of the hospital should be easily accessible.

1 2 3 4 5

Unimportant Must

15. Hospital services and staff should be trustworthy

1 2 3 4 5

Unimportant Must

16. Doctors, Nurses & attendants should be polite and competent

1 2 3 4 5

Unimportant Must

17. Hospital staff should have confidence & knowledge to answer patient's questions

1 2 3 4 5

Unimportant Must

18. Patients should feel confident when receiving medical treatments

1 2 3 4 5

Unimportant Must

19. Private hospitals should provide privacy during treatments

1 2 3 4 5

Unimportant Must

20. Private hospitals should provide healthy food and beverage

1 2 3 4 5

Unimportant Must

21. Doctors / Nurses should monitor patient's health status regularly

1 2 3 4 5

Unimportant Must

22. Doctors in private sector hospitals should spend enough time with patients

1 2 3 4 5

Unimportant Must

23. Doctors, Nurses and attendants should give patients personal attention

1 2 3 4 5

Unimportant Must

Section - 03 Experienced Service Level

Below is a list of points describing "ACTUAL experience" about the hospital service you selected. Please show the extent to which you believe the private hospital has the features described by the statement. 1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree

01. There were up to date and well maintained equipment's

1 2 3 4 5

Strongly Disagree Strongly Agree

02. Cleanliness and hygiene was excellent at the hospital

 Strongly Disagree Strongly Agree

03. Doctors, Nurses and other staff were clean and well groomed

1 2 3 4 5

Strongly Disagree Strongly Agree

04. The hospital provided information on their hospital services

1 2 3 4 5

Strongly Disagree Strongly Agree

05. Hospital provided visually appealing documentation

1 2 3 4 5

Strongly Disagree Strongly Agree

6. Hospital provided treatments, diagnostic tests and other services at correct time

1 2 3 4 5

Strongly Disagree Strongly Agree

07. Hospital staffs were interested and willing to help me

1 2 3 4 5

Strongly Disagree Strongly Agree

08. Hospital provided me correct information on medical services

1 2 3 4 5

Strongly Disagree Strongly Agree

9. Hospital kept my records accurate and updated

1 2 3 4 5

Strongly Disagree Strongly Agree

10. Waiting time for admission and daily services was minimum at the hospital



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1 2 3 4 5

Strongly Disagree Strongly Agree

11. Hospital staff provided prompt service to me

1 2 3 4 5

Strongly Disagree Strongly Agree

12. Sign boards at the hospital effectively supported me to find directions

1 2 3 4 5

Strongly Disagree Strongly Agree

13. Hospital staff responded immediately when called by me

1 2 3 4 5

Strongly Disagree Strongly Agree

14. The location of the hospital was easily accessible to me

1 2 3 4 5

Strongly Disagree Strongly Agree

15. Hospital services and staff were trustworthy to me

1 2 3 4 5

Strongly Disagree Strongly Agree

16. Doctors, Nurses & attendants were polite and competent

1 2 3 4 5

Strongly Disagree Strongly Agree

17. Hospital staff had confidence & knowledge to answer my questions

1 2 3 4 5

Strongly Disagree Strongly Agree

18. I was confident when receiving medical treatments

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Strongly Disagree Strongly Agree

19. Hospital ensured my privacy during treatment

1 2 3 4 5

Strongly Disagree Strongly Agree

20. Hospital provided me healthy food and beverage

1 2 3 4 5

Strongly Disagree Strongly Agree

21. Doctors / Nurses monitored my health status regularly

1 2 3 4 5

Strongly Disagree Strongly Agree

22. Doctors spent enough time with me during consultation

1 2 3 4 5

Strongly Disagree Strongly Agree

23. Doctors, Nurses and attendants give me personal attention

1 2 3 4 5

Strongly Disagree Strongly Agree


Section 4 - Overall Satisfaction

Are you overall satisfied with health care services provided at the hospital?

1 2 3 4 5

Very Dissatisfied Very Satisfied

Your wilness to recommend this hospital to others?

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Not at all Definitely

An assessment of the service quality of private health care industry in Sri Lanka - Internal customers

I am Oshan Tharanga , following Master of Business Administration Degree in Management in Technology, Department of Management of Technology, University of Moratuwa. I am assessing the quality of health care provided at private hospitals of Western Province, Sri Lanka as a part of my study.

This study will greatly contribute to defining the ways how to improve the quality of health care services in private sector health care providers. I would like to ask you to share your opinion about the health care services at private hospitals in Sri Lanka. The questionnaire is anonymous and information you provided here will be kept confidentially and will use only for education purpose.

General Information

01 - Your Gender?

Male



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Female

02 - Your marital status?

Single

Divorce

Married

Widowed

Separated

03 - Your age group?

16 - 24

45 - 54

25 - 34

55 - 64

35 - 44

Above 65

04 - Your highest educational attainment?

Doctoral Degree

Bachelor's Degree

Master's Degree

Graduate Diploma

Postgraduate Diploma

GCE Advanced Level

05. How long have you been working in this organization?

- | | |
|--------------------|---------------------|
| Less than one year | six to ten years |
| one to five years | more than ten years |

06. Your Designation Category

- | | |
|------------------|-----------------|
| Consultant | Matron |
| Senior registrar | Floor In-charge |
| Registrar | Ward In-charge |
| Medical officer | Nurse |
| Chief Matron | |

07. Which hospital you are attached to?

Section 02 - Expected Service Level

Below list of questions / statements is used to capture your perception, towards the service quality of private sector health care service providers in Sri Lanka. Please show the extent to which you think such a private hospital would possess the feature described by each statement. 1 = Unimportant 2 = Fairly Important 3 = Important 4 = Very Important 5 = Must

1. Private hospitals should have up-to-date and well maintained medical equipment.

- | | | | | | |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|------|
| 1 | 2 | 3 | 4 | 5 | |
| Unimportant | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Must |

2. Private hospitals should have cleanliness and hygiene at excellent level.

- | | | | | | |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|------|
| 1 | 2 | 3 | 4 | 5 | |
| Unimportant | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Must |

3. The Doctors, nurses and other staff should be clean and well-groomed.

- | | | | | | |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|------|
| 1 | 2 | 3 | 4 | 5 | |
| Unimportant | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Must |

4. The physical appearance of the hospital should be clean and tidy.

1 2 3 4 5

Unimportant Must

5. Private hospitals should provide visually appealing documentation.

1 2 3 4 5

Unimportant Must

6. Private hospital should provide treatments, diagnostic tests and other services in a timely manner.

1 2 3 4 5

Unimportant Must

7. Private hospital staff should show sincere interest and willingness to help patients

1 2 3 4 5

Unimportant Must

8. Hospital should thoroughly provide correct information on hospital services.



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1 2 3 4 5

Unimportant Must

9. Hospital should keep patients' records accurate and updated.

1 2 3 4 5

Unimportant Must

10. Waiting time for admission and daily services should be minimum

1 2 3 4 5

Unimportant Must

11. Hospital staff should be able to provide prompt service to patients

1 2 3 4 5

Unimportant Must

12. Hospital layout and signs should make it easier to find directions

1 2 3 4 5

Unimportant Must

13. Hospital staff should respond immediately when called by patients.

1 2 3 4 5

Unimportant Must

14. Location of the hospital should be easily accessible.

1 2 3 4 5


Unimportant Must

15. Hospital services and staff should be trustworthy

1 2 3 4 5

Unimportant Must

16. Doctors, Nurses & attendants should be polite and competent

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Unimportant Must

17. Hospital staff should have confidence & knowledge to answer patient's questions

1 2 3 4 5

Unimportant Must

18. Patients should feel confident when receiving medical treatments

1 2 3 4 5

Unimportant Must

19. Private hospitals should provide privacy during treatments

1 2 3 4 5

Unimportant Must

20. Private hospitals should provide healthy food and beverage

1 2 3 4 5

Unimportant Must

21. Doctors / Nurses should monitor patient's health status regularly

1 2 3 4 5

Unimportant Must

22. Doctors in private sector hospitals should spend enough time with patients

1 2 3 4 5

Unimportant Must

23. Doctors, Nurses and attendants should give patients personal attention

1 2 3 4 5

Unimportant Must

Section - 03 Actual Service Level

Below is a list of points describing "ACTUAL experience" about the hospital / Organization you work for. Please show the extent to which you believe the your hospital has the features described by the statement. 1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree



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01. There are up to date and well maintained equipment in the hospital

1 2 3 4 5

Strongly Disagree Strongly Agree

02. Cleanliness and hygiene is excellent at the hospital

1 2 3 4 5

Strongly Disagree Strongly Agree

03. Doctors, Nurses and other staff are clean and well groomed

1 2 3 4 5

Strongly Disagree Strongly Agree

04. The hospital provides adequate information on their hospital services

1 2 3 4 5

Strongly Disagree Strongly Agree

05. Hospital provides visually appealing documentation

1 2 3 4 5

Strongly Disagree Strongly Agree

06. Hospital provides treatments, diagnostic tests and other services at correct time

1 2 3 4 5

Strongly Disagree Strongly Agree

07. Hospital staff is interested and willing to help patients

1 2 3 4 5

Strongly Disagree Strongly Agree

08. Hospital provides patients correct information on medical services

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Strongly Disagree Strongly Agree

9. Hospital keeps patient's records accurate and updated

1 2 3 4 5

Strongly Disagree Strongly Agree

10. Waiting time for admission and daily services is minimum at the hospital

1 2 3 4 5

Strongly Disagree Strongly Agree

11. Hospital staff provided prompt service to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

12. Sign boards at the hospital effectively supports patients to find directions

1 2 3 4 5

Strongly Disagree Strongly Agree

13. Hospital staff responds immediately when called by patients

1 2 3 4 5

Strongly Disagree Strongly Agree

14. The location of the hospital is easily accessible to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

15. Hospital services and staff are trustworthy to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

16. Doctors, Nurses & attendants are polite and competent

1 2 3 4 5

Strongly Disagree Strongly Agree

17. Hospital staff has confidence & knowledge to answer patient's questions

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Strongly Disagree Strongly Agree

18. Patients are confident when receiving medical treatments

1 2 3 4 5

Strongly Disagree Strongly Agree

19. Hospital ensures patient's privacy during treatments

1 2 3 4 5

Strongly Disagree Strongly Agree

20. Hospital provides healthy food and beverage to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

21. Doctors / Nurses monitors patient's health status regularly

1 2 3 4 5

Strongly Disagree Strongly Agree

22. Doctors spend enough time with patients during consultation

1 2 3 4 5

Strongly Disagree Strongly Agree

23. Doctors, Nurses and attendants give personal attention to patients

1 2 3 4 5

Strongly Disagree Strongly Agree



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AN ASSESSMENT OF THE SERVICE QUALITY OF PRIVATE HEALTH CARE INDUSTRY IN SRI LANKA - SERVICE PROVIDERS

I am Oshan Tharanga, following Master of Business Administration Degree in Management in Technology, Department of Management of Technology, University of Moratuwa. I am assessing the quality of health care provided at private hospitals of Western Province, Sri Lanka as a part of my study.

This study will greatly contribute to defining the ways how to improve the quality of health care services in private sector health care providers. I would like to ask you to share your opinion about the health care services at private hospitals in Sri Lanka. The questionnaire is anonymous and information you provided here will be kept confidentially and will use only for education purpose.

General Information

01 - Your Gender?

Male

Female

02 - Your marital status?

Single



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Divorce

Married

Widowed

Separated

03 - Your age group?

16 - 24

45 - 54

25 - 34

55 - 64

35 - 44

Above 65

04 - Your highest educational attainment?

Doctoral Degree

Bachelor's Degree

Master's Degree

Graduate Diploma

Postgraduate Diploma

GCE Advanced Level

05. How long have you been working in this organization?

Less than one year

six to ten years

one to five years

more than ten years

06. Your Designation Category

Director	Senior Executive
Chief Executive	Executive
Senior Manager	Non-Executive
Manager	

07. Which hospital you are attached to?

Section 02 - Expected Service Level

Below list of questions / statements is used to capture your perception, towards the service quality of private sector health care service providers in Sri Lanka. Please show the extent to which you think such a private hospital would possess the feature described by each statement. 1 = Unimportant 2 = Fairly Important 3 = Important 4 = Very Important 5 = Must

1. Private hospitals should have up-to-date and well maintained medical equipment.

Unimportant Must

2. Private hospitals should have cleanliness and hygiene at excellent level.

1 2 3 4 5

Unimportant Must

3. The Doctors, nurses and other staff should be clean and well-groomed.

1 2 3 4 5

Unimportant Must

4. The physical appearance of the hospital should be clean and tidy.

1 2 3 4 5

Unimportant Must

5. Private hospitals should provide visually appealing documentation.

1 2 3 4 5

Unimportant Must

6. Private hospital should provide treatments, diagnostic tests and other services in a timely manner.

1 2 3 4 5

Unimportant Must

7. Private hospital staff should show sincere interest and willingness to help patients

1 2 3 4 5

Unimportant Must

8. Hospital should thoroughly provide correct information on hospital services.

1 2 3 4 5

Unimportant Must

9. Hospital should keep patients' records accurate and updated.



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1 2 3 4 5

Unimportant Must

10. Waiting time for admission and daily services should be minimum

1 2 3 4 5

Unimportant Must

11. Hospital staff should be able to provide prompt service to patients

1 2 3 4 5

Unimportant Must

12. Hospital layout and signs should make it easier to find directions

1 2 3 4 5

Unimportant Must

13. Hospital staff should respond immediately when called by patients.

1 2 3 4 5

Unimportant Must

14. Location of the hospital should be easily accessible.

1 2 3 4 5

Unimportant Must

15. Hospital services and staff should be trustworthy

1 2 3 4 5


Unimportant Must

16. Doctors, Nurses & attendants should be polite and competent

1 2 3 4 5

Unimportant Must

17. Hospital staff should have confidence & knowledge to answer patient's questions

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Unimportant Must

18. Patients should feel confident when receiving medical treatments

1 2 3 4 5

Unimportant Must

19. Private hospitals should provide privacy during treatments

1 2 3 4 5

Unimportant Must

20. Private hospitals should provide healthy food and beverage

1 2 3 4 5

Unimportant Must

21. Doctors / Nurses should monitor patient's health status regularly

1 2 3 4 5

Unimportant Must

22. Doctors in private sector hospitals should spend enough time with patients

1 2 3 4 5

Unimportant Must

23. Doctors, Nurses and attendants should give patients personal attention

1 2 3 4 5

Unimportant Must

Section - 03 Actual Service Level

Below is a list of points describing "ACTUAL experience" about the hospital / Organization you work for. Please show the extent to which you believe your hospital has the features described by the statement. 1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree

01. There are up to date and well maintained equipment in the hospital

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Strongly Disagree Strongly Agree

02. Cleanliness and hygiene is excellent at the hospital

1 2 3 4 5

Strongly Disagree Strongly Agree

03. Doctors, Nurses and other staff are clean and well groomed

1 2 3 4 5

Strongly Disagree Strongly Agree

04. The hospital provides adequate information on their hospital services

1 2 3 4 5

Strongly Disagree Strongly Agree

05. Hospital provides visually appealing documentation

1 2 3 4 5

Strongly Disagree Strongly Agree

06. Hospital provides treatments, diagnostic tests and other services at correct time

1 2 3 4 5

Strongly Disagree Strongly Agree

07. Hospital staff is interested and willing to help patients

1 2 3 4 5

Strongly Disagree Strongly Agree

08. Hospital provides patients correct information on medical services

1 2 3 4 5

Strongly Disagree Strongly Agree

9. Hospital keeps patient's records accurate and updated

1 2 3 4 5

Strongly Disagree Strongly Agree

10. Waiting time for admission and daily services is minimum at the hospital

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Strongly Disagree Strongly Agree

11. Hospital staff provided prompt service to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

12. Sign boards at the hospital effectively supports patients to find directions

1 2 3 4 5

Strongly Disagree Strongly Agree

13. Hospital staff responds immediately when called by patients

1 2 3 4 5

Strongly Disagree Strongly Agree

14. The location of the hospital is easily accessible to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

15. Hospital services and staff are trustworthy to patients

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Strongly Disagree Strongly Agree

16. Doctors, Nurses & attendants are polite and competent

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1 2 3 4 5

Strongly Disagree Strongly Agree

19. Hospital ensures patient's privacy during treatments

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Strongly Disagree Strongly Agree

20. Hospital provides healthy food and beverage to patients

1 2 3 4 5

Strongly Disagree Strongly Agree

21. Doctors / Nurses monitors patient's health status regularly

1 2 3 4 5

Strongly Disagree Strongly Agree

22. Doctors spend enough time with patients during consultation

1 2 3 4 5

Strongly Disagree Strongly Agree

23. Doctors, Nurses and attendants give personal attention to patients

1 2 3 4 5

Strongly Disagree Strongly Agree



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