# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Summary</th>
<th>ii</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgements</td>
<td>iii</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>iv</td>
</tr>
</tbody>
</table>

## Chapter I - Background To Case Study

### Introduction

1. Overview of Public Health Service in Mauritius  
2. Statement of The Problem  
3. Objective of The Study  
4. Assumptions  
5. Limitations  
6. Source  
7. Organisation of The Study
Chapter 2 - Quality of Health Service

1. Recapitulation 10
2. Quality Wave in Public Service and Health Sector 10
2. Definition of Quality 11
4. Health Service quality 13
   i. Economic Quality of Health Service 13
   ii. Patient-Driven quality of Health Service 14
5. Health Service Analysis - Approach and Theoretical Concept 17
6. Economic Analysis Approach 17
7. Customer Satisfaction theory 19
   i. customer Aspect 20
   ii. Attribute of Satisfaction 21
   iii. Three Level Model of Satisfaction 21
   iv. Service Quality 22
   v. Service Quality - A Perceptual Phenomenon 24
   vi. Service Delivery - A Focus on Customer Perception 25
   vii. Evaluation of Service - Difference Between Expectations/Perceptions 25
8. Interest In Study 27
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 3 - Economic Quality of Peripheral Services</td>
<td>28</td>
</tr>
<tr>
<td>1. Recapitulation</td>
<td>28</td>
</tr>
<tr>
<td>2. Peripheral Health Framework</td>
<td>28</td>
</tr>
<tr>
<td>3. Operationalization of Meaning of Economic quality</td>
<td>31</td>
</tr>
<tr>
<td>4. Objective of Study</td>
<td>31</td>
</tr>
<tr>
<td>5. Variables</td>
<td>32</td>
</tr>
<tr>
<td>6. Hypotheses</td>
<td>33</td>
</tr>
<tr>
<td>7. Approach to Study</td>
<td>33</td>
</tr>
<tr>
<td>8. Methodology</td>
<td>34</td>
</tr>
<tr>
<td>i. Sample of Peripheral Health Facilities</td>
<td>35</td>
</tr>
<tr>
<td>ii. Data Collection</td>
<td>36</td>
</tr>
<tr>
<td>iii. Calculations of Total Costs of Services</td>
<td>38</td>
</tr>
<tr>
<td>9. Findings</td>
<td>41</td>
</tr>
<tr>
<td>10. Comment on Finding of Study</td>
<td>53</td>
</tr>
</tbody>
</table>
Chapter 4 - Patient-Driven Quality of Peripheral Health Service

1. Recapitulation

2. Operationalization of Meaning of Patient-Driven Quality

3. Objective of The Study

4. Variables

5. Hypotheses

6. Approach to The Study

7. Methodology
   i. Questionnaire Design
   ii. Pilot Study
   iii. Measuring Scale
   iv. Sample

8. Patient/Customer Profile

9. Findings

10. General comments on Findings
Chapter 5 - Interrelationship of Economic/Patient-Driven Quality  81

1. Recapitulation  81

2. Reconciliation of Economic/Patient-Driven Quality  81

3. Synthesis of Inference  82
   i. Variation in Cost  82
   ii. Cost of Curative/Dispensary Service  83
   iii. Personnel Time Cost  84
   iv. Cost of Pharmaceuticals  85
   v. Volume of Service CHC/AHC  85
   vi. Decentralisation and Cost-Sharing  86
   vii. Responsiveness of Service  87
   viii. Timeliness of Service  88

4. Setting for Improvement of Service  89
   i. Awareness of cost  89
   ii. Consistency of Service  89
   iii. Bench-marking of Health Facility Operation  89
   iv. Strategic Planning of Health Service  90
   v. Package of Curative and Preventive Service  90
   vi. Balance Between the First Tier and Second Tier
      of Health Service  90
   viii. Health Service Quality  91
Chapter 6 - Agenda For Better health Service

1. Recapitulation

2. Recommendations
   i. Rationalisation of Health Service
   ii. Decentralisation of Financial Responsibility
   iii. Cost-Sharing
   iv. Mediclinic Model For Health Service
   v. Total Quality Management (TQM)
   vi. Visionary Manager
   vii. Promoting the Principle of Good Organizational Citizen
   viii. Robust Quality
   ix. Adding Value to Delivery of health Service

3. Concluding Remark

Appendices

Appendix 1 - Questionnaire on Costs of Peripheral Health Centers
Appendix 2 - Questionnaire on Personnel Time Allocation
Appendix 3 - Questionnaire on Customer's/Patient's Expectation/Perception On Health Service
Appendix 4 - Supplementary Notes on Patient-Driven quality of Health Service
Appendix 5 - Map of Main Health Zone

References