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Estimation of the contentment of patients as consumers of medical services

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Abstract

© 2017. As the basis of strategic development of medical organization, the opinion of patients as consumers of health services is analyzed. The research method is a sociological survey of patients and hospital clinics of a Republic medical institution. The purpose of the study is to evaluate patients' contentment with the quality of medical care. Basing on the analysis of sociological data, the perspective and problem areas in the functioning of medical institution are identified, recommendations are offered to help improve the quality of medical services.

Keywords

Contentment, Health workers, Medical institution, Patients, Quality of services

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