

## Dana Johnson

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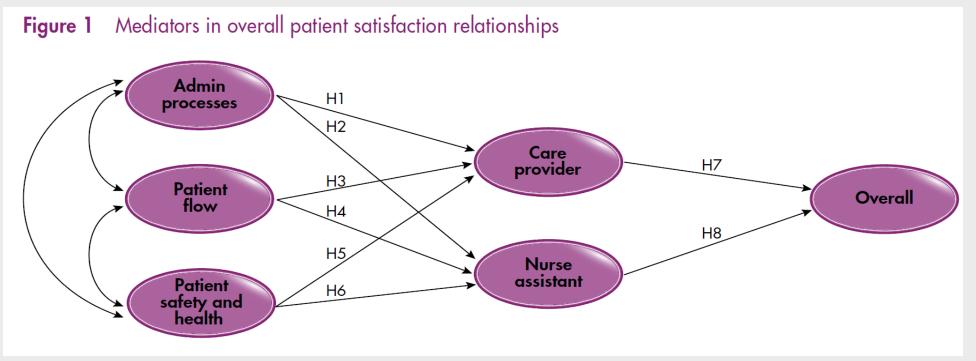
## Research

Major category 1

Impact of Service Quality on Patient Satisfaction (Healthcare)

Major category 2

Woody Biomass Supply Chain for Alternative Energy (Liquids & Solids)

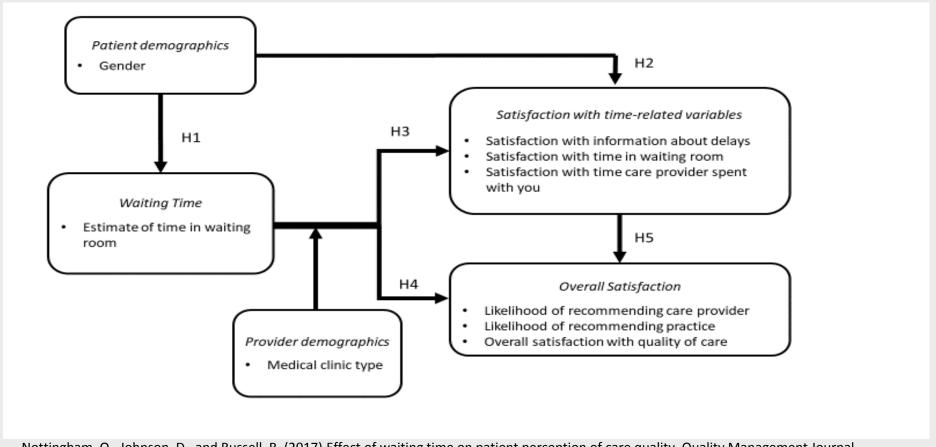


Johnson, D.M. and Russell, R. (2015) "SEM of service quality to predict overall patient satisfaction: a case study," *Quality Management Journal*, Vol. 22, No. 4, pp. 18-36. 2016 ASQ Gryna Award for the largest single contribution to the extension of understanding and knowledge of the philosophy, principles, or methods of quality management.

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## Scholarly Contributions – Service Quality in Healthcare

- Principal components analysis (PCA) & Structural equation modeling (SEM)
- Ordinal logistic regression



Nottingham, Q., Johnson, D., and Russell, R. (2017) Effect of waiting time on patient perception of care quality, Quality Management Journal, forthcoming.