BOOKS


JOURNALS / PERIODICALS / REPORTS

1. American Demographics. Media Central, Marion, OH. Online version at www.americandemographics.con


15. Hospital Administration. Institute of Public Administration, New Delhi.


28. Managed Care. Medimedia USA, Yardley, PA. Online version at www.managedcaremag.com

29. Modern Healthcare. Crain Communications, Chicago, IL.


34. Profiles in Healthcare Marketing. The Business World Inc., Centennial, CO.


PATIENT SATISFACTION SURVEYS

1. Cancer Centre Of Santa Barbara, Santa Barbara, CA.
   www.ccsb.org/ptsat/html

   www.ctsurgical.com/patsat/patsat.stm

3. Doctors for Women, Nashville, TN.
   www.docotrsforwomen/ps_survey.html

4. Elmhurst Outpatient Surgery Centre, Elmhurst, IL.
   www.eosc.org/patient_satisfaction_survey.htm

5. Eye Hospital Northwest, Portland.
   www.visionsite.com/secure/102-01-00032/ps

   www.gamma-dynacare.ca/patients/patients_survey.aspx


8. Health Services, California State Polytechnic University, Pomona, CA.
   www.shs.csupomona.edu/about.patient_survey.html

   www.hopkinsmedicine.org/breastcentre/survey
   www.spineline.com/survey/template

11. National Society of Genetic Counsellors. (6 different surveys for different situations)
    www.nsgc.org/pdf/Hackensac_survey.pdf
    www.nsgc.org/pdf/Marghm_survey.pdf
    www.nsgc.org/pdf/SMGRSP_survey.pdf
    www.nsgc.org/pdf/UCDavis_survey.pdf
    www.nsgc.org/pdf/Sarah_Jane_Quest.pdf
    www.nsgc.org/pdf/Vanderbilt_survey.pdf

12. Oromaxillary and Facial Surgery Hospital, Albany, CA.
    www.albanyoms.com/patient_survey.html

13. Ortho Neuro Hospital, Columbus, Ohio, CA.
    www.orthoneurol.com/survey.index.cfm

14. Pulmonary Critical care Association of East Texas, Longview, TX.
    www.pcca.net/patientsatisfactionsurvey.asp

15. Rand Corporation. (available for free download and use)
    www.rand.org/health/surveys/patientsdesc.html

16. Skiff Medical Centre, Newton, IO.
    www.skiffmed.com/survey.html

17. Somerset Orthopedic Hospital, Bridgewater.
    www.somersetorthopedic.com/forms/satisfact.html

18. Student Health center, University of Saskatchewan.
    www.usask.ca/saa/she/survey.htm

19. United Resource Networks Transplant Network (72 Medical Centres)
    www.umweb.com/aboutURN/ptsatisfaction.html