

LIST OF ABBREVIATIONS

LPG	-	Liberalization, Privatization and Globalization
GDP	-	Gross Domestic Product
SERVQUAL Scale	-	Service Quality Scale
BPO	-	Business Process Outsourcing
IT Act	-	Income Tax Act
NREGA	-	National Rural Employment Guarantee Act
BPL	-	Below Poverty Line
FDI	-	Foreign Direct Investment
Govt.	-	Government
GOI	-	Government of India
ED	-	Emergency Department
OPD	-	Out-patient Department
IPD	-	In-patient Department
LAN	-	Local Area Network
IIMC-T	-	Islamic International Medical College Trust
PCCQ	-	Patient Continuity of Care Questionnaire
SEM	-	Structural Equation Model
WHO	-	World Health Organization
PEQ	-	Patient Experiences Questionnaire
PATH	-	Performance Assessment Framework for Hospitals
PTSS	-	Pain Treatment Satisfaction Scale
SHCQ	-	Satisfaction with Hospital Care Questionnaire
APVVP	-	Andhra Pradesh Vaidya Vidhana Parishad
AH	-	Area Hospital
CHC	-	Community Health Centre
PHC	-	Primary Health Centre
VJA	-	Vijayawada city
ECHS	-	Ex-service men Contributory Health Scheme
RTC	-	Road Transportation Corporation
P&T	-	Postal & Telegraphs

NABH	-	National Accreditation Board for Hospitals and Healthcare providers
QCI	-	Quality Council of India
DMHO office	-	District Medical and Health Officer office
DMHO	-	District Medical and Health Officer
RATER	-	Reliability, Assurance, Tangibles, Empathy and Responsiveness
ANOVA	-	Analysis-of-Variance
NRHM	-	National Rural Health Mission
ANM	-	Auxiliary Nurse Midwife
MPW	-	Male Health Worker
LHV	-	Lady Health Worker
M/O Health & F.W.	-	Ministry of Health & Family Welfare
ITES	-	Information and communication Technology Enabled Services
PZB Model	-	A. Parasuraman, Valarie Zeithaml, and Leonard Berry - Service Quality Gaps Model
IT services	-	Information Technology services
EDI	-	Electronic Data Interchange
CEO	-	Chief Executive Officer
JC	-	Joint Commission
JCI	-	Joint Commission International
JCAHO	-	Joint Commission on Accreditation of Healthcare Organizations
USA	-	United States of America
CCHSA	-	The Canadian Council on Health Services Accreditation
TAS, UK	-	Trent Accreditation Scheme, United Kingdom
ACHS	-	The Australian Council on Healthcare Standards
ISO	-	International Organization for Standards
SOFIHA	-	The Society for International Healthcare

Accreditation

UNO	-	United Nations Organization
GNP	-	Gross National Product
MCI	-	Medical Council of India
UIP	-	Universal Immunisation Programme
ARI	-	Acute Respiratory Infection
HIV	-	Human Immunodeficiency Virus
NCDs	-	Non Communicable Diseases
CVD	-	Cardiovascular Diseases
NHP	-	National Health Policy
UPA	-	United Progress Alliance
UNICEF	-	United Nations International Children's Emergency Fund
UNFPA	-	United Nations Fund for Population Activities
SIDA	-	Swedish International Development Cooperation Agency
DANIDA	-	Danish International Development Agency
NORAD	-	Norwegian Agency for Development Cooperation
USAID	-	United States Agency for International Development
NGO	-	Non Government Organizations
IDD	-	Iodine deficiency disorders
RCH	-	Reproductive and Child Health
CROs	-	Contract research organizations
SCs	-	Sub-Centres
BMS	-	Basic Minimum Services Programme
MNP	-	Minimum Needs Programme
OT	-	Operation Theatre
NCMP	-	National Common Minimum Programme
ASHA	-	Accredited Social Health Activists
AYUSH	-	Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homeopathy
IPHS	-	Indian Public Health Standards
MMR	-	Measles, Mumps and Rubella vaccine

IMR	-	Infant mortality rate
ICCW	-	Indian Council for Child Welfare
M.C.H clinics	-	Maternal and Child Health clinics
ARE	-	Assistance and Relief Every Where
IRDA	-	Insurance Regulatory and Development Authority
LIC	-	Life Insurance Corporation of India
GIC	-	General Insurance Corporation of India
TPA	-	Third Party Administrator
ESI	-	Employees State Insurance Scheme
EMRI	-	Emergency Management and Research Institute
GVK	-	Gunapati Venkata Krishna Reddy, Chairman, GVK Infrastructure
PPP mode	-	Public Private Partnership mode
HMRI	-	Health Management and Research Institute
PVT	-	Private
NTR UGH	-	NTR Health University General Hospital
GOVT. MED.COL.	-	NTR UGH
SES	-	Socio Economic Status