# CONTENTS

List of Tables .......................... i – vi
List of Abbreviations .................... vii

Chapter – I .............................. 01 - 18
INTRODUCTION

Chapter – II .............................. 19 - 43
OBJECTIVES AND METHODOLOGY OF THE STUDY

Chapter – III ......................... 44 - 65
PROFILES OF SELECTED HOSPITALS
a) Apollo Hospital
b) Yashoda Hospital
c) Mediciti Hospital
d) Care Hospital

Chapter – IV .............................. 66 - 82
RECENT TRENDS IN THE HEALTH CARE SERVICES IN INDIA

Chapter – V .............................. 83 - 165
PATIENT SATISFACTION AND EFFICIENCY OF
HEALTH CARE SERVICES IN GROUP-A HOSPITALS
(A study of Apollo and Yashoda Hospitals)

Chapter – VI .............................. 166 - 247
PATIENT SATISFACTION AND EFFICIENCY OF
HEALTH CARE SERVICES IN GROUP-B HOSPITALS
(A study of Mediciti and Care Hospitals)

Consolidate Data Analysis of the sample hospitals .......... 248 - 259

Chapter – VII .............................. 260 - 266
FINDINGS, CONCLUSION AND SUGGESTIONS

BIBLIOGRAPHY .......................... 267 – 272

ANNEXURES
Appendix – I Questionnaire .................... 273 – 281