

LIST OF ABBRIVATIONS

A & E – Accident & Emergency
AG – Agree
AIDS – Acquired Immunodeficiency Syndrome
AMI – Acute Myocardial Infarction
ANC – Antenatal Care Services
ANNOVA – Analysis of Variance
APVVP – Andhra Pradesh Vaidya Vidbana Parishad
ASHA – Accredited Social Health Activities
BE – Budget Estimates
BM – Benchmarking
BSC – Balanced Score Card
CASC – Comprehensive Assessment of Satisfaction with Care
CBR – Crude Birth Rate
CDR – Crude Death Rate
CDS – Consumer Disposition toward Satisfaction
CHCs – Community Health Centers
CHW – Community Health Workers
CIT – Critical Incident Technique
CLV – Customer Life Time Value
CMIE – Centre for Monitoring Indian Economy
CMS – Constant Market Share
CP – Customer Profitability
CPE – Capital Expenditure
CPI – Consumer Price Index
CPOE – Computerized Physician Order Entry
CPR – Couple Protection Rate
CRM - Customer Relationship Management
CSB – Customer Satisfaction Barometer
D – T - Delighted – Terrible
DA – Disagree
DHS – Demographic and Health Survey
DOD – Department of Defense

DOTS – Directly Observed Treatment Short-Course
DS – Dissatisfied
ED – Emergency Department
ENA – Emergency Nursing Association
EPI – Expanded Programme of Immunization
EPW - Economic and Political Weekly.
F – Female
FM – Facilities Management
FP – Family Planning
GATS – General Agreement on Trade in Services
GDP – Gross Domestic Product
GHs – Government Hospitals
GNP- Gross National Product
GP – General Practice or General Practitioner
GSE – Group Study Exchange
HCA – Hospital Corporation of America
HDI – Human Development Index
HDS – Highly Dissatisfied
HE – Higher Education
HER – Human Expenditure Ratio
HIV – Human Immunodeficiency Virus
HIWS – High -Involvement Work Systems
HKCSI – Hong Kong Consumer– Health Maintenance Organizations
HRQoL – Health Related Quality of Life
HS – Highly Satisfied
IC&N – Information, Communication and Networking
ICDP – Integrated Child Development Plan
ICDS – Integrated Child Development Services
ICMR – Indian Council of Medical Research
IM – Important
IMF – International Monetary Fund
IMR – Infant Mortality Rate
IRDA - Insurance Regulatory and Development Authority
ISO – International Organisation for Standardisation

IT – Information Technology
ITNs – Insecticide –Treated Nets
JCM – Job Characteristics Model
JDS – Job Diagnostic Survey
KMO – Kaiser Meyer-Olkin (Measure of Sampling Adequacy)
LDR – Labour, Delivery, and Recovery
LHCCs – Local Health Care Co-operatives
LI – Least Important
LLTI – Limiting Long Term Illness
LOS – Length of Stay
M – Male
MCH – Maternal Child Health
MDG 5 – Millennium Development Goal 5
MDGs – Millennium Development Goals
MEMS – Measuring Effective Midwifery Services
MHHDC – Mahbub Ul Haq Human Development Centre
MI – Most Important
MLM – Marketing Lens Model
MM – Maintenance Management
MMR – Maternal Mortality Rate
MNYLI – Max New York Life Insurance
MOs – Multi-Hospital Organisations
MSHA – Mountain States Health Alliance
NA – Not Available
NACP – National AIDS Control Programme
NCAER – National Council of Applied Economic Research
NCCP – National Cancer Control Programme
NCDs – Non – Communicable Diseases
NFHS – National Family Health Survey
NGO – Non-Government Organisation
NHP – National Health Policy
NHS – National Health Services
NLEP – National Leprosy Eradication Programme
NRHM – National Rural Health Mission

NSS – National Sample Survey
NVBDCP- National Vector Borne -R – Nursing Work Index – Revised
NWI-R – Nursing Work Index-Revised
OASIS – Outcomes Assessment Strategy and Information System
OB/GYNS – American College of Obstetricians (OB) and Gynecologists (GYNS)
OTC – Over the Counter
PBHCs – Public Health Centers
PC – Advanced Pediatric Center
PCA Principal Component Analysis
PCDP - Patient Care Development Programme
PCG – Primary care group
PCOs – Primary Care Organisations
PER – Public Expenditure Ratio
PFC – Patient-Focused Care
PHCs – Primary Health Centers
PHs – Private Hospitals
PIC Pediatric Intensive Care
PM – Performance Management
PMSSY – Pradhan Mantri Swasthya Suraksha Yojna
PPP – Public Private Partnership
PROs – Public Relation Officers
PSIS – Patient Safety Initiatives
PwC – Price waterhouse Coopers
QFD – Quality Function Deployment
QI – Quality Improvement
QSP - Quality, Satisfaction, and Performance
RACI – Risk- Adjusted Complication Index
RAMI – Risk-Adjusted Mortality Index
RARI – Risk- Adjusted Readmission Index
RCH – Reproductive and Child Health
RE – Revised Estimates
RHIOs – Regional Health Information Organizations
RM – Risk Management
RMPs – Registered Medical Practitioners

RNTCP – Revised National Tuberculosis Control Programme
ROI – Return On Investment
RVE – Revenue Expenditure
S&T - Science and Technology
SA – Strongly Agree
SAR – Social Allocation Ratio
SD – Standard Deviations
SDA – Strongly Disagree
SFM – Service Flow Management
SHCs – Sub Health Centre
SPR – Social Priority Ratio
SQA – Singapore Quality Award
SSM – Supply Services Management
SSP – Scandinavian Society for Psychopharmacology
SSQS – Simulation Service Quality System
ST – Satisfied
SWA – Some What Important
SWA – Somewhat Agree
SWS – Some what Satisfied
TB – Tuberculosis
TFR – Total Fertility Rate
THs – Trust Hospitals
TQM – Total Quality Management
U5MR – Under Five Mortality Rate
UI – Unimportant
UI – Unimportant
UKU – Udvalg for Kliniske Undersøgelser; that is, Committee for Clinical Trials
UNCW – University of North Carolina at Wilmington’s
UNDP – United National Development Program
UNICEF – United Nations Children’s Fund
WHO – World Health Organization
WSH – Western State Hospital
YSSF – Youth Services Survey for Families