

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 Standarddisation

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