



UNIVERSIDAD DE MONTEMORELOS

The Effect of Quality of Service, Caregivers' Job Performance and Competitive Advantage on Organizational Performance in Outpatient Dialysis Centers in New York City

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GENERAL INSTRUCTIONS

Dear Participant,

The purpose of this research is to determine some factors that can impact the performance of an outpatient dialysis facility. The information shared will help us to understand the effect of quality of service, job satisfaction and competitive advantage on the organizational performance of outpatient dialysis centers in New York City. The information you share will be maintained in the strictest anonymity and the results obtained may be used to bring awareness of some of the challenges in managing healthcare services.

Please answer each question honestly and follow the instructions given in each section. Your opinion is extremely important and valuable, so we really appreciate your honest answers. The information that will be collected will be treated confidentially. Thank you very much for your support.

Sincerely,

Delceta Palmer

Delceta
Palmer
Researcher

2. Demographics

INSTRUCTIONS: Please place an “x” in the box of the answers that apply to you.

Range of year of birth	Select the answer that applies to you <input type="checkbox"/> 1950-1965 <input type="checkbox"/> 1966-1980 <input type="checkbox"/> 1981- 2000
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Years of service	<input type="checkbox"/> 5 years or less <input type="checkbox"/> 5-10 <input type="checkbox"/> 10-20 <input type="checkbox"/> 20-30 <input type="checkbox"/> 31 & above
Employment	<input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Per Diem
Academic Level	<input type="checkbox"/> High School Diploma/GED <input type="checkbox"/> Master <input type="checkbox"/> Bachelor <input type="checkbox"/> Doctorate
Type of Institution	<input type="checkbox"/> Private health <input type="checkbox"/> Not-for-profit health <input type="checkbox"/> Other _____
Role in the organization	Select according to your role: <input type="checkbox"/> Medical Director <input type="checkbox"/> Nurse Manager/Administrator <input type="checkbox"/> Registered Nurse <input type="checkbox"/> Patient Care Technician <input type="checkbox"/> Social Worker <input type="checkbox"/> Dietician <input type="checkbox"/> Care Coordinator <input type="checkbox"/> Administrative Assistant

QUALITY OF SERVICE

We thank you for your participation in the application of this questionnaire. When analyzing each statement please grade and apply a (x) on the answer that indicates your perception.

To answer these questions please use the following scale:

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1	2	3	4	5

Statement

How much do I agree with the following statement?		1	2	3	4	5
1	The company provides a safe and healthy work environment.					
2	Regular in-service and on-site skill training is provided.					
3	Patients complain of long wait periods.					
4	I have the skills I need to work efficiently and professionally.					
5	I never attempt any patient care without full training.					
6	It is difficult to transfer patients from their transportations into the facility.					
7	Care providers make regular visits to assess and follow up with their patients.					
8	I involve patients in their plan of care.					
9	Patients express confidence in decisions made by their care provider.					
10	Quality patient education is a priority.					
11	Health and safety are a nuisance and interferes with my job.					
12	I communicate effectively with patients.					
13	In my unit we work as a team.					
14	The facility schedule timely pickup for patients.					
15	All available resources are used to optimize patients' visit.					
16	Care providers are knowledgeable about their patient's health status.					
17	I ensured that patients at risk for fall are carefully monitored.					
18	I treat all patients equally and fairly.					
19	Patients express satisfaction with the care that I give.					
20	The company employs skilled and competent staff.					
21	Quality improvement measures are used to help improve patients' outcomes					
22	The training I receive is relevant to my job.					

JOB SATISFACTION

We thank you for your participation in the application of this questionnaire. When analyzing each statement please grade and apply a (x) on the answer that indicates your perception.

To answer these questions please use the following scale:

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1	2	3	4	5

Statement

How much do I agree with the following statement?		1	2	3	4	5
1	The salary and benefits offered by the company meet my needs.					
2	I am satisfied with the management style of my manager.					
3	Management have an interest in the needs of each worker.					
4	I am satisfied with the high level of job commitment the workers have with the organization.					
5	The quality of the health benefits for the worker and his or her family is adequate.					
6	I have good working relationships with my coworkers.					
7	My company offers reward based on performance.					
8	I am provided with opportunities to improve my skills.					
9	Employees receive all fringe benefits as established by the organization and Labor Law.					
10	The work environment of the organization is diverse and inclusive.					
11	The company does an excellent job of keeping employees informed about matters affecting us.					
12	My work is adequately evaluated and commended by my supervisor.					
13	I find my job challenging.					
14	I have the necessary resources to do my job well.					
15	The organization projects a positive image to workers, clients and the community.					
16	I am satisfied with the reward and recognition given for my efforts.					
17	Directives from management are followed and respected.					
18	There is no support from management.					
19	I am rewarded for the quality of my efforts.					
20	I am given the training I need to do my job effectively.					
21	The company offers better benefits than other companies.					
22	I enjoy coming to work					

Competitive Advantage

We thank you for your participation in the application of this questionnaire. When analyzing each statement please grade and apply a (x) on the answer that indicates your perception.

To answer these questions please use the following scale:

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1	2	3	4	5

Statement

How much do I agree with the following statement?		1	2	3	4	5
1	The organization shows a sincere interest in helping to solve staff and patients' complaints.					
2	Employees want to be part of the decision-making process.					
3	Patient's consent is sought before any test procedures are done.					
4	Patients and staff are educated on safety practices to prevent falls and injuries.					
5	Management promote quality and safety improvement in the organization.					
6	Staff responds promptly to inquiry and request made by patients.					
7	Management provides leadership which enhances the effective utilization of resources.					
8	There is effective communication amongst all care team (MD, RN, RD, SW, PCT)					
9	The facility is easily accessible to all patients and is strategically located.					
10	Patients complain of long waits to receive their treatments.					
11	Most staff want frequent and supportive communication from their leaders.					
12	The company is involved in community activities to promote wellness.					
13	The service that is provided by staff is commended by patients.					
14	Staff show willingness to help and educate patient on self-care.					
15	Adequate resources (stock materials, medication) are always available.					
16	Management gives clear order and clarify procedures.					
17	Patients complain of not having regular follow up by their nephrologists.					
18	Patients' treatments are never started on time.					
19	Patients are confident that staff are highly trained and competent.					
20	The organization has a clearly defined mission, goal and objective.					
21	Patients are given specific appointment times to reduce waiting time.					
22	Patients are responsive to the request to come for treatment as scheduled.					
23	Nurses and PCTs can help and instill confident in the patient during treatment.					
24	The organization has a reputation for providing patient-centered care.					
25	The management team provides collaboration, training and guides the operation processes.					
26	Employees use their skills and expertise to provide safe and quality care.					
27	Patients who missed treatment or are hospitalized are contacted and treatment rescheduled by the care team.					
28	Patients express satisfaction with wait time less than fifteen minutes.					
29	The management team is fully involved in all aspects of patient care.					
30	Management has implemented best care practices to make services provided competitive.					
31	Technicians and nurses spend too much time with one patient.					

Organizational Performance

We thank you for your participation in the application of this questionnaire. When analyzing each statement please grade and apply a (x) on the answer that indicates your perception.

To answer these questions please use the following scale:

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
1	2	3	4	5

Statement

How much do I agree with the following statement?		1	2	3	4	5
1	Policies and protocols are in place for all aspects of patient care.					
2	The company is in compliance with payment of short-term commitments.					
3	Employees have the required skilled and knowledge to perform their work.					
4	Employees are given regular in-service on patient care and safety procedures.					
5	Lean management is practiced eliminating waste of supplies and reduce costs.					
6	The company invest in maintenance of its infrastructure to provide comfort and ambience.					
7	Employees are highly stressed with their daily work load.					
8	There is effective communication with peers and their supervisors.					
9	Medical supplies are purchased through a medical wholesaler to minimize cost.					
10	Management fulfill payment of all tax obligations.					
11	Employees demonstrate a great degree of responsibility in their daily activities.					
12	Employees are highly motivated to give their best performance.					
13	The organization works towards meeting customers treatment at the lowest possible cost without affecting quality.					
14	Work is completed in a reasonable amount of time.					
15	The organization has difficulty in replacing medical supplies needed for each treatment.					
16	Medications for patients are ordered and received on a timely basis.					
17	Staff morale is low and staff turnover is high.					
18	Fixed assets are maintained in good condition.					
19	Quality and performance meetings are done monthly for improvement plans.					
20	Staff show willingness to assist each other to accomplish a task.					
21	Frequent hospitalization reduces profit.					
22	The infection /hygiene system service is effective for staff and patients.					
23	It is costly to purchase recurring medications for patients.					
24	Initiative is taken by staff to get things done effectively and efficiently.					
25	Workers are satisfied with all aspect of their jobs.					
26	Management shows commitment towards goal accomplishment plans.					
27	Overhead costs do not affect the quality of service provided.					
28	The level of staff commitment towards the company is high.					
29	The stock inventory system is properly maintained to prevent stockout.					



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Thank you for your participation