

# Article Review Report



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### ORIGINAL ARTICLE

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### THE RELATIONSHIP BETWEEN, CREATIVE THINKING, INTERPERSONAL SKILLS AND QUALITY HEALTH CARE DELIVERY



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## **REVIEW OF THE ARTICLE**

### **The Relationship Between, Creative Thinking, Interpersonal Skills And Quality Health Care Delivery**

Dr. Paul D Madhale<sup>1</sup> and Prof. Milka D. Madhale<sup>2</sup>

#### **ABSTRACT:**

The TITLE matches with the contents of the paper When it comes to excellence in health care, are there any relationship between clinical decisions and customer service? Can patient's perception of the care providing institution affect his/her degree of satisfaction and recovery? Are there new paradigms in total quality management that can enhance the quality of health care delivery? In the last four decades, numerous studies have been conducted around total quality management practices and applications in different organizational settings, private and public.

#### **INTRODUCTION:**

Author introduced the topic neatly and clearly This paper put forward an empirical explanation as to how some health care providers continued to achieve increasing successes in patients' perception of their quality of Care even during the global financial crisis. Hypothesizing that creative thinking is a reflection of knowledge management, effective interpersonal skills and efficient total quality management as an organizational cultures It examined the relationship between patient satisfaction

#### **METHODOLOGY:**

This study was conceptual in nature. Author described a variable under study in detail. This research was both a co-relational and a causal study. This is in an effort to determine the relationship between creative thinking and interpersonal skills and later using the two as variables intervening in the perception of quality of care delivered by a care provider.

#### **PRESENTATION OF RESULTS:**

The amount of data presented was sufficient and appropriate. Tables, graphs, or figures were used judiciously and agree with the text Most health care providing institutions like hospitals, clinics, hospice homes etc., do not interpreted TQM in the way that other services based industries like hotels, educational institutions, air lines just to mention but a few. This observation is not limited to public sectors only but also in the private. This research observed with interest that health care providers are more concerned with the quality and results of their clinical decisions than the entire customer satisfaction as a business philosophy.

#### **REFERENCES:**

Prior publication by the author(s) of substantial portions of the data or study was appropriately acknowledged.

#### **RELEVANCE:**

The paper is properly organized and demands appreciation. I think the paper will satisfy the interest of the readers.

## FUTURE RESEARCH SCOPE:

1. Career For Faculty (<http://academicprofile.org/Professor/CareerForFaculty.aspx>)
2. Academic Plan (<http://academicprofile.org/Professor/AcademicPlan.aspx>)
3. Regarding Professor Promotion  
(<http://academicprofile.org/Professor/regardingPromotion.aspx>)
4. Fellowship for Post Doctoral (<http://academicprofile.org/Professor/FellowshipForPD.aspx>)
5. Online Course on Research (<http://onlineresearch.in/Default.aspx>)

## SUMMARY OF ARTICLE

		Very High	High	Average	Low	Very Low
1.	Interest of the topic to the readers			✓		
2.	Originally & Novelty of the ideas	✓				
3.	Importance of the proposed ideas		✓			
4.	Timelines			✓		
5.	Sufficient information to support the assertions made & conclusion drawn	✓				
6.	Quality of writing(Organization, Clarity, Accuracy Grammer)		✓			
7.	References & Citation(Up-to-date, Appropriate Sufficient)	✓				

### Future Research Suggestions

This Article can expand further research for MINOR/MAJOR Research Project at UGC



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