



## 1. Introduction

Over the years, many countries succeeded in creating a relatively modern healthcare system. Health indicators show comprehensive and well-developed standards (MOH, 2016). However, there are many problems which may impede stakeholders' satisfaction and cause negative effects in human being, country's economy and reputation. Thus, it is important to improve the healthcare system by implementing scientific tools and develop a framework to meet the satisfaction of healthcare stakeholders.

## 3. Objective

- Analyze the current healthcare practice in Oman.
- Understand the initiatives taken by healthcare practitioners around the world and in Oman.
- Measure the satisfaction level of major healthcare stakeholders.
- Develop a construct and test the impact of:
  - management action on satisfaction of healthcare employee.
  - employee satisfaction on satisfaction of customer.

## 5. Literature Review

### \* What is Healthcare System?

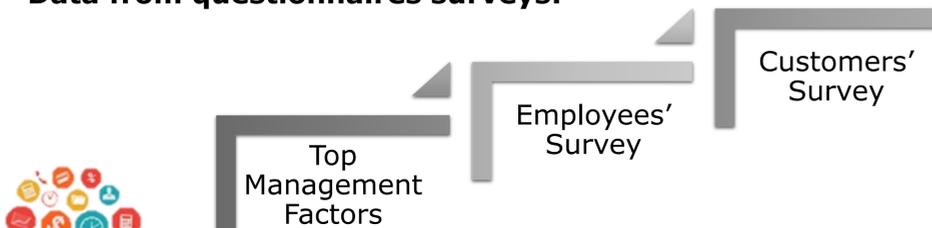
A system is an arrangement of interconnections of parts that come together for achieving purpose (Bertalanffy, 1969). Healthcare system is about making a systemic change to improve the patient care quality, efficiency, and effectiveness.

### \* Quality in Healthcare System?

Quality is the characteristics and features of a product or service that afford its ability to satisfy users' needs. Agency for Healthcare Research and Quality defined quality in healthcare as a mixture of the following factors: effective, safe, patient-centered, timely, efficient and equitable. The major stakeholders that are involved in healthcare system to reach their overall satisfaction are patients, employee and health care managers.

## 7. Data Collection

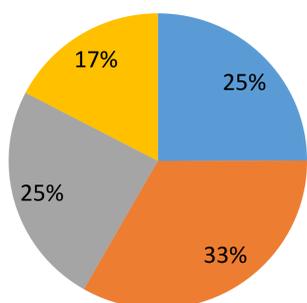
Data from questionnaires surveys:



## 8. Data Analysis

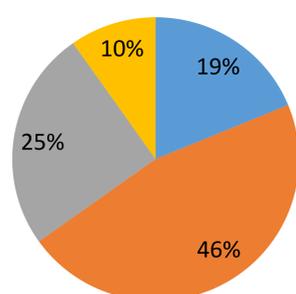
The Level of Customers' Satisfaction in Healthcare

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



The Level of Employees' Satisfaction in Healthcare

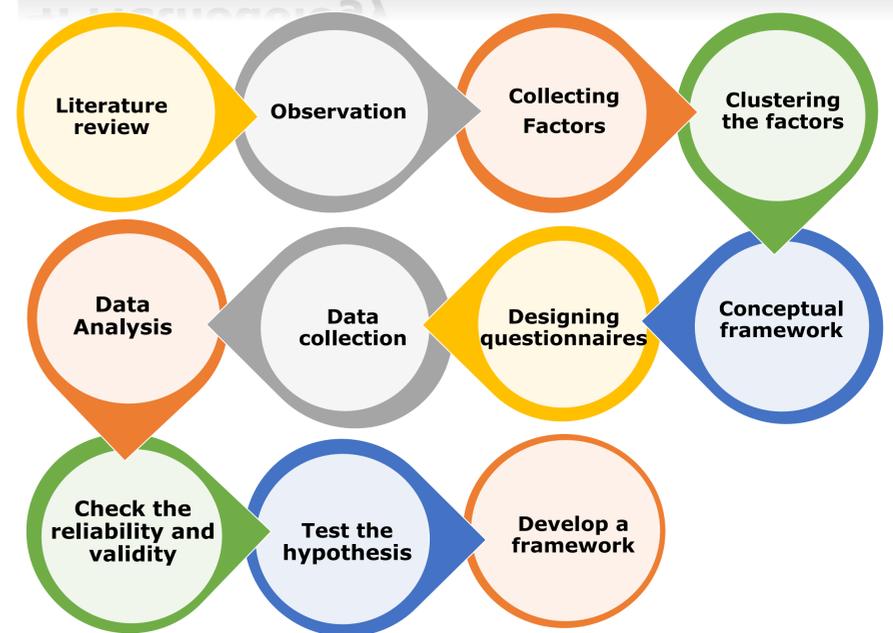
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



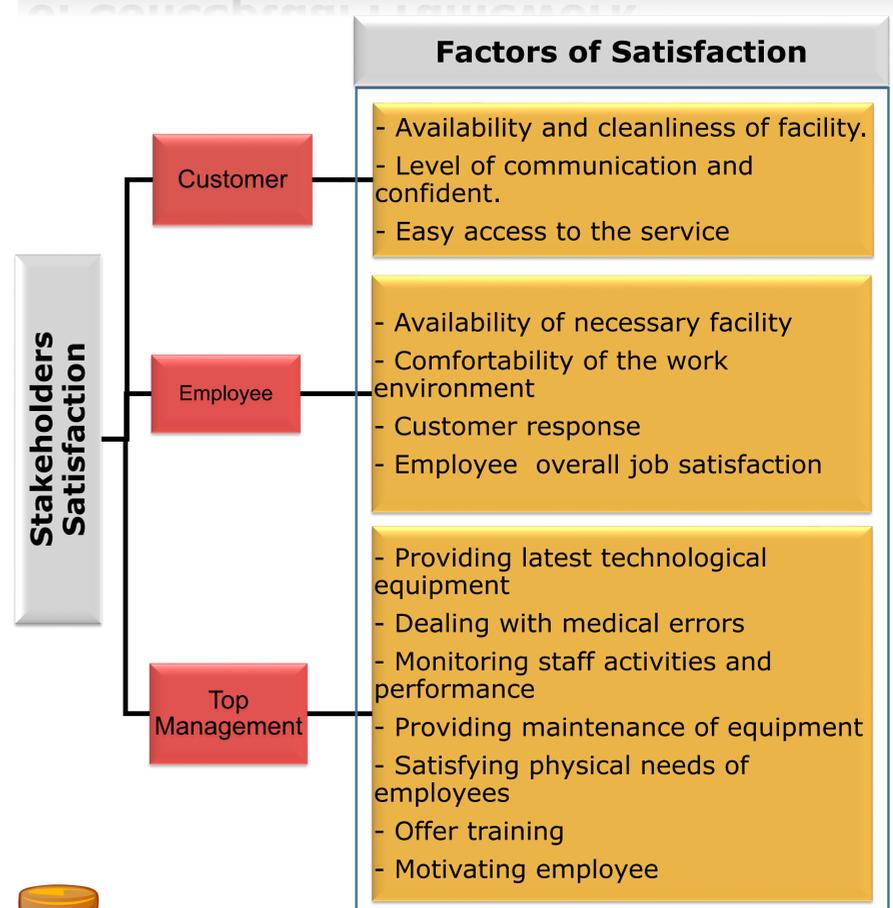
## 2. Problem statement

Healthcare system in Oman faces many problems related to facility, services...etc. In the absence of quality measurement standard, the top management can only randomly act without knowing if a system requires correction. This may have negative effect on service quality, waste in time and resources. Consequently, it will also affects stakeholders' satisfaction i.e., customers and employees. A solution to the problem is to identify the relationship between management actions and employee performance which finally will affect customers' satisfaction.

## 4. Methodology



## 6. Conceptual Framework



## 9. Future Work

- Check the reliability and validity of data.
- Data analysis using some descriptive statistics.
- Develop a construct related to the stakeholders and test the hypothesis.
- Develop a framework for healthcare system in Oman.