

# **Quality, Efficiency, and Patient Satisfaction in Healthcare**

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## **Abstract**

The goal of this article is to address from the perspective of users of the health care system, including consumers, providers, the following question: what are the most important aspects in health care delivery process? We presents the literature on: the conceptualization and definition of quality, efficiency, and patient satisfaction in health care system; the measurement of quality, efficiency, and patient satisfaction in health care system; the assessment and improvement of quality, efficiency, and patient satisfaction. The article also analyzes the correlations among quality, efficiency, and patient satisfaction, and concludes by making recommendations on future research directions.