



INTERNATIONAL HEALTH & SOCIAL MANAGEMENT - 2017

# evaluation of the master thesis.

YULIYA LEBEDEVA

Student ID number: 1710360002

**MCI MANAGEMENT CENTER INNSBRUCK**

Internationale Hochschule GmbH

Universitaetsstrasse 15, 6020 Innsbruck, Austria

tel: +43 512 2070-3700, fax: -3799

[www.mci.edu](http://www.mci.edu)

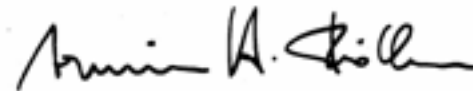
## EVALUATION OF THE MASTER THESIS

Master thesis title:	Patients as Customers. A Comparative Study on Patient's Satisfaction in Private and Public Medical Practice.		
Examinee:	Yuliya Lebedeva	Student ID number:	1710360002
Supervisor:	Dr. Armin Fidler, MD, MPH, MSc	Overall Grade:	„Good“ 85 Points

### SCORES – OVERALL GRADING SCALE:

100 – 90	excellent (1)
89 – 80	good (2)
79 – 70	satisfactory (3)
69 – 60	sufficient (4)
59 – 0	insufficient (5)

City, Date: .....Innsbruck, 23.07.2018.....



Signature: .....

Dr. Armin Fidler, MD, MPH, MSc



EVALUATION CRITERIA	REMARKS	POINTS (0-100)	FACTOR OF WEIGHTING	POINTS X WEIGHTING
<b>Quality regarding content</b>				
<ul style="list-style-type: none"> <li>Scientific foundation</li> <li>Quality of used references; adequacy of literature review</li> <li>Practical relevance</li> <li>Summary and reflection</li> <li>Individual contribution and independence in development of thesis</li> </ul>	<p>Relevant topic for health systems.</p> <p>Highly appropriate theoretical framework</p> <p>Good discussion, results compared with findings in literature.</p> <p>Somewhat anemic Limitation section.</p> <p>Small sample size</p> <p>Appropriate process of thesis development and supervision process. – Challenges in administration of questionnaire.</p>	80	0,5	40
<b>Structural quality</b>				
<ul style="list-style-type: none"> <li>Structure and outline (clear, logical, comprehensible)</li> <li>Congruency of objective, layout and argumentation</li> <li>Approach to problem solving (process, applied method)</li> <li>Linkage of theory and practice</li> </ul>	<p>Clear and logic.</p> <p>Some issues with relevance and specificity of questionnaire.</p>	90	0,3	27
<b>Formal quality</b>				
<ul style="list-style-type: none"> <li>Extent is consistent with specifications</li> <li>Correct and complete mode of citation</li> <li>Style and language</li> <li>Overall impression</li> </ul>	<p>Good and correct language use and ample citation of relevant literature.</p>	90	0,2	18

FINAL GRADE			1,0	85
-------------	--	--	-----	----

## OVERALL EVALUATION

This thesis covers an important element in health systems, namely the issue of quality in care delivery from the perspective of patients. The student chose an ambitious study design, selecting a private and a public hospital for comparison. It is clear that given the small sample size and the choice of establishments the applicability of findings is limited. However, even with such small sample and with all limitations, the study found that at least in the Austrian context the difference between public and private hospitals is negligible – something that most likely most experts would have predicted – in stark contrast to similar findings in other countries where it can be reliably expected that patients would favor private hospitals.

The thesis is well organized, clearly structured and has all elements of a thorough investigation. Given the expected shortcomings of the methodology (predictable small sample size and non-random choice of providers, etc.) I would have expected a bit of a more in-depth discussion of the methodology and limitations of the findings of the analysis. Also some of the questions chosen in the questionnaire are more apt for an outpatients setting as opposed to an in-patient situation, resulting most likely in non reliable responses from participants as some questions were most likely beyond their technical level of comprehension.

Overall a good thesis, highly relevant for health systems policy making and appropriate recommendations and conclusions in the end.

