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A Study Concerning Service Quality in a Hospital Environment

Michele CANO*, Caroline McCHRISTIE, Clive MUSGROVE

*Quality Centre, University of the West of Scotland
Paisley, Scotland, United Kingdom*

Abstract

This paper presents the results of a study into the culture and practices of hand hygiene in controlling cross-infection in Scottish hospitals and the role of Service Quality. The results and the implications for patient healthcare are reviewed and presented.

Keywords: *Quality, Service Quality, Hospitals, Health Care, Cross-infection, Hand Hygiene.*