



Dana Johnson



Research

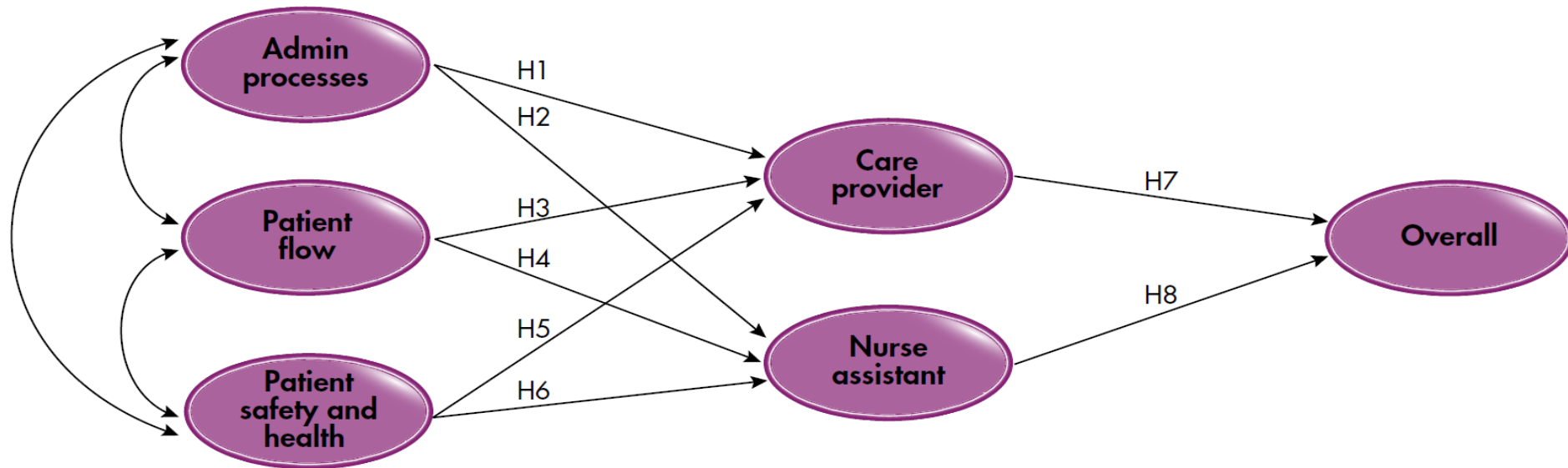
Major category 1

- Impact of Service Quality on Patient Satisfaction (Healthcare)

Major category 2

- Woody Biomass Supply Chain for Alternative Energy (Liquids & Solids)

Figure 1 Mediators in overall patient satisfaction relationships



Scholarly Contributions – Service Quality in Healthcare

- Principal components analysis (PCA) & Structural equation modeling (SEM)
- Ordinal logistic regression

