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A GENERAL REVIEW OF FACTORS RELATED TO THE HEALTH CARE DELIVERY--ETC(U)
AUG 79 M C BUTLER, A P JONES, V WILLIAMS

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**A GENERAL REVIEW OF FACTORS RELATED TO THE HEALTH CARE
DELIVERY PROCESS: A WORKING BIBLIOGRAPHY**

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A. P. JONES

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A General Review of Factors Related to
the Health Care Delivery Process:
A Working Bibliography

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Abstract

This review represents a cross-section of recent research regarding factors related to the health care delivery process. Over 800 references are included, and were selected because of their relevance to and implications for behavioral science research, theory, and applications. In light of increasing professional opportunities for psychologists in the health care process, the articles included were additionally organized into 10 different major topic areas felt to be relevant to a wide range of behaviorally oriented interests, and should be useful in identifying future efforts.

A General Review of Factors Related to
the Health Care Delivery Process:

A Working Bibliography

The American Health Care industry is experiencing tremendous growth. Indeed, Taylor (1978) noted that more than \$100 billion dollars per year is invested in this industry. While this investment has resulted in major improvements in the quality of care, it has produced determined pressures to reduce the financial burden of that care. These often conflicting demands, combined with pressures to increase the availability of health care, have led many administrators, planners, and providers to seek new approaches and alternatives to the current health care process. Given the scope of the problem it is hardly surprising that the health care industry is directing greater attention to areas of expertise that are not viewed as traditional parts of the health care field. Such redirection of attention provides a valuable opportunity for behavioral science research to become an integral contributor to future health care planning.

The present effort represents an initial attempt to review existing behavioral science research and theory that has been applied to the provision of health care. A primary goal was to obtain and make available to others a representative sample of the relevant literature. A second but equally important goal was to generate a list of major topic areas that have captured research interest. Finally, it was hoped that this effort would indicate the extent of ongoing activity in each basic area and would thus guide future research and theoretical development into the most

needed and viable areas.

As these statements imply, our emphasis was on the representativeness rather than the comprehensiveness of the review. First, we concentrated on research published within the past 10 years. Second, we did not conduct an exhaustive review of any one journal, but rather examined a cross-section of sources likely to contain the widest range of relevant research and issue-related articles. This cross-section included journals in the behavioral, management, and medical sciences, as well as journals primarily directed to health care administrators, nurses, and other supporting professionals. A concerted effort was made to locate and include dissertations, theses, technical reports, and other research reports not easily available to all researchers. The final bibliography includes 800 references organized into ten major topic areas: (a) issues affecting patient access to care, (b) social, environmental, and individual factors affecting morbidity, (c) the role of the patient in the health care process, (d) attitudes of patients, physicians, staff, and community members related to the health care process, (e) the training and development of the health care professional, (f) general structural characteristics of the health care delivery process, (g) the treatment milieu, (h) evaluation of health care services, (i) health care planning, and (j) additional readings of interest. Within each of these categories, articles were further subdivided as indicated in the Bibliographic Outline/Table of Contents.

In conclusion, we echo Taylor's (1978) comment that the opportunities for behavioral researchers to apply their special

Health Care Review

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skills and talents in the health care system area have never been better. We are optimistic that behavioral research efforts can make valuable contributions toward resolving the problems currently plaguing the health care process. Potential areas of involvement include but are not restricted to (a) social-organizational factors underlying the etiology of illness, (b) preventive care and patient utilization of hospital services, (c) patient education, including self-care and counseling, and (d) improved doctor-patient relationships. We hope that this review will illustrate the variety of areas available for involvement and thus contribute to future efforts.

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I. ISSUES IN ACCESS TO CARE AND PROVISION OF CARE

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VI. GENERAL STRUCTURAL CHARACTERISTICS IN THE PROVISION OF HEALTH CARE

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