

Explore the Causal Relationship of Rehabilitation Service Quality by DEMATEL

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Abstract

The evaluation of rehabilitation treatment service quality is a very worthy research topic. According to the causal diagram of six service criteria, $D+R$ is the correlation degree, and $D-R$ is the cause degree. If the correlation degree is higher, it means that its importance is higher in the operation and management of the rehabilitation treatment service criteria, the willingness of the hospital's rehabilitation department to improve the operation and management of these service criteria is higher, and the hospital has greater flexibility to adjust and improve such service criteria. This study used the DEMATEL research method to explore the causal relationship. This study revealed that the ability to respond appropriately to individual case questions (A) and personnel having professional knowledge and skills (C) are the criteria with the highest degree of correlation for rehabilitation services. Therefore, these two criteria for rehabilitation services are the key service criteria that hospital managers need to zoom into and improve. The factors that fall in the second quadrant are the driving influence factors among the many factors. The indicator in this quadrant belonging to the causal factors is "professional advice to be understood by individual cases (D)." The improvement of the factors in this quadrant can indirectly improve the key factors of the service criteria in the fourth quadrant, and they should be listed as the second priority for improvement in rehabilitation management.

Keywords: rehabilitation therapy; service criteria; DEMATEL; $D+R$; $D-R$