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)

![Diagram: Mediators in overall patient satisfaction relationships](image)

Scholarly Contributions – Service Quality in Healthcare

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