

John W Huppertz

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11830964/publications.pdf>

Version: 2024-02-01

8
papers

412
citations

1478505

6
h-index

1720034

7
g-index

8
all docs

8
docs citations

8
times ranked

358
citing authors

#	ARTICLE	IF	CITATIONS
1	An Application of Equity Theory to Buyer-Seller Exchange Situations. <i>Journal of Marketing Research</i> , 1978, 15, 250-260.	4.8	265
2	External equity, loyalty program membership, and service recovery. <i>Journal of Services Marketing</i> , 2010, 24, 244-254.	3.0	46
3	Predicting HCAHPS scores from hospitals' social media pages: A sentiment analysis. <i>Health Care Management Review</i> , 2018, 43, 359-367.	1.4	34
4	Consumers' Use of HCAHPS Ratings and Word-of-Mouth in Hospital Choice. <i>Health Services Research</i> , 2010, 45, 1602-1613.	2.0	29
5	The Value of Patients' Handwritten Comments on HCAHPS Surveys. <i>Journal of Healthcare Management</i> , 2014, 59, 31-47.	0.6	25
6	Hospital Advertising, Competition, and HCAHPS: Does It Pay to Advertise?. <i>Health Services Research</i> , 2017, 52, 1590-1611.	2.0	12
7	Direct-to-Consumer Hospital Advertising and Domestic Medical Travel in the United States. <i>Journal of Healthcare Management</i> , 2020, 65, 30-43.	0.6	1
8	Does Coaching Hospitalists in a Community Hospital Improve the Measured Experience of Care?. <i>Journal of Patient Experience</i> , 2021, 8, 237437352199696.	0.9	0