

Satisfaction with radiology services and associated factors among patients visiting the Radiology Department of the Jaffna Teaching Hospital

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Background and objective: Patient satisfaction is a measure of the extent to which patients feel their needs and expectations are met by the service provider. Patient satisfaction is an important indicator of quality of care. This study aims to assess satisfaction with radiology services and associated sociodemographic factors among patients accessing services at the Radiology Department, Jaffna Teaching Hospital.

Methods: This is a descriptive cross-sectional hospital-based study of 427 patients attending the Radiology Department of Teaching Hospital Jaffna. Consecutive sampling was used to recruit participants during afternoon sessions at the Radiology Department. An interviewer-administered questionnaire and data extraction form were used to collect data from patients after the radiological investigation. Patient satisfaction was measured using a 5-point Likert scale. Frequencies and proportions were used to describe patient satisfaction and its associated factors. The chi-square test was used to assess the association between patient satisfaction and sociodemographic factors. Ethical clearance was obtained from the Ethics Review Committee, Faculty of Medicine, Jaffna.

Results: Among the participants, 375 (88%) expressed overall satisfaction with radiological services. Majority of patients were satisfied with the overall friendliness of staff (98.4%), testing area (78.9%), staff interaction (73.3%), instructions given (67.7%), waiting area (67.7%), waiting time at the Radiology Department (58.8%) and waiting period from the day the test was ordered (56.0%). Participants with higher skilled occupations expressed less satisfaction with services; the association between patient satisfaction and occupation was statistically significant ($p=0.04$). There was no evidence of association between patient satisfaction and other sociodemographic factors.

Conclusion: Although the majority of patients expressed overall satisfaction with radiological services, there is room for improvement, particularly in relation to waiting time, waiting period, waiting area and the instructions given about the tests.

Keywords: Patient Satisfaction, Radiology, Jaffna