

Patient Satisfaction with Anatomical Laboratory Services at a tertiary care hospital

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ABSTRACT

Anatomical laboratories are an integral part of any health care organization. Patient's satisfaction is measured to identify problems and solve them. Data was collected from 375 patients at Pathology Department, King Edward Medical University Lahore. The overall mean satisfaction rate was 59.2% out of 100%. patient's tendency to revisit the facility for anatomical laboratory tests in future is also very low 47% which needs to be addressed properly.

Keywords: Anatomical laboratory, Patient Satisfaction, Tertiary Care Hospital.

INTRODUCTION

Anatomical laboratories are an integral part of any health care organization which gives very important information for patient's care^{1,2}. Patient satisfaction with anatomical laboratory services is an essential quality indicator in laboratory medicine. Measuring and improving patient's satisfaction with anatomical laboratory services are important aspects of laboratory management³.

The Joint Commission on Accreditation of Healthcare Organizations and the College of American Pathologists (CAP) are two major organizations that give accreditation to anatomical laboratories. These organizations require data to be collected on satisfaction and needs of organizations and individuals as well⁴. The CAP also requires that patient and physician satisfaction with laboratory services should be measured every 2 years⁵.

Patient's satisfaction is measured to identify problems and solve them. It is a useful and important quality tool for improvement in laboratory, health care organization and overall business standards⁶.

In several studies performed by Young, R. K⁷ and Teklemariam⁸, Z, the overall patient satisfaction score was 70.5% and 87.6%, respectively. However, no such study has been performed in Pakistan till now. Therefore, a study procedure is designed and a questionnaire is developed for patient satisfaction survey at Pathology Department of King Edward Medical University, Lahore to collect local data in this regard.

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MATERIAL AND METHODS

Data was collected from 375 patients at Pathology Department, King Edward Medical University Lahore. Participants was selected by non-probability, convenient sampling. Data was collected using pre-designed, pre-tested questionnaire. Questionnaire covered different aspects of anatomical pathology services like attitude of the attending staff, quality and cleanliness of waiting area, convenience of location and an opinion about revisiting the lab, in addition to the demographic variables like age and gender.

Data was entered in SPSS version 23. Quantitative variables like age was presented as mean. Qualitative variables like gender was presented as frequency and percentages.

RESULTS

A total of 375 patients took part in our study. Among the study subjects, 76.3% of the selected population were male and 23.7% were females (Table 02). The Mean and \pm SD age of patients were 38.18 \pm 11.87. Most of the subjects were in between age 35 to 45 years old.

The overall mean satisfaction rate was 59.2% out of 100%. Patient satisfaction scores and the percentage distributions for each questionnaire are shown in Table 1 & Fig. 1. The average waiting time for a patient is 35 minutes which is also a major factor of dissatisfaction. Among all the questions waiting room and cleanliness satisfaction got lowest scores i.e. 54% and 59% respectively. It is also worth noticing that the patient's tendency to revisit the facility for anatomical laboratory tests in future is also very low 47%.

Table 1: Satisfaction scores and frequencies

Questionnaire Item	Mean(x)	x (%)	Yes (%)	No (%)
Was everything explained clearly?	0.79	79	79.2(297)	20.8(78)
Were you treated with courtesy and caring?	0.68	68	68(255)	32(120)
Was the waiting comfortable?	0.54	54	54.1(203)	45.9(172)
Was the patient room clean?	0.59	59	58.9(221)	41.1(154)
Did the lab employee label your sample in front of you?	0.93	93	93.3(350)	6.7(25)
Was it easy to find the laboratory?	0.79	79	78.7(295)	21.3(80)
Are the hours of service convenient for you to visit the laboratory?	0.74	74	73.6(276)	26.4(99)
Will you return to our facility for testing?	0.47	47	46.9(176)	53.1(199)

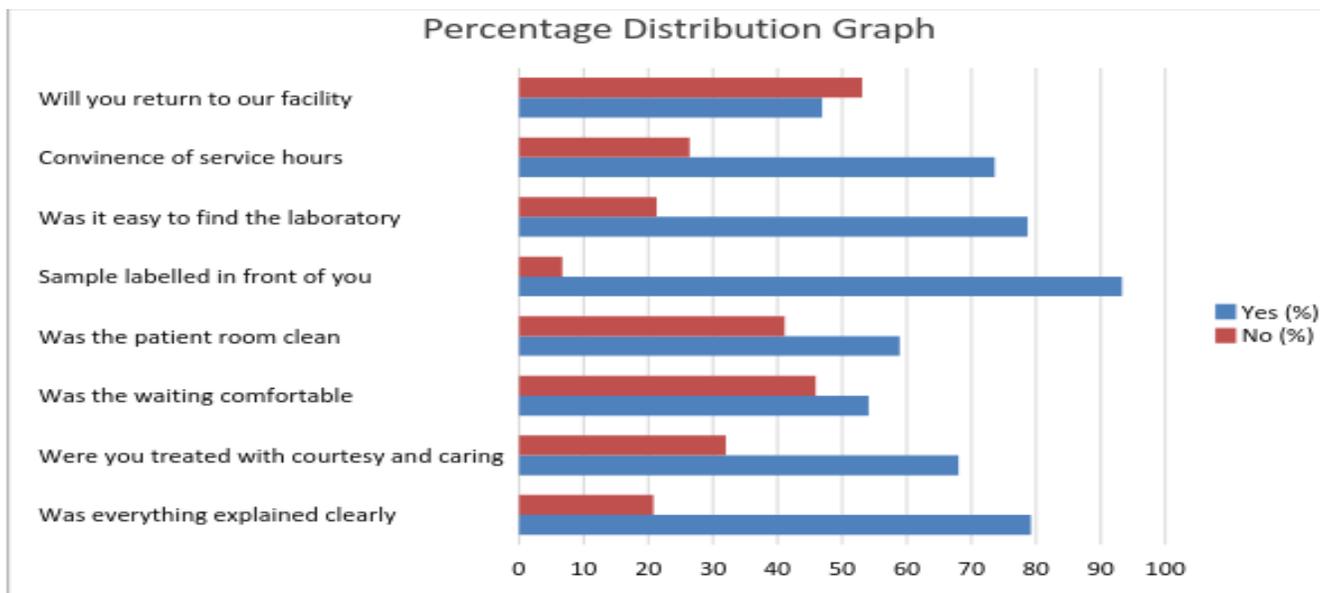


Table 2: Socio demographic properties and overall experience

	Total (n)	n (%)
Gender		
Male	286	76.3
Female	89	23.7
Please rate your overall experience with your visit today.		
1. Excellent	3	0.8
2. Good	61	16.3
3. Average	158	42.1
4. Below Average	103	27.5
5. Poor	50	13.3
How long did you have to wait?		
No Wait	43	11.5
5 - 10 min	62	16.5
10 - 20 min	57	15.2
20 - 30 min	126	33.6
> 1 Hour	87	23.2

DISCUSSION

The overall satisfaction rate of patients was 59.2%, which is lesser than a study conducted by Young, R. K⁸, in which satisfaction was 70.5%. The reason could be the differences in laboratory setups, or this may

be due to the increased number of trained medical laboratory professionals working in the services. In addition, availabilities of different laboratory services could be a differentiating variable. The level of satisfaction of the patients was also statistically different as compared to another study conducted by Teklemariam Z⁹ in which a satisfaction rate of 87.6% was reported. These findings might be due to provision of low attention for the activities outside the laboratory room where tests were performed, increased load of work or other factors. These show the importance of all laboratory environments on satisfaction level of patient. Low cleanliness and an uncomfortable waiting area also a cause of dissatisfaction in patients.

Therefore, the laboratory personal and administration need to work together and harder to resolve these problems. Further study with more factors and broad environmental variables is recommended.

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