

**Assessment of patient satisfaction at Radiological Department of
Fayoum University Hospitals**

Journal: International Journal of Medicine in Developing Countries.
2017;1(3):126–131.

ABSTRACT

Background: Patient satisfaction is an important commonly used indicator for measuring the quality in healthcare. It affects clinical outcomes, patient retention, and medical malpractice claims.

Aim: assess the quality of healthcare and patients' satisfaction in the radiology department in Fayoum University hospital (FUH) with the intent of highlighting any areas for improvement.

Methodology: This cross-sectional health service research is conducted at the Radiology Department in Fayoum University Hospital (FUH). Pretested structured interview questionnaire was used to assess patients' satisfaction about the services introduced in the radiology department.

Results: The overall patient satisfaction level towards radiological services was 75%. Lowest satisfaction levels were reported towards the following items; receiving sufficient information on how to prepare for the examination 29.3%, the efficiency of registration process 24.0%, length of time waiting in reception area 21.3%, confidentiality, and privacy of the service 34.7%. On the other hand, 98% of participants were satisfied with the experience of staff. Younger age patients, those with lower education level and who are outpatients were more satisfied with radiological service at FUH than the older age patients, those with higher educational level and who are outpatients.

Conclusion: The majority of participants were satisfied with the radiological services. Young age, lower education level and who are outpatients other than inpatients were the factors associated with patient satisfaction.