



# Patient satisfaction in Radiology Department

Supervisor: Dr Mohamed M Abuzaid

Farah Haidar, Nasra Al Amry, Rawda Abousalem, Zahra Habib



## Study in UAE

### Objective

This study assesses patient satisfaction and engagement during radiology procedures in the UAE. The study assesses patient satisfaction and engagement through inquiries about appointments, waiting times, staff attitude, quality of communication, and overall satisfaction.

### Methods

A cross-sectional descriptive study collected the data retrospectively using a pre-structured questionnaire. The survey comprises six sections; Sociodemographic, appointment system, waiting time, staff attitude, communication, and overall satisfaction.

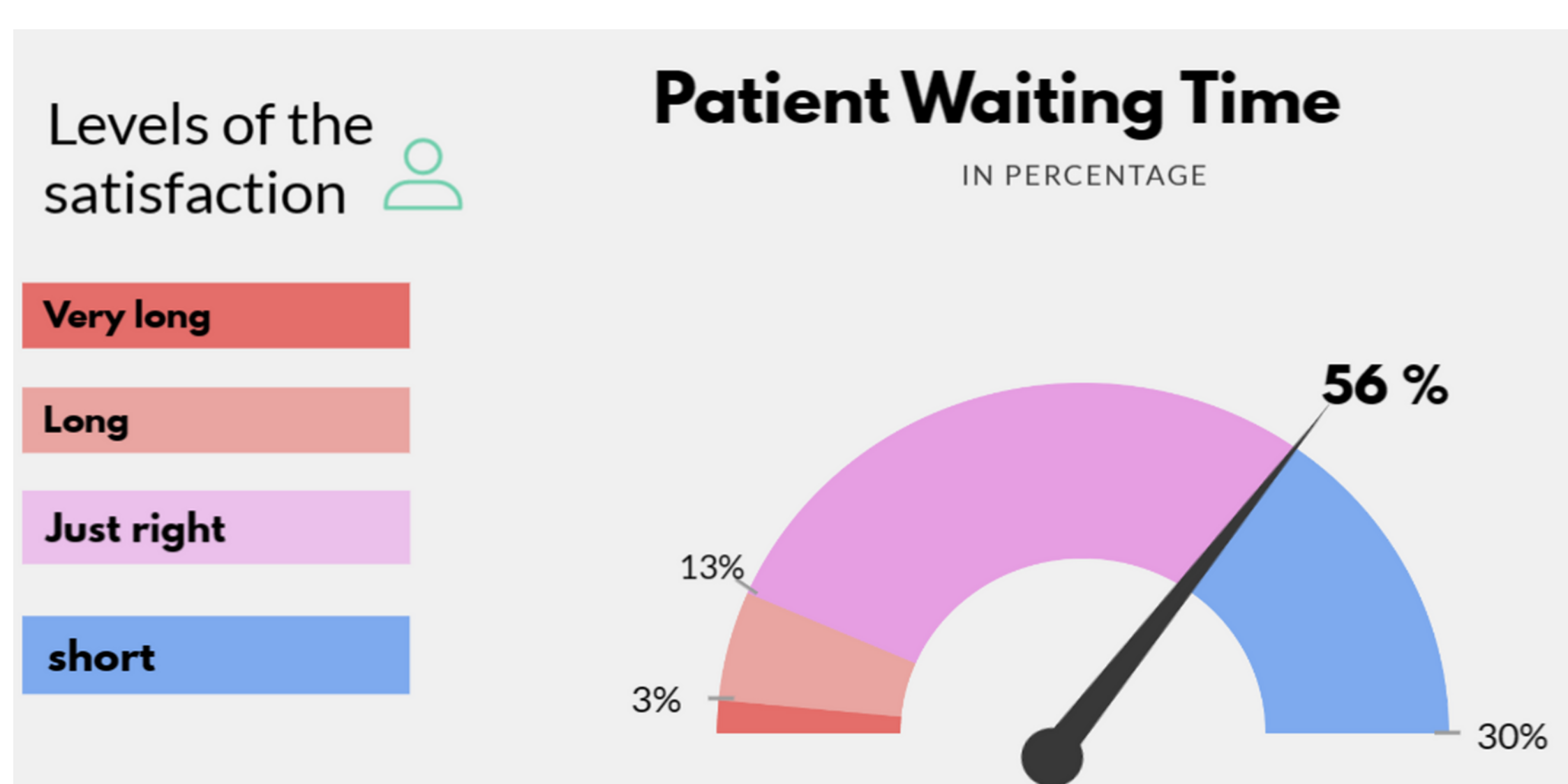
An open-ended question to share their suggestions or opinions on their imaging experience.

### Results

The sample was composed of 447 participants with a response rate of 100%.

Overall, most participants were satisfied with their imaging experience, as demonstrated statistically and by graphs showing percentages of how different aspects of the incident were perceived.

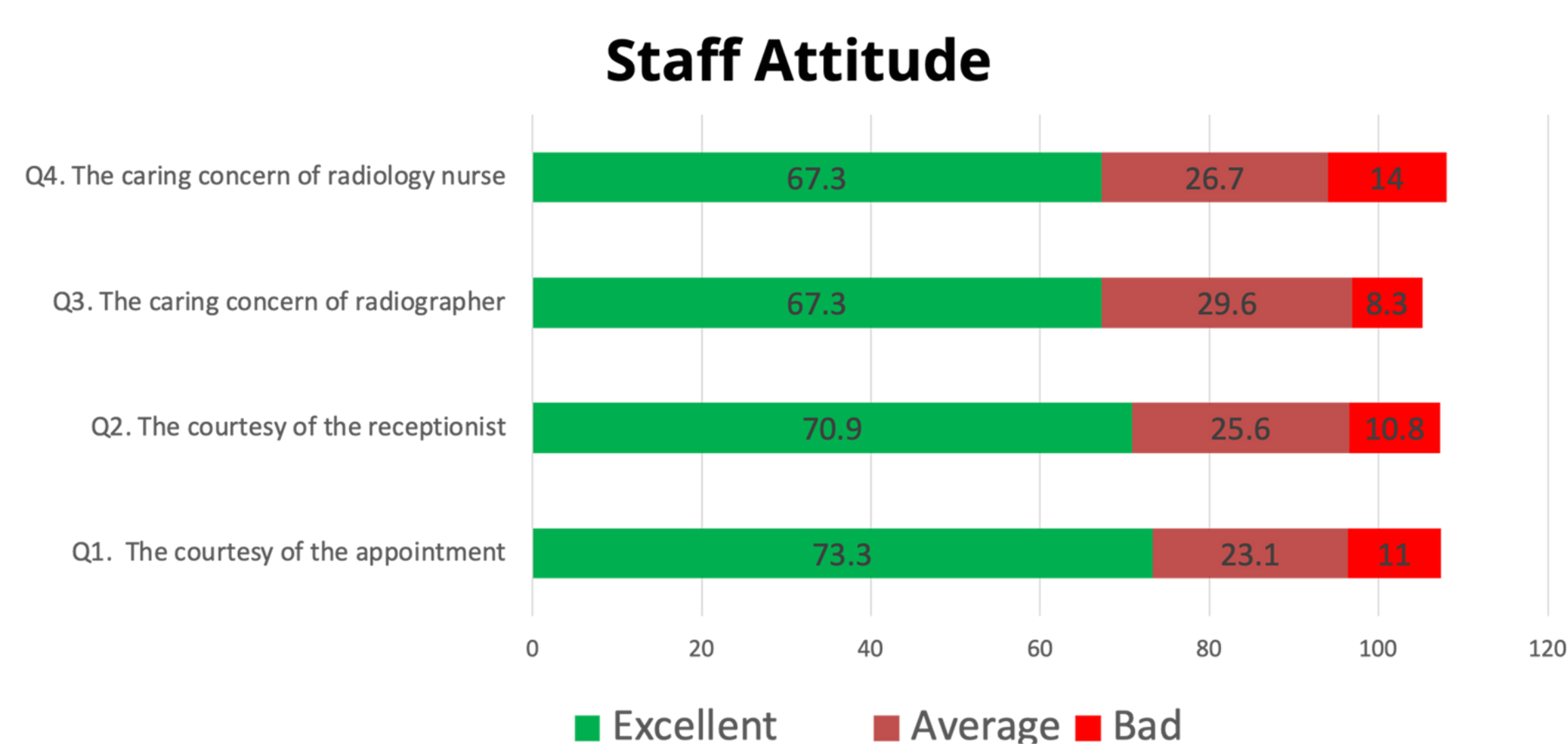
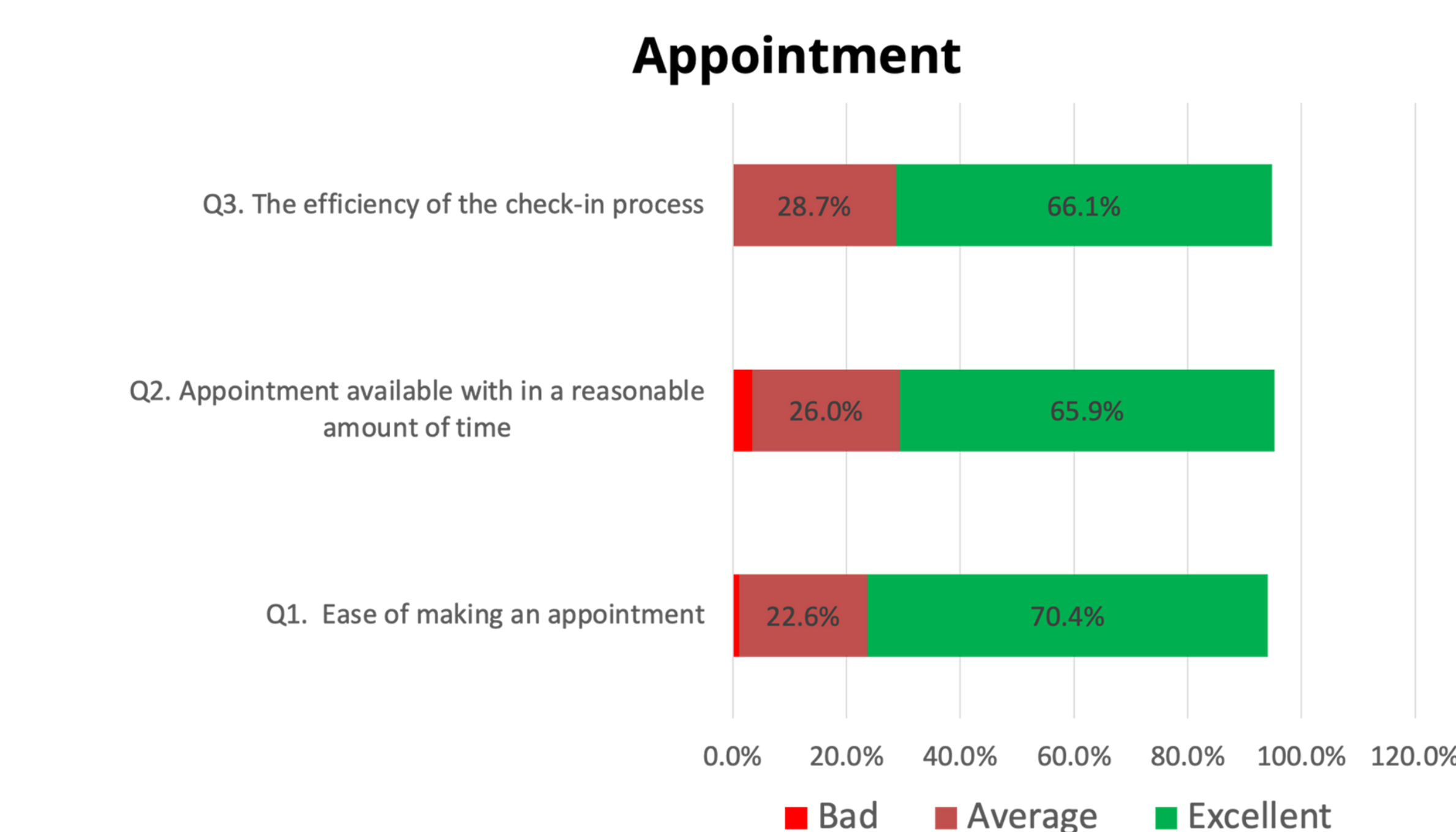
Excellent was the highest-elevated bar. Similarly, for aspects measuring time waited, the answer "short" was "found to be the most elevated in the bar graphs. This study highlighted satisfaction determinants that radiology managers could utilize to improve the radiology service provided in the UAE imaging departments.



### Conclusion

The service delivered by UAE radiology departments can be further improved through a continuous follow-up on the results of patient satisfaction surveys, which needed to be implemented as an indispensable quality improvement tool.

The key to ensuring patient satisfaction during radiology procedures is to provide high-quality care, good communication, and comfort while minimizing wait times and ensuring patient follow-up.



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