A way enhances endoscopy service with high satisfaction of out-patients undergoing endoscopy
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Introduction
Patient-centered care is a key philosophy of hospital endoscopy service. The effectiveness of logistic of out-patient attending endoscopy service to enhance patient satisfaction is the question. However, no related published studies have ever examined patient satisfaction of out-patient endoscopy services in Hong Kong.

Objectives
to improve the satisfaction of out-patients after introducing the poster of logistic of out-patient attending endoscopy service

Methodology
Stage 1 establish the poster of logistic of out-patient attending endoscopy service stage 2 develop a questionnaire in Chinese version and then to measure satisfaction of out-patients attending endoscopy center

Result
200 out-patient were recruited. Respondents were highly satisfied with the services; out of a possible range of global score from 0 (not at all satisfied) to 26 (extremely satisfied), our study obtained an average score of 24.2 (SD =2.5). This study has been successfully completed with the development of the questionnaire specific to the measurement of patient satisfaction with endoscopy services after introducing the poster of logistic of out-patients attending endoscopy service. It is recommended that this poster should be posted to promote the satisfaction of out-patient so as to enhance the service. The questionnaire could be adopted as a regular instrument to evaluate and compare the satisfaction of out-patients attending endoscopy services.