Service Priorities and Programmes

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Enhancement of Breast Imaging Service in Hong Kong East Cluster

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Introduction

Breast imaging is an established radiological technique to detect breast cancers. It is a sensitive test particularly for female patients. Patients' complacency and privacy is of utmost importance. A patient satisfaction survey was therefore launched to better understand the experience of patients with the aim of continuous service improvement.

Objectives

The study objectives include: evaluate patients' views on breast imaging service; improve conditions of examination suite and waiting area with renovation work; and assess any enhancement of service after renovation.

Methodology

A two-staged patient satisfaction survey in the form of questionnaire was conducted. 259 patients who underwent breast imaging during 2.9.2013 - 10.10.2013 were included. Six questions on various dimensions of breast imaging service were asked. Opinions were reflected by a ten-point grading scale. Based on the survey analysis, renovation work improving the waiting areas and examination rooms were performed. After the renovation, another survey involving 266 patients during 2.7.2014 - 18.8.2014 was conducted with the same questionnaire. Results were statistically analyzed by Mann-Whitney U test with SPSS software.

Result

For the first-stage survey, the scores varied from 5.70 to 7.90 with a mean of 6.85 out of a maximum of 10 points. The lowest scores were concerning the comfort and privacy of the waiting area. Renovation work targeting this issue was made. For the post-renovation survey, there was a statistically significant increase in the scores of all questions, ranging from 8.44 to 8.99 with a mean of 8.74 ($p<0.001$), indicating

substantial enhancement in patient satisfaction. Subgroup analysis comparing the scores of those patients who had participated in the first-stage survey ("second attendance") with those who first attended after the renovation ("first attendance") was performed. The scores for the "second attendance" ranged from 8.65 to 9.27 with a mean of 9.02 and those for the first attendees varied from 8.39 to 8.93 with a mean of 8.68. No statistically significant difference was noted between these two groups ($p>0.05$), suggesting that there was no bias related to the renovation and the post-renovation survey truly reflected the level of patient satisfaction. The distributions of the scores showed more patients giving higher scores for each question, signifying substantial increase in satisfaction across various dimensions of service. This two-staged patient satisfaction survey successfully evaluated patients' views and demonstrated statistically significant enhancement of breast imaging service after appropriate renovation work. This project also served as a benchmark study to facilitate continuous surveillance of service standard in the future.