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## USING PATIENT SATISFACTION SURVEY DATA TO IMPROVE AND MONITOR THE PATIENT CARE

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The aim of this presentation is to comply with hospital accreditation standards of measuring patient satisfaction annually and taking action on results, to establish a performance measure, to improve turn-around time (TAT) and to avoid delayed patient reports. Fine needle aspiration (FNA) has become a well-established diagnostic component in pathology. The need for FNA in a 200 bed and the only tertiary care center for cancer is even more. Having realized that, the laboratories department decided to reduce the TAT of FNA in order to shorten the time of treatment of a patient. Four improvement interventions were introduced consecutively, a new program for patient's appointment, a new second FNA clinic for FNA blind cases, implementation of co-path system (pathology information system), and providing information and instruction about FNA procedure to patients in a clear informative and understandable manner. These interventions were selected based on the annual patient satisfaction survey programme's recommendations, as required by the National Accreditation Standards (NAS). The standardized questionnaires have been distributed annually to 300 patients on average, for three months: from April to June, 2014–2016. The analysis used a quantitative method for measuring and evaluating patient satisfaction. Based on patient surveys and comments, the Clinical Laboratories Department was able to improve patient care. Improvements were done so that waiting time was minimized. All patients were called within 30 minutes of their appointment time. The waiting area was less crowded, thus alleviating stress. Co-path system helped to avoid long waits for lab results to be released. Analysis of patient satisfaction survey for the years 2014, 2015 and 2016 revealed increase from 65% to 71% and 84% in 2015 and 2016, respectively. Patient satisfaction is a good source for selection of improvement projects. In addition, it is a good outcome measure of care quality, provided that it was designed in a way to ensure validity and reliability. Feedback from patients is an integral part of the hospital's quality improvement process.

### Biography

Jailan Gabr graduated as a Medical Lab Technologist from the Faculty of Science of Kuwait University, with specialization in Microbiology and also a Diploma in Biochemistry from Alexandria University. Later on she obtained her Master's Degree from Alexandria University, Egypt and started working at Kuwait University as a Project Assistant. Presently, she has been working at Kuwait Cancer Control Center, KCCC at the Ministry Of Health as a Quality and Safety Officer at the Cytology Laboratory. Where she works for College Of American Pathologists, CAP and Canada Accreditation with UHN University Health of Network.

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