

FACTORS RELATED TO SATISFACTION OF PATIENTS RECEIVING CT SCAN

DO THI YEN MAI 5738750 NSAN/M

M.N.S. (ADULT NURSING)

THESIS ADVISORY COMMITTEE: WALLADA CHANRUANGVANICH, D.N.S.,
ORAPAN THOSINGHA, D.N.S.,**ABSTRACT**

The number of patients coming to the Radiology Department of Bach Mai hospital for CT scan has been increasing. This gave a rise to the concern about the satisfaction of those patients with the services in the Department. Hence, this study aimed to find the relationships between waiting time, anxiety, communication and environmental factors on one hand and satisfaction of patients receiving CT scan on the other. This was descriptive correlational study conducted using a sample of 126 patients receiving CT scan at the Radiology Department of Bach Mai hospital in Hanoi, Vietnam. Data was collected by Hamilton Anxiety Rating Scale (HAM-A), communication questionnaire, environmental questionnaire and satisfaction questionnaire. Spearman's rho was employed to test the relationships between the satisfaction and potential associated factors. Majority of the patients had to wait for more than 12 hours (65.9%) to receive the results of the CT scan after using this service. In addition, most of the respondents had level 4 anxiety with 96.8% according to Hamilton anxiety rating scale (HAM-A). As for the communication factor, 86.5% of the patients understood when communicating with the medical staffs. However, more than 95% patients were not happy with the environment of the Department. Regarding satisfaction, only 1.6% patients were very comfortable and 60.3% were comfortable. HAM-A score, communication and environmental factors were significantly and positively correlated with satisfaction ($\rho = 0.480$, $\rho = 0.460$ and $\rho = 0.343$, respectively, $p < 0.05$), while waiting time was not associated with satisfaction ($\rho = 0.112$, $p > 0.05$). However, there was 38.1% patients who not satisfied with the services. Lastly, nurses should improve infrastructure and equipment; promote capacities of medical staff and communicate efficiently with the patients to ensure the satisfaction of patients when using services in the Radiology Department of Bach Mai hospital.

**KEY WORDS: CT SCAN/ ANXIETY/ COMMUNICATION/ ENVIRONMENT/
SATISFACTION/ WAITING TIME.**

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