

Patient radiology satisfaction measuring tool (baseline and end line)

General Information

Questionnaire ID: _____

Interviewer ID: _____

Hospital ID: _____

Data collection date: _____

Note: The Questionnaire ID will be assigned by the prefix and patient Medical Record Number. Here below are the prefixes for the included health facilities.

1. Hospital A: NMPH-
2. Hospital B: AZPH-
3. Hospital C: NMPH-
4. Hospital D: NMPH-
5. Hospital F: WOPH-
6. Hospital G: DAPH-
7. Hospital H: EBPH-

PART I: Background Information

Instruction: Try to listen carefully and reply an appropriate answer each question.			
Ser. No	Questions	Alternative Choices	Skip to Questions
Q101	Sex	1. Male 2. Female	
Q102	Age	_____ in Year	
Q103	Religion	1. Orthodox Christian 2. Muslim 3. Protestant 4. Catholic 5. Others (specify)_____	
Q104	Marital status	1. Single 2. Married 3. Divorced 4. Widowed 5. Separated	
Q105	Highest level of education	1. Unable to read and write 2. Able to read and write 3. Primary school (pre-school - Grade 5) 4. Primary school (Grade 5 – 8) 5. Secondary school (Grade 9-10) 6. Preparatory school (Grade 11-12) 7. Technical vocational and educational training (level I to level III) 8. Higher education (diploma and above)	
Q106	Occupational status	1. Government employee 2. Unemployed 3. Housewife 4. Student	

		5. Farmer 6. Daily laborer 7. Merchant 8. Retired/pension 9. Non-government employee 10. Others (specify)-----	
Q107	Residence	1. Rural 2. Urban	

PART II: Cost and time related questions

Instruction: For each question below, try to listen carefully and reply an appropriate answer for each question.			
Ser. No	Questions	Alternative Choices	Skip to Questions
Q201	In which payment modality you get the radiological service?	1. In cash 2. Free 3. Health Insurance 4. Credit 5. Others (specify)___	
Q202	What was the total amount of money you paid?	_____ <i>Ethiopian Birr</i>	Q201=1
Q203	How do you rate the amount of money you paid?	1. Very cheap 2. Cheap 3. Fair 4. Expensive 5. Very expensive	Q201=1
Q204	How do you rate the waiting time at the x-ray room reception area?	1. Very long 2. Long 3. Fair 4. Short 5. Very short	
Q205	How do you rate the waiting time for costing and payment?	1. Very long 2. Long 3. Fair 4. Short 5. Very short	
Q206	How do you rate the waiting time at the cashier point?	1. Very long 2. Long 3. Fair 4. Short 5. Very short	
Q207	How do you rate the waiting time for the duration of the procedure (exam)?	1. 1. Very long 2. Long 3. Fair 4. Short 5. Very short	

Q208	How do you rate the waiting time for the duration of the image interpretation?	1. Very long 2. Long 3. Fair 4. Short 5. Very short	
Q208	Are you appointed to get the X-ray service?	1. Yes 2. No	If 2 → Q301
Q210	For how many days, you are appointed?	_____ in days	

PART III: Patient's experience, examination and service-related questions

Instruction: The following questions are designed to assess your experience regarding radiology service. Please listen carefully and reply an appropriate answer for each question.

Ser. No	Questions	Options	Skip to Questions
Q301	Patient service type	1. Outpatient 2. Inpatient	
Q302	Is this your first time of experience with radiology service?	1. Yes 2. No	
Q303	Is this your first time to visit this radiology department?	1. Yes 2. No	
Q304	Which type of X-ray examination did you get?	1. Chest X-ray 2. Upper Extremities 3. Lower Extremities 4. Skull X-Ray 5. Spinal X-Ray 6. Abdomen X-Ray 7. Pelvic X-Ray 8. Others (specify) _____	

PART IV: Questions Measuring Perception of Quality and General Satisfaction

Instruction: Please listen carefully and give rating for each statement which best describes your level of agreement about the radiology services provision at the radiology department.

Strongly disagree (being that the practice/service delivery occurs minimum or not at all); **Disagree** (the practice/service delivery occurs to a little extent); **Neutral** (the practice/service delivery occurs moderately); **Agree** (the practice/service delivery is applied to a great extent) and **Strongly agree** (the practice/service delivery is applied to a very great extent in the radiology department).

Encircle the appropriate option given by the respondent

Ser. No	Accessibility measuring questions	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
Q401	The location of the radiology department is easy to find	1	2	3	4	5
Q402	Accessing the radiology service is simple and trouble free	1	2	3	4	5
Q403	The working hours of the radiology department is convenient to patients	1	2	3	4	5

Q404	The cost of the radiology service is affordable	1	2	3	4	5
Courtesy of Staff measuring questions						
Q405	The radiology staff provide sufficient time for the examination	1	2	3	4	5
Q406	The radiology staff well explained the radiation protection techniques for patients	1	2	3	4	5
Q407	The radiology staff are always willing to help patients	1	2	3	4	5
Q408	The radiology staff are very polite	1	2	3	4	5
Quality of Radiology Service measuring questions						
Q409	You perceived that the radiology staff are professionally capable to answer your question	1	2	3	4	5
Q410	You perceived that the imaging machines are safe for the patients	1	2	3	4	5
Q411	The examination couch sheets and pillow are very clean	1	2	3	4	5
Q412	The radiology staff keep your record safely and confidentially	1	2	3	4	5
Communication with Service Provider measuring questions						
Q413	Usually, service providers greet and introduce their names to patients	1	2	3	4	5
Q414	The radiology staff sufficiently explain about the procedures of the examination to patients	1	2	3	4	5
Q415	The radiology staff accept patient's opinion and suggestions	1	2	3	4	5
Q416	The radiology staff give clear instruction during the examination and positioning	1	2	3	4	5
Q417	The radiology staff provide enough information about radiation risks of the examination	1	2	3	4	5
Communication with porter measuring questions						
Q418	Porters always greet and welcome patients	1	2	3	4	5
Q419	Porters kindly inform patient's appointment date and time	1	2	3	4	5
Q420	Porters always give information to the patients where to pay and show direction	1	2	3	4	5
Q421	Porters give result to the patient as soon as they receive it	1	2	3	4	5
Physical environment measuring questions						
Q422	The waiting area of the radiology department has enough sitting chairs	1	2	3	4	5
Q423	The radiology department has clean and suitable toilet for patients	1	2	3	4	5
Q424	The waiting area of the department is comfortable for patients	1	2	3	4	5

Q425	The radiology department has ventilated dressing room for patients	1	2	3	4	5
Q426	The inside of radiology examination room has good ventilation	1	2	3	4	5
Q427	The radiology department has clear directions indicating the service area.	1	2	3	4	5
Q428	The radiology examination room is labeled with visible radiation warning signs.	1	2	3	4	5
Privacy Techniques measuring questions						
Q429	The radiology department has separate dressing rooms both for female and male to dress and undress comfortably.	1	2	3	4	5
Q430	The radiology department has clean and separate toilets for female and male.	1	2	3	4	5
Q431	The radiological examination room of the hospital is convenient to ask questions.	1	2	3	4	5

PART V: Wealth status estimation for rural and urban communities

A. For urban residents only

The section asks the household assets and economy of the urban			
No	Questions	Response	Skip
501	Do you belong to the house?	1. Yes 2. No	
502	What is the roof of the main house?	1. Corrugated iron sheet 2. Thatch 3. Other specify -----	
503	What is the wall of the main house?	1. Mud 2. Cement 3. Bricks 4. Other specify -----	
504	What is the floor of the main house?	1. Soil 2. Cement 3. Ceramic 4. Other specify -----	
505	Availability of electricity	1. Yes 2. No	
506	Availability of radio	1. Yes 2. No	
507	Availability of television	1. Yes 2. No	
508	Availability mobile	1. Yes	

		2. No	
509	Availability of non-mobile telephone	1. Yes 2. No	
510	Availability of refrigerator	1. Yes 2. No	
511	Availability of chair	1. Yes 2. No	
512	Availability of table	1. Yes 2. No	
513	Availability of bed with cotton/sponge/spring matters	1. Yes 2. No	
514	Availability of electric baking stove	1. Yes 2. No	

B. For rural residents only

This question asks the household assets, land availability and production rate per hectare		
515	Do you belong to the house?	1. Yes 2. No
516	Type of the house	1. Corrugated iron sheet 2. Thatch 3. Other specify -----
517	Availability of radio	1. Yes 2. No
518	Availability of mobile telephone	1. Yes 2. No
519	Availability of table	1. Yes 2. No
520	Availability of chair	1. Yes 2. No
521	Availability of bed with cotton/ sponge/spring matters	1. Yes 2. No
522	Availability of electricity	1. Yes 2. No
523	Availability of kerosene lamp/pressure lamp	1. Yes 2. No
524	Does the household own any agricultural land?	1. Yes 2. No
525	How many (local units) of agricultural land do you own?	1. Private ----- (local unit) 2. Rent ----- (local units)

	Annual farm product per quintal	
526	Teff	----- quintal
527	barley	----- quintal
528	Maize	----- quintal
529	Rise	----- quintal
530	Wheat	----- quintal
531	Sorghum	----- quintal
532	Bean	----- quintal
533	pea	----- quintal
534	chickpea	----- quintal
Availability of cattle's		
How money of the following animal does the household own?		
536	Milk cows, oxen or bulls	----- in number
537	Back animals (Horses, donkeys, or mules)	----- in number
538	Goats?	----- in number
539	Sheep?	----- in number
540	Chickens?	----- in number
541	Beehives?	----- in number

Thank you very much for your patience and time!