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Patients satisfaction on anti-retroviral therapy monitoring laboratory services in public hospitals, Addis Ababa, Ethiopia

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Despite the fact that Ethiopia is accelerating its Anti-Retroviral Treatment (ART) program, little is known about the patient satisfaction on ART monitoring laboratory services in health facilities. The aim of the study is to assess patient satisfaction of ART monitoring laboratory services in public hospitals of Addis Ababa, Ethiopia. Hospital based, descriptive cross sectional study was conducted from October to November 2014 among clients attending in nine public hospitals in Addis Ababa Ethiopia. Patients' satisfaction towards ART monitoring laboratory services was assessed using exit interview using structured questionnaire. Data were coded and entered using EPI info 2017 and analyzed using SPSS version 15 software. A total of 406 clients were involved in the study. Of these 255 (62.8%) were females. The overall satisfaction rate for ART monitoring laboratory services was (85.5%). Patients were satisfied with measures taken by health care providers to keep confidentiality and ability of the person drawing blood to answer question (98.3% and 96.3%, respectively). Moreover, the finding this study revealed that there was statistical significant associations between the overall patients' satisfaction with waiting time to get blood drawing service, availability of ordered laboratory tests and waiting time to get laboratory result with ($p < 0.05$). Patients receiving blood drawing service less than 30 minute were 7.59 times (95% CI AOR: 3.92-14.70) to be more satisfied with the ART monitoring laboratory services compared to those who underwent for more than 30 minutes.

Biography

Tedla Mindaye completed MSc, MLS (ASCP)CM and has a degree in Medical Laboratory Science from the Addis Ababa University of Ethiopia (2006). He also has specialization degrees in Tropical and Infectious Disease (2011) and currently is a PhD student. He was the Director of the Ethiopian Public Health laboratory Association (2012–2014). He is also serving as International Ambassador for American Society for Clinical Pathology for International Certification Program since 2010. He has also participated as a Speaker at national and international conferences and seminars and has been published a number of scientific articles in international journals.

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