

***Assessment of Satisfaction with Laboratory Services among Patients  
Attending the Out-Patient Department at Teaching Hospital, Peradeniya,  
Sri Lanka***

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Assessing the patients' satisfaction is an essential strategy for improving the quality of laboratory services. This study aimed to assess patients' satisfaction with laboratory services, who attended the out-patient department at Teaching Hospital, Peradeniya, Sri Lanka in August 2022. A cross-sectional survey was conducted using an interviewer-administered questionnaire among a consecutive sample of 232 patients where laboratory investigations were requested. A 5-point Likert scale with 1 (lowest satisfaction) and 5 (Highest satisfaction), was used to assess the patient's satisfaction. The overall rate of satisfaction for the specific laboratory service was calculated as (the number of very satisfied ratings x 5) + (the number of satisfied ratings x 4) + (the number of neutral ratings x 3) + (the number of dissatisfied ratings x 2) + (the number of very dissatisfied rating x 1) divided by the total number of rating (1-5). Fisher's Exact Test was performed to assess the association between dependent and independent variables using SPSS version 25. P value less than 0.05 was accepted. The majority were female (70.7%) and belonged to the age group of 58 years and above (29.3%). The mean satisfaction score was  $3.82 \pm 0.386$ . The mean scores of satisfactions for different laboratory services ranged from  $3.17(\pm .856)$  to  $4.13(\pm .654)$ . Patients were highly satisfied with the location of the laboratory (82.6%), phlebotomy services (81%), measures taken to assure privacy during specimen collection (80.8%) and the ability of sample collectors (80.4%) while least satisfied with waiting time (63.4%), queue process (68.8%) and cleanliness of the latrines (69.2%). Age (P=0.035), and occupation (P=0.008) had a significant association with overall patient satisfaction. The patients' overall satisfaction was high. However, least satisfied areas were waiting time, cleanliness of latrines, and queue process. Improving these areas will advance the quality of laboratory services in Teaching Hospital, Peradeniya, Sri Lanka.

**Keywords:** Patient's Satisfaction Level, Laboratory Services, Teaching Hospital Peradeniya, Sri Lanka