

Impact of Patient Transport on Their Satisfaction Within the Hospital Setting

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Waiting time is the primary concern in health care since it directly impacts the treatment and the patient's health. Long wait times have apparent consequences to a hospital. The riskiest outcome is a patient overcrowding, which increases mortality. According to Di Somma et al. (2015), 98% of patients should be admitted and discharged within four hours to avert overcrowding and morbidity rates. The long wait times increase operating costs of departments and facilities, which hampers their long-term viability to offer health care services. Woodworth (2019) illustrated that long wait times in emergency rooms escalated operating costs and signified health care distress. Lastly, the waiting time correlates to patient satisfaction and quality of services. Xie and Or (2017) investigated the satisfaction levels of endocrine patients visiting a teaching hospital in China and found that long waiting times resulted in client dissatisfaction. So, long wait times are a negative issue because they cause hospital overcrowding, increased mortality rates, high operating costs in health facilities, and patient dissatisfaction.

Various factors affect wait times in healthcare settings. Hemmati et al. (2018) found that such elements as a long-distance between wards, large patient population, poor communication between health care personnel and patients, and low workforce trigger prolonged client wait time in hospitals. In contrast, Johannessen and Alexandersen (2018) confirmed that long wait times did not inherently link to changes in resources and increased demand. The researchers identified resource inadequacy as the reason for long queues and wait times in healthcare organizations. The lack of training in the hospital setting is another aspect contributing to delays. Most nurses have limited and inadequate skills, which prevents them from being efficient in adjusting to emerging challenges (Jamshidi et al., 2016). Aspects influencing long wait times revolve around

inadequate hospital resources, increased demand for health care, and improper training of health personnel.

The provided studies proved that waiting time in emergency and radiology are affected by the transportation time. Eventually, reducing wait time in the emergency and radiology departments will decrease the risks associated with delays. Shen and Lee (2018) recommend interventions that match the workforce to client arrival, adopting a team-based healthcare model and establishing a joint board to detail the work output. The strategy would address factors arising from staff inadequacy. Moreover, paying attention to the time taken by patients at different service points in the hospital is necessary. Ogaji and Mezie-Okoye (2017) advised on the system redesign and patient appointment scheduling to improve the issue of lengthy wait times. Interventions to address long wait times in hospitals center on streamlining facility's operations, enhancing teamwork among staff members, and finding ways to improve hospital operations.

Patients require transportation from one department or facility to the other. Efficient patient transportation would result in reduced wait times. In particular, the wait time is the period that takes a patient to wait before receiving health services by a medical professional (Kulshrestha & Singh, 2016). Long wait times adversely affects health outcomes in a hospital, and thus, understanding their causal factors and specific consequences would assist health care professionals in designing a new strategy.

The studies in this literature review offer a broad opinion of the patient waiting time, its causal factors, impacts on healthcare facilities, and strategies to reduce it. The consequences of long wait times are facility overcrowding, high mortality rates, high operating costs in hospitals, and patient dissatisfaction. Moreover, the studies view inadequate resources in the hospital,

improper training of health care staff members, and increasing demand for healthcare services as the primary triggers of patient wait times. So, the research intends to enrich the existing body of knowledge by examining the impact of patient transport, a factor of wait time within the radiology hospital setting.

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