Assessment of Patient Experience in Quality of Care
A Case of Magnetic Resonance Imaging (MRI) Department

Dissertation Report at
Yashoda Super Speciality Hospital

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PG/24/014

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2026

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Date 10/06/2026

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for award of PGDM (Hospital & Health Management) of the Institute carried out during the period from 11/03/2026 to 10/06/2026

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The entire staff at Yashoda Super Speciality Hospital deserves my sincere thanks and obligation for their outstanding support and assistance during the entire operation.

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ABBREVIATIONS

S. No	Abbreviation	Full Form
1	IPD	In-Patient Department
2	OPD	Out-Patient Department
3	HIS	Hospital Information System
4	NABH	National Accreditation Board for Hospitals
5	NABH DIGITAL	National Accreditation Board for Hospitals DIGITAL
6	EMR	Electronic medical record
7	ICU	Intensive Care Unit
8	QA	Quality Assurance
9	QCI	Quality council of INDIA

Unit 1: About the Organization

1.1 Introduction

Yashoda Super Speciality Hospital, Kaushambi, is one of the leading tertiary care hospitals in the Delhi–NCR region. Located in Kaushambi, Ghaziabad, Uttar Pradesh, near the Kaushambi Metro Station, the hospital has earned a reputation for providing advanced, patient-centric, and affordable healthcare services. It functions as a multispeciality and superspeciality healthcare institution, offering comprehensive diagnostic, therapeutic, emergency, and rehabilitative services under one roof. With a strong emphasis on ethical medical practice, compassion, and clinical excellence, the hospital caters to patients from Delhi, NCR, Western Uttar Pradesh, and neighbouring states.

1.2 Background

Established as part of the **Yashoda Group of Hospitals**, Yashoda Super Speciality Hospital, Kaushambi, was founded with the vision of making world-class healthcare accessible to all sections of society. Over the years, the hospital has evolved into a comprehensive healthcare centre equipped with modern medical technology, advanced infrastructure, and a multidisciplinary team of experienced healthcare professionals.

The hospital currently provides services across more than **35 super-specialities**, supported by over **700 beds**, **175+ experienced doctors**, and a large team of trained nursing and allied healthcare staff. Major centres of excellence include Cardiac Sciences, Neurosciences, Oncology, Nephrology and Renal Transplantation, Gastroenterology, Orthopaedics, Critical Care, and Emergency Medicine. The institution focuses on delivering quality healthcare through evidence-based practices while maintaining affordability, accessibility, and patient safety.

Yashoda Super Speciality Hospital's mission is to deliver world-class patient care with an emphasis on **quality, empathy, service excellence, and respect for every individual**. Its vision is to create an integrated healthcare facility driven by advanced technology, best clinical practices, and compassionate care. Through continuous improvement and adherence to recognized healthcare standards, the hospital has established itself as a trusted healthcare provider in the region.

Location: Near Kaushambi Metro Station, Ghaziabad, Uttar Pradesh 201010, India.
Speciality: Multispeciality tertiary care and superspeciality hospital serving Delhi-NCR and Western Uttar Pradesh.



1.3 Mission and Vision

Mission

The mission of Yashoda Super Speciality Hospital is to provide **high-quality, affordable, and patient-centred healthcare services** through clinical excellence, advanced medical technology, and compassionate care. The hospital strives to ensure patient safety, ethical medical practices, continuous improvement, and respect for human dignity while making world-class healthcare accessible to all sections of society.

Vision

The vision of Yashoda Super Speciality Hospital is to become a **trusted leader in healthcare by delivering excellence in patient care, medical education, and innovation**. The hospital aims to create an integrated healthcare system that combines cutting-edge technology, skilled professionals, and a culture of compassion to improve the health and well-being of the communities it serves.

1.4 Core Values

Patient First – Placing patients' needs, safety, comfort, and well-being at the centre of every decision and action.

Compassion – Treating every patient and their families with empathy, kindness, dignity, and respect throughout their healthcare journey.

Integrity – Upholding honesty, transparency, professionalism, and ethical standards in all clinical and administrative practices.

Excellence – Striving to achieve the highest standards of quality, safety, and clinical outcomes through continuous improvement and best practices.

Collaboration – Encouraging teamwork, mutual respect, and effective communication among healthcare professionals to deliver coordinated care.

Innovation – Embracing advanced technologies, research, and evidence-based approaches to enhance patient care and operational efficiency.

Accountability – Taking responsibility for decisions, actions, and outcomes while maintaining trust and commitment to stakeholders.

Respect – Valuing the rights, beliefs, privacy, and diversity of patients, employees, and the communities served.

Service Excellence – Delivering timely, responsive, and patient-centred services that exceed expectations and build lasting trust.

Continuous Learning – Promoting education, skill development, and lifelong learning to adapt to the evolving healthcare environment.

1.5 Purpose

The purpose of this project is to assess patients' experiences regarding the quality of care provided in the Magnetic Resonance Imaging (MRI) Department of Yashoda Super Speciality Hospital, Uttar Pradesh. The study aims to evaluate patients' perceptions of various aspects of MRI services, including appointment scheduling, waiting time, communication and information provided by healthcare staff, staff behaviour and professionalism, comfort and safety during the procedure, and overall satisfaction with the care received.

By identifying the strengths and areas requiring improvement in the patient experience, the study seeks to provide evidence-based recommendations to enhance service quality, improve patient-centred care, and support continuous quality improvement initiatives within the MRI department. Ultimately, the findings will help the hospital optimize operational efficiency and deliver a more positive and satisfactory experience to patients undergoing MRI examinations.

1.6 Background

Place of Internship: Yashoda Hospital, Ghaziabad

The internship was conducted at **Yashoda Super Speciality Hospital, Kaushambi, Uttar Pradesh**, a renowned tertiary care multispeciality hospital and a part of the Yashoda Group of Hospitals. Strategically located in Kaushambi, Ghaziabad, near the Delhi–NCR region, the

hospital is recognized for delivering comprehensive, high-quality, and patient-centred healthcare services.

Equipped with more than **700 beds** and supported by experienced doctors, nurses, technicians, and allied healthcare professionals, the hospital offers advanced diagnostic and treatment facilities across multiple specialties and super-specialties. The institution is known for its modern infrastructure, state-of-the-art medical technology, and commitment to clinical excellence, patient safety, and continuous quality improvement.

The **Magnetic Resonance Imaging (MRI) Department** plays a vital role in the hospital's diagnostic services by providing accurate and timely imaging for the diagnosis and management of various medical conditions. The department is staffed by trained radiologists, MRI technologists, nurses, and support personnel who work collaboratively to ensure safe, efficient, and patient-centred care. During the internship, exposure to the MRI department provided valuable insights into patient flow, service delivery processes, patient interactions, and quality management practices, forming the basis for the present study on patient experience in quality of care.



Category	Details
Name	Yashoda Super Speciality Hospital, Ghaziabad
Location	Yashoda Super Speciality Hospital, H1, Kaushambi, Dabur Chowk, Ghaziabad, Uttar Pradesh - 201010.
Parent Network	Yashoda Group of Hospitals
Bed Capacity	300+ beds (tertiary care facility)
Accreditations	NABH (National Accreditation Board for Hospitals & Healthcare Providers), NABL (National Accreditation Board for Testing and Calibration Laboratories)
Specialties	Cardiology, Cardiothoracic & Vascular Surgery (CTVS), Neurosciences, Oncology, Gastroenterology, Nephrology, Renal Transplantation, Orthopaedics, Pulmonology, Endocrinology, Urology, Pediatrics, Obstetrics & Gynaecology, General Surgery, Critical Care, and Emergency Medicine
Advanced Technology	MRI and CT imaging systems, Cardiac Cath Lab, Robotic Surgery facilities, Digital Radiology, Interventional Radiology, Modular Operation Theatres, and advanced Intensive Care Units (MICU, SICU, CCU, PICU, NICU)
Key Services	-24×7 Emergency and Trauma Care, Diagnostic Imaging, Laboratory Services, Pharmacy Services, Blood Centre and Transfusion Services, Critical Care, Organ Transplant Services, Preventive Health Check-ups, and Outpatient and Inpatient Care
Notable Features	One of the leading tertiary care hospitals in Delhi–NCR; patient-centred approach; multidisciplinary team of specialists; focus on quality improvement and patient safety; advanced infrastructure and comprehensive healthcare services under one roof
Contact/Website	Official Website: https://www.yashodahospital.org

1.7 SCOPE OF SERVICE

Yashoda Super Speciality Hospital, Kaushambi, provides a comprehensive range of preventive, diagnostic, curative, rehabilitative, and emergency healthcare services through its multidisciplinary departments and advanced medical infrastructure. The scope of services includes:

- **Outpatient Services (OPD):** Consultation and follow-up care across various medical and surgical specialties.

- **Inpatient Services (IPD):** Comprehensive inpatient care with well-equipped wards, private rooms, and intensive care units.
- **Emergency and Trauma Care:** Round-the-clock emergency services supported by trained emergency physicians and critical care teams.
- **Diagnostic and Imaging Services:** Advanced radiology services including MRI, CT scan, X-ray, ultrasound, mammography, and other imaging modalities.
- **Laboratory Services:** NABL-accredited pathology, microbiology, biochemistry, and hematology testing facilities.
- **Critical Care Services:** Specialized intensive care units such as MICU, SICU, CCU, PICU, and NICU for critically ill patients.
- **Surgical Services:** Advanced surgical care through modular operation theatres for general and super-speciality procedures.
- **Cardiac Sciences:** Interventional cardiology, cardiac surgery, electrophysiology, and cardiac rehabilitation services.
- **Neurosciences:** Diagnosis and treatment of neurological and neurosurgical conditions.
- **Oncology Services:** Comprehensive cancer care including medical, surgical, and radiation oncology.
- **Nephrology and Renal Transplantation:** Dialysis services and kidney transplant programs.
- **Orthopaedics and Joint Care:** Management of trauma, joint replacement, spine disorders, and sports injuries.
- **Gastroenterology and Hepatology:** Diagnostic and therapeutic endoscopy and treatment of digestive disorders.
- **Organ Transplant Services:** Specialized transplant services supported by multidisciplinary teams.
- **Pharmacy Services:** 24×7 in-house pharmacy for timely access to medications.
- **Preventive Health Check-ups:** Customized health screening packages and wellness programs.
- **Rehabilitation Services:** Physiotherapy and rehabilitation support to promote recovery and improve quality of life.
- **Patient Support Services:** Appointment scheduling, counselling, patient education, insurance assistance, and grievance redressal mechanisms.

Through these services, Yashoda Super Speciality Hospital aims to deliver **integrated, patient-centred, and high-quality healthcare**, ensuring safety, efficiency, and improved health outcomes for the communities it serves.

- **CLINICAL SERVICES** ----------

Cardiology and Interventional Cardiology (Cath Lab)
Cardiothoracic and Vascular Surgery (CTVS)
Bariatric and Metabolic Surgery
Cochlear Implant Surgery
Day Care Services
Dental Sciences and Maxillofacial Surgery
Dialysis Services
Laparoscopic and Minimally Invasive Surgery

Intensive Care Unit (ICU)
Medical and Surgical Gastroenterology
Neonatal Intensive Care Unit (NICU)
Neonatology
Neurosurgery
Obstetrics and Gynaecology
Ophthalmology
Orthopaedic Surgery including Joint Replacement and Arthroscopic Surgery
Otorhinolaryngology (ENT)
Pulmonology and Respiratory Medicine
Spine Surgery
Urology
Vascular Surgery
Renal Transplantation
Liver Transplant Services
Organ Transplant Services
Pain Management Services

- **ALLIED MEDICAL SERVICES** ----------

24×7 Ambulance Services
Blood Centre/Blood Bank
Dietetics and Clinical Nutrition
Physiotherapy and Rehabilitation Services
Occupational Therapy
Patient Counselling Services
Pharmacy Services
Health Check-up Services

- **LABORATORY SURVICES** ----------

Clinical Biochemistry
Clinical Microbiology and Serology
Clinical Pathology
Haematology
Histopathology
Cytopathology
Immunology
Molecular Diagnostics

- **DIAGNOSTIC SERVICES** ----------

Colour Doppler¬ CT Scanning
Mammography
Magnetic Resonance Imaging (MRI)

Ultrasound and Sonography
Digital X-Ray
Interventional Radiology
Fluoroscopy
Bone Mineral Densitometry (DEXA)
PET-CT Scan

- **OTHER DIAGNOSTIC SERVICES** ----------

2D Echocardiography (2D Echo)
Audiometry
Electroencephalography (EEG)
Electrocardiography (ECG)
Holter Monitoring
Spirometry and Pulmonary Function Tests (PFT)
Treadmill Testing (TMT)
Stress Echocardiography
Urodynamic Studies
Endoscopy and Colonoscopy

- **OTHER FACILITIES** ----------

Ambulance
Mortuary

- **MADICAL SPECIALTIES** ----------

a. Internal Medicine
b. Critical Care Medicine
c. Emergency and Trauma Medicine
d. Endocrinology and Diabetology
e. Paediatrics
f. Cardiology
g. Dermatology and Venereology
h. Gastroenterology and Hepatology
i. Medical Oncology
j. Nephrology
k. Neurology
l. Pulmonology
m. Rheumatology
n. Medical Genetics
o. Infectious Diseases
p. Nuclear Medicine
q. Psychiatry and Behavioural Sciences
r. Reproductive Medicine and IVF

- **SURGICAL SPECIALTIES** ----------

a. ENT Surgery
b. General Surgery
c. Surgical Oncology
d. Neurosurgery
e. Cardiothoracic Surgery
f. Vascular Surgery
g. Urological Surgery
h. Dental and Maxillofacial Surgery
i. Paediatric Surgery
j. Orthopaedic Surgery
k. Obstetric and Gynaecological Surgery
l. Plastic and Reconstructive Surgery
m. Bariatric and Metabolic Surgery
n. Spine Surgery
o. Transplant Surgery

- **ORTHER SPECIALTIES** ----------

a. Anaesthesiology
b. Psychiatry
c. Microbiology
d. Palliative Medicine
e. Radiodiagnosis and Imaging
f. Nuclear Medicine
g. Transfusion Medicine
h. Rehabilitation Medicine
i. Clinical Nutrition
j. Pain Medicine

2.1 Introduction

Patient experience in quality of care has emerged as a crucial component of healthcare quality assessment. It reflects patients' perceptions of the care they receive throughout their healthcare journey, including communication with healthcare providers, responsiveness of staff, waiting times, involvement in decision-making, comfort, safety, and the overall environment of care. Unlike patient satisfaction, which measures whether expectations have been met, patient experience focuses on what actually occurred during the delivery of healthcare services.

Assessing patient experience helps healthcare organizations understand patients' needs and identify opportunities for improving service delivery. In diagnostic departments such as Magnetic Resonance Imaging (MRI), patient experience is particularly important because factors such as anxiety, fear of enclosed spaces, waiting times, staff behaviour, clarity of instructions, and comfort during procedures can significantly influence patients' perceptions of quality of care. Evaluating these experiences provides valuable insights for enhancing patient-centred care, improving operational efficiency, and ensuring better health outcomes.

Advantages:

- Improves the quality and safety of healthcare services.
- Promotes patient-centred care and shared decision-making.
- Identifies strengths and areas requiring improvement.
- Enhances communication between patients and healthcare professionals.
- Increases patient trust, satisfaction, and loyalty.

Disadvantages:

- Patient perceptions may be subjective and influenced by personal expectations.
- Responses can be affected by emotional state, anxiety, or current health conditions.
- Cultural, educational, and social differences may influence reporting.
- Survey fatigue may lead to incomplete or inaccurate responses.
- Data collection and analysis can be time-consuming and resource-intensive.

2.2 Understand Patient Experience in the MRI Department

Patient experience in the MRI department refers to patients' perceptions, feelings, and observations regarding the care they receive before, during, and after undergoing Magnetic Resonance Imaging (MRI) examinations. It encompasses every interaction that patients have with the healthcare system, including appointment scheduling, registration, communication with staff, preparation for the procedure, the MRI examination itself, and the reporting process.

Unlike patient satisfaction, which is influenced by expectations, patient experience focuses on actual events that occur during healthcare delivery. In the context of MRI services, understanding patient experience is particularly important because MRI procedures often involve unique challenges such as anxiety, claustrophobia, prolonged scan durations, unfamiliar technology, and concerns about diagnostic outcomes.
Evaluating patient experience helps healthcare organizations identify gaps in service delivery, improve patient-centred practices, enhance communication, reduce patient distress, and

optimize operational efficiency. A positive MRI experience not only contributes to patient satisfaction but also promotes trust, cooperation during the procedure, and willingness to utilize healthcare services in the future.

2.3 Basic Layout (Flow Diagram) of the MRI Patient Journey

Appointment and Scheduling
↓
Registration and Reception
↓
Waiting Area Experience
↓
Pre-Procedure Assessment
↓
MRI Examination
↓
Post-Procedure Services
↓
Reporting and Follow-up

Key Functions:

1. Diagnostic Functions

The primary function of the MRI department is to provide accurate and high-quality diagnostic imaging to support the identification and evaluation of various medical conditions. MRI produces detailed images of soft tissues, organs, bones, and blood vessels, enabling physicians to diagnose diseases, determine the extent of abnormalities, and make informed clinical decisions. It plays a vital role in the diagnosis of neurological, musculoskeletal, cardiovascular, abdominal, and oncological disorders.

2. Clinical Functions

The MRI department contributes significantly to patient management and clinical decision-making. MRI findings assist healthcare professionals in planning appropriate treatment strategies, monitoring disease progression, evaluating treatment outcomes, and guiding further medical or surgical interventions. By providing precise diagnostic information, MRI supports evidence-based and timely patient care.

3. Patient-Centred Functions

Patient-centred functions focus on ensuring that care is delivered with compassion, respect, and responsiveness to individual patient needs. The MRI department strives to provide clear explanations about procedures, address patient concerns and anxieties, maintain privacy and dignity, and create a safe and comfortable environment throughout the imaging process. These

efforts help improve patient experience, cooperation, and overall satisfaction with the quality of care received.

Unit 3: What is this Project About?

3.1 Executive Summary

This report presents a comprehensive assessment of **Patient Experience in Quality of Care within the Magnetic Resonance Imaging (MRI) Department**. Patient experience has emerged as a critical indicator of healthcare quality, reflecting how patients perceive the care they receive throughout their diagnostic journey. MRI examinations often generate anxiety, uncertainty, and discomfort due to factors such as enclosed spaces, loud noises, long waiting periods, and inadequate communication. Therefore, understanding patients' experiences during MRI procedures is essential for improving service quality and patient-centred care.

The study evaluates various dimensions of patient experience, including accessibility, waiting time, communication, staff behaviour, comfort, privacy, safety, and overall satisfaction. Using Patient-Reported Experience Measures (PREMs), the report identifies strengths and areas requiring improvement within the MRI department. Findings aim to support evidence-based recommendations that enhance patient satisfaction, improve operational efficiency, and promote high-quality healthcare delivery.

3.2 Introduction

Quality of care is no longer measured solely by clinical outcomes and technical excellence. Modern healthcare systems increasingly recognize that patients' perceptions and experiences are equally important indicators of healthcare quality. Patient experience refers to the range of interactions that patients have with healthcare providers and healthcare systems, including communication with staff, access to services, emotional support, respect, and involvement in decision-making.

Magnetic Resonance Imaging (MRI) is one of the most frequently used diagnostic modalities in contemporary medicine. MRI provides detailed images of internal body structures without exposure to ionizing radiation, making it an invaluable diagnostic tool. Despite its diagnostic advantages, the MRI experience can be stressful for patients due to several factors such as:

- Fear of enclosed spaces (claustrophobia).
- Loud machine noises.
- Long waiting times.
- Lack of information regarding procedures.
- Anxiety related to diagnosis and outcomes.
- Physical discomfort from remaining still during the scan.

A positive MRI experience contributes significantly to patient satisfaction, adherence to procedures, reduced scan interruptions, and improved image quality. Therefore, assessing patient experience within MRI departments has become an essential component of quality improvement initiatives.

According to the principles of patient-centred care, healthcare organizations should continuously monitor and evaluate patient experiences to identify service gaps and implement corrective actions.

3.3 Understanding Patient Experience in MRI

Patient experience refers to the sum of all interactions and perceptions that patients have throughout their healthcare journey. In the context of the Magnetic Resonance Imaging (MRI) department, patient experience encompasses how individuals feel before, during, and after the MRI examination. It reflects whether patients are treated with dignity, receive clear communication, experience minimal discomfort, and feel supported emotionally and physically during the diagnostic process.

MRI is a highly advanced diagnostic imaging modality that provides detailed images of internal body structures without exposing patients to ionizing radiation. Although MRI plays a crucial role in diagnosis and treatment planning, the procedure itself can be intimidating for many patients. The enclosed tunnel-like structure of the MRI scanner, loud knocking sounds, prolonged periods of immobility, uncertainty about results, and fear of the unknown can significantly influence the patient's overall experience.

A positive MRI experience contributes not only to higher patient satisfaction but also to better cooperation during the scan, fewer interruptions, improved image quality, and enhanced trust in healthcare providers. Conversely, negative experiences may lead to anxiety, non-compliance, repeated scans, delayed diagnosis, and dissatisfaction with healthcare services. Therefore, understanding patient experience in MRI is essential for evaluating and improving the quality of care provided by the department.

3.4 Why is Patient Experience Important in MRI?

Patient experience has become one of the key dimensions of healthcare quality, alongside safety and clinical effectiveness. Since MRI procedures often involve vulnerable patients who may already be anxious about their health conditions, ensuring a positive experience is vital.

A good patient experience can:

- Improve patient satisfaction and confidence in healthcare services.
- Reduce fear, anxiety, and claustrophobia associated with MRI examinations.
- Encourage patients to cooperate and remain still during the scan.
- Minimize the likelihood of incomplete or repeated examinations.
- Improve adherence to future diagnostic investigations.
- Strengthen communication and trust between patients and healthcare professionals.
- Support accreditation requirements and quality improvement initiatives.
- Enhance the reputation and credibility of the healthcare institution.

3.5 Components of Patient Experience in MRI

Patient experience in the MRI department can be understood through several interconnected dimensions.

1. Accessibility and Appointment Scheduling

The patient's experience begins even before entering the MRI suite. The ease with which appointments are obtained greatly influences perceptions of service quality.

Patients value:

- Convenient appointment scheduling.
- Reasonable waiting periods for obtaining scan dates.

- Clear instructions regarding preparation.
- Availability of appointment reminders.
- Flexible scheduling options.

Poor appointment systems may result in frustration and delayed diagnosis.

2. Reception and Registration Experience

The first face-to-face interaction often occurs at the reception desk. Friendly and efficient administrative processes create a positive first impression.
Important aspects include:

- Courteous behaviour of reception staff.
- Efficient registration procedures.
- Guidance regarding departmental processes.
- Assistance with documentation and insurance formalities.
- Clear directions within the department.

A welcoming environment reduces patient stress and promotes confidence in the healthcare system.

3. Communication and Information Sharing

Effective communication is one of the strongest determinants of patient satisfaction. Many patients undergoing MRI have little understanding of the procedure and may fear what to expect.
Healthcare professionals should provide information regarding:

- The purpose of the MRI examination.
- Duration of the procedure.
- What patients should expect during the scan.
- Instructions about remaining still.
- Use of contrast agents, if applicable.
- Potential sensations or noises during scanning.
- When and how results will be available.

Patients who receive adequate explanations tend to feel more reassured and cooperative.

4. Anxiety and Emotional Well-being

MRI examinations can provoke significant emotional distress. Studies suggest that anxiety is one of the most common experiences reported by MRI patients.
Common causes of anxiety include:

- Fear of enclosed spaces (claustrophobia).
- Concerns about possible diagnoses.
- Fear of the unknown.
- Loud machine noises.

MRI staff play a crucial role in alleviating anxiety by offering reassurance, empathy, and emotional support.

Strategies that improve emotional well-being include:

- Encouraging patients to ask questions.
- Explaining each step of the procedure.
- Providing relaxation techniques.
- Allowing a family member to accompany the patient when appropriate.

5. Physical Comfort During MRI

The MRI procedure requires patients to remain motionless for extended periods, which can cause discomfort, especially among elderly patients or those with pain.
Factors affecting comfort include:

- Adequate positioning and support.
- Availability of cushions and padding.
- Comfortable room temperature.
- Minimization of scan duration.
- Provision of hearing protection.
- Prompt response to discomfort.

Improving patient comfort contributes to better image quality and reduces the need for repeat scans.

6. Privacy, Dignity, and Respect

Respecting patients' dignity is a fundamental principle of quality healthcare.
Patients expect:

- Confidential handling of personal information.
- Privacy during changing and preparation.
- Respectful interactions from healthcare staff.
- Sensitivity toward cultural and personal preferences.
- Equal treatment regardless of background.

When patients feel respected, they are more likely to trust healthcare providers and report positive experiences.

7. Staff Professionalism and Behaviour

The attitude and professionalism of MRI personnel significantly shape patients' perceptions of care quality.
Patients appreciate staff who are:

- Kind and compassionate.
- Patient and attentive.
- Competent and knowledgeable.
- Responsive to concerns.
- Respectful and non-judgmental.
- Supportive throughout the examination process.

Positive staff-patient interactions foster confidence and satisfaction.

8. Waiting Time and Service Efficiency

Excessive waiting times are among the most common causes of dissatisfaction in healthcare settings.
Patients evaluate:

- Waiting time before registration.
- Delays before entering the MRI room.
- Adherence to scheduled appointments.
- Timeliness of report generation.
- Communication regarding unavoidable delays.

Efficient workflow management demonstrates respect for patients' time and improves their overall experience.

9. Safety and Confidence in Care

Patients need reassurance that the MRI procedure is conducted safely and according to established protocols.
Safety-related experiences include:

- Thorough screening for contraindications.
- Verification of patient identity.
- Monitoring during contrast administration.
- Immediate availability of assistance if needed.
- Confidence in staff expertise.

A strong sense of safety reduces anxiety and enhances trust in the department.

3.6 Workflow of MRI Department

The MRI department workflow refers to the systematic sequence of activities involved in providing safe, efficient, and patient-centred magnetic resonance imaging services. A well-organized workflow ensures smooth patient movement through the department, minimizes delays, enhances patient satisfaction, and improves the quality of diagnostic imaging. Every step of the MRI process contributes to the overall patient experience and the effectiveness of healthcare delivery.

The patient's journey in the MRI department begins with scheduling the appointment and continues through registration, safety screening, patient preparation, image acquisition, reporting, and communication of results. Effective coordination among reception staff, nurses, MRI technologists, and radiologists is essential to maintain efficiency and provide high-quality care.

3.7 Basic Layout of MRI Patient Journey

Physician Referral

↓

Appointment Scheduling

↓

Patient Arrival & Registration

↓

Waiting Area

↓

MRI Safety Screening

↓

Patient Preparation & Consent

↓

Patient Education and Explanation

↓

Positioning in MRI Scanner

↓

MRI Examination

↓

Post-Procedure Observation

↓

Image Processing

↓

Radiologist Interpretation

↓

Report Generation

↓

Report Delivery to Patient/Physician

↓

Patient Feedback and Exit

3.8 Objective

- **To evaluate patients' overall satisfaction with MRI services.**
- **To examine accessibility and convenience of MRI services.**
- **To identify opportunities for service improvement.**
- **To provide recommendations for enhancing patient-centred care.**

3.9 Methodology

The methodology adopted for this study primarily involved the collection of patient experience data from individuals undergoing MRI examinations. Information was gathered using a structured Patient-Reported Experience Measures (PREMs) questionnaire consisting of 21 Yes/No questions.

The questionnaire evaluated different dimensions of patient experience, including communication, accessibility, emotional support, waiting time, comfort, privacy, and overall satisfaction.

The study aimed to obtain an objective understanding of patients' perceptions of the MRI services received and identify areas requiring quality improvement.

Study Design:

Cross-sectional descriptive study.

Patients were surveyed immediately following their MRI examinations to capture their experiences at a specific point in time

Study Tool:

PATIENT INFORMATION

Full Name:	IP/OP No.:
Gender:	UHID:
Age:	Procedure undergone:
State:	City:
Mobile number:	Email ID:

EXPERIENCE DETAILS

1	Did the doctor inform you about the need for the MRI Scan in the plan of treatment?	☐ Yes	☐ No
2	Did the hospital staff explain you about the cost of MRI scan?	☐ Yes	☐ No
3	Did the doctor inform you about the type of MRI scan needed and the part of the body involved?	☐ Yes	☐ No
4	Did the doctor advise for blood tests, which is required before the contrast-enhanced MRI? (S. Creatinine & S. Urea) at the time of appointment.	☐ Yes	☐ No
5	Did the staff inform you about the appointment (time & date) and estimated time duration of the MRI scan?	☐ Yes	☐ No
6	Did the staff ask you about past history of surgery with any metal devices like implants or pacemakers placed inside your body (in situ)?	☐ Yes	☐ No
7	Did the doctor take your (consent) in writing for the MRI scan?	☐ Yes	☐ No
8	Did the staff verify your name/ hospital registration number with the file or MRI request slip?	☐ Yes	☐ No
9	In case of contrast enhanced MRI did the staff ask you about any history of allergies?	☐ Yes	☐ No
10	Did the staff/doctor explain about side-effects of contrast?	☐ Yes	☐ No
11	Did the staff inform you about removing all metallic wearable items like jewellery, coins, pen, watch, safety pins, belts etc. before MRI scan?	☐ Yes	☐ No
12	Did the staff ask you to change to hospital clothes in the changing room?	☐ Yes	☐ No
13	Did you have privacy in the changing room?	☐ Yes	☐ No
14	Did the staff screen you with a metal detector device before entering the MRI Room?	☐ Yes	☐ No
15	Did you notice the caution signage's in the MRI unit or room?	☐ Yes	☐ No
16	Did the staff inform you not to move or lie still during the MRI scan?	☐ Yes	☐ No
17	Did the staff inform you about the occurrence of loud noise when the MRI scan is in the process?	☐ Yes	☐ No
18	Did the staff inform you about constraints of space where you lie down inside the MRI machine?	☐ Yes	☐ No
19	Have you observed the staff performing hand rub before giving the injection during the MRI scan?	☐ Yes	☐ No
20	Did the staff inform you about how to respond if you feel uncomfortable or scared during the MRI scan?	☐ Yes	☐ No
21	Did the staff tell you when and where the result/ report of MRI scan will be available?	☐ Yes	☐ No
22	Any suggestions/ remarks:	☐ Yes	☐ No

Study Sample:

The study sample consisted of patients who underwent Magnetic Resonance Imaging (MRI) examinations in the MRI Department during the designated study period and who agreed to participate in the assessment of their healthcare experiences. Since the purpose of the study was to evaluate patient experience and quality of care from the patients' perspective, only individuals who had directly experienced the MRI service were considered eligible for inclusion.

The participants represented a diverse group of patients undergoing MRI scans for various clinical indications, including neurological, musculoskeletal, abdominal, spinal, and other diagnostic evaluations. Patients were approached after the completion of their MRI examination and were invited to provide feedback regarding different aspects of the care they received. This approach enabled the collection of firsthand information about their experiences throughout the MRI journey.

The study sample was selected using a **convenience sampling technique**, whereby all eligible patients available during the study period and willing to provide informed consent were included in the study. This method ensured the feasibility of data collection and facilitated the assessment of patient experiences in a real-world clinical setting.

Sample Size:
The study included patients who completed the PREMs questionnaire after receiving MRI services during the defined study period (March 2026 to May 2026).

Sample Selection:

The sample selection for this study was carried out using a convenience sampling technique, whereby all eligible patients who underwent Magnetic Resonance Imaging (MRI) examinations during the study period and consented to participate were included in the study. This approach was considered appropriate because the study aimed to assess the real-time experiences of patients receiving MRI services within the hospital setting.

Patients were approached immediately after the completion of their MRI examination and invited to share their experiences through a structured Patient-Reported Experience Measures (PREMs) questionnaire. Collecting information soon after the procedure allowed participants to accurately recall their experiences and reduced the possibility of recall bias.
The selection process ensured that patients from different clinical areas and referral sources were represented, thereby providing a comprehensive understanding of the quality of care delivered in the MRI department. Participants included individuals undergoing various types of MRI examinations, such as neurological, musculoskeletal, spinal, abdominal, pelvic, and contrast-enhanced studies. Patients referred from outpatient departments (OPD), inpatient wards (IPD), and emergency services were also considered eligible if they met the inclusion criteria.

Primary:

Primary data were collected directly from patients who underwent MRI examinations during the study period. A structured **Patient-Reported Experience Measures (PREMs) questionnaire** was used as the principal data collection instrument. The questionnaire consisted of closed-ended questions designed to capture patients' experiences regarding different aspects of MRI services.

The questionnaire assessed the following domains:

1. Overall satisfaction with MRI services.
2. Ease of obtaining appointments.
3. Waiting time before the examination.
4. Clarity of explanations provided by healthcare staff.
5. Effectiveness of communication between staff and patients.
6. Courtesy, empathy, and professionalism of staff.
7. Patient comfort during the MRI procedure.
8. Anxiety, fear, and emotional support received.
9. Maintenance of privacy and dignity.
10. Perceived safety during the examination.
11. Convenience and accessibility of MRI services.
12. Satisfaction with post-procedure information and report delivery.
13. Willingness to recommend the MRI department to others.

Secondary:

Secondary data were collected from existing hospital records and departmental documents to support and complement the findings obtained from patients.

Sources of secondary data included:

1. MRI appointment and scheduling records.
2. Departmental waiting time registers.
3. Patient feedback and complaint registers.
4. Hospital Quality Department reports.
5. Standard Operating Procedures (SOPs) of the MRI Department.
6. NABH guidelines and quality standards.
7. Published research articles and scientific literature related to patient experience and quality of care.
8. Institutional reports relevant to MRI service delivery.

4.1 Data Collection Process:

Documentation Review:

- Reviewed hospital records, including previous months' MRI service data, to identify trends, patterns, and variations in patient experiences and service delivery.

- Data were collected retrospectively from hospital records, including MRI appointment registers, patient feedback forms, waiting time records, departmental monthly summary reports, and complaint/compliment registers.

4.2 Data Compilation:

Following the completion of data collection, all questionnaires were carefully reviewed to ensure that the responses were complete, accurate, and suitable for analysis. The collected data were systematically coded and entered into a spreadsheet for organization and analysis. Patient responses were categorized according to the major domains of patient experience evaluated in the study, including overall satisfaction with MRI services, waiting times, communication effectiveness, staff courtesy and professionalism, patient comfort during the MRI examination, anxiety and fear, maintenance of privacy and dignity, and accessibility and convenience of MRI services.

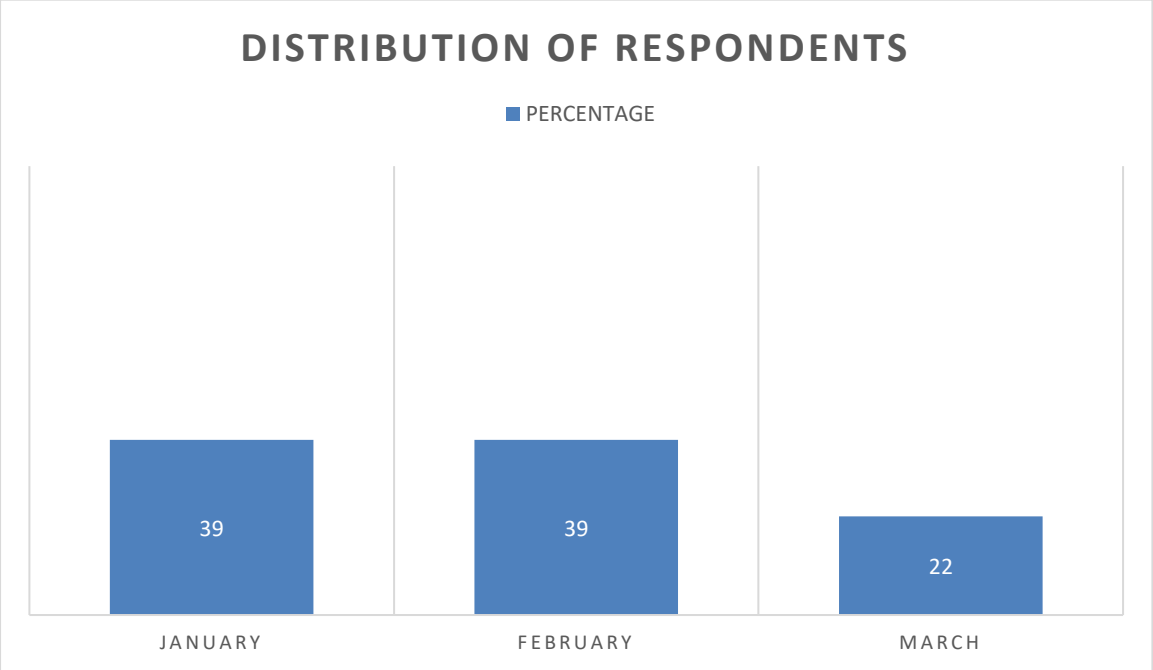
Demographic information of the participants was also compiled to describe the characteristics of the study population. The organized data facilitated the use of descriptive statistical methods, such as frequencies and percentages, to summarize and interpret the findings. The compiled results were subsequently presented using tables and graphical representations to identify patterns, highlight areas of strength, and determine aspects of care requiring improvement within the MRI Department. This systematic compilation of data provided a comprehensive understanding of patient experiences and formed the basis for recommendations aimed at enhancing the quality of care and promoting patient-centred services.

5.1 Distribution of Respondents by Month

A total of 118 patients participated in the study and completed the Patient-Reported Experience Measures (PREMs) questionnaire during the study period.

Distribution of Respondents

Month	Number of Patients	Percentage (%)
January	46	39.0
February	46	39.0
March	26	22.0
Total	118	100.0



Interpretation

The study included 118 patients who underwent MRI examinations over a three-month period. The highest number of responses was obtained during January and February (39% each), while March contributed 22% of the total respondents.

5.2 Overall Patient Experience Score

The PREMs questionnaire consisted of 21 Yes/No questions.

Total possible responses:

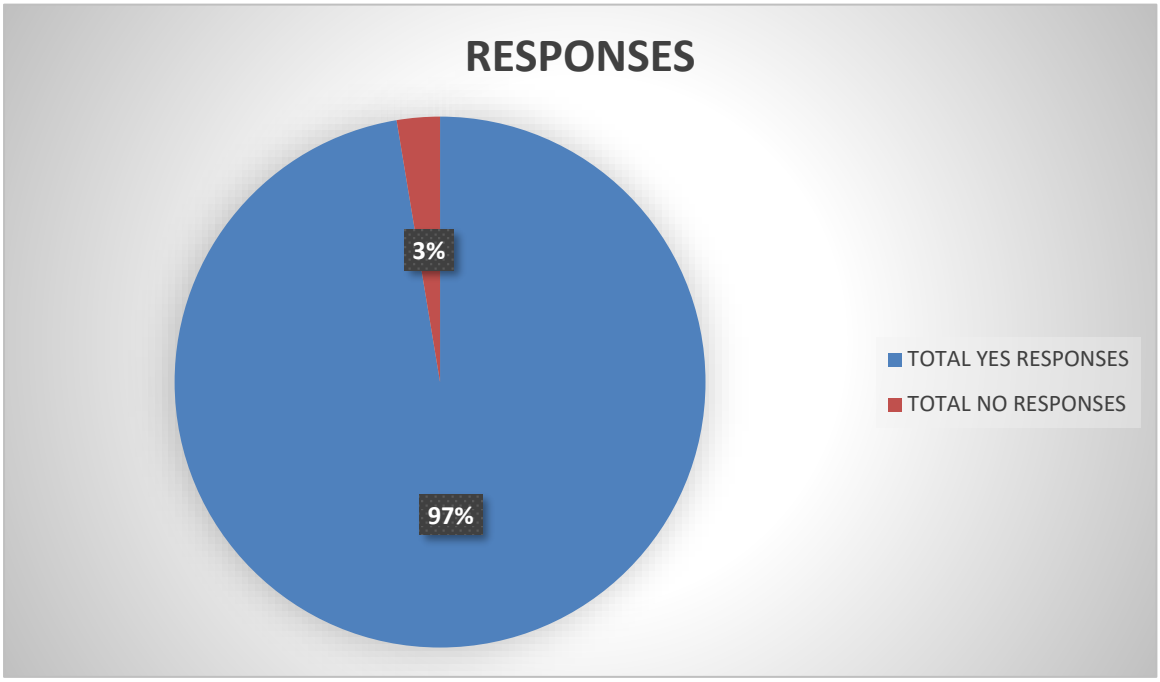
118 patients × 21 questions = 2,478 responses

The Overall PREMs Score was calculated using the formula:

Overall PREMs Score = (Total Yes Responses ÷ Total Responses) × 100

Overall PREMs Score

97.38%



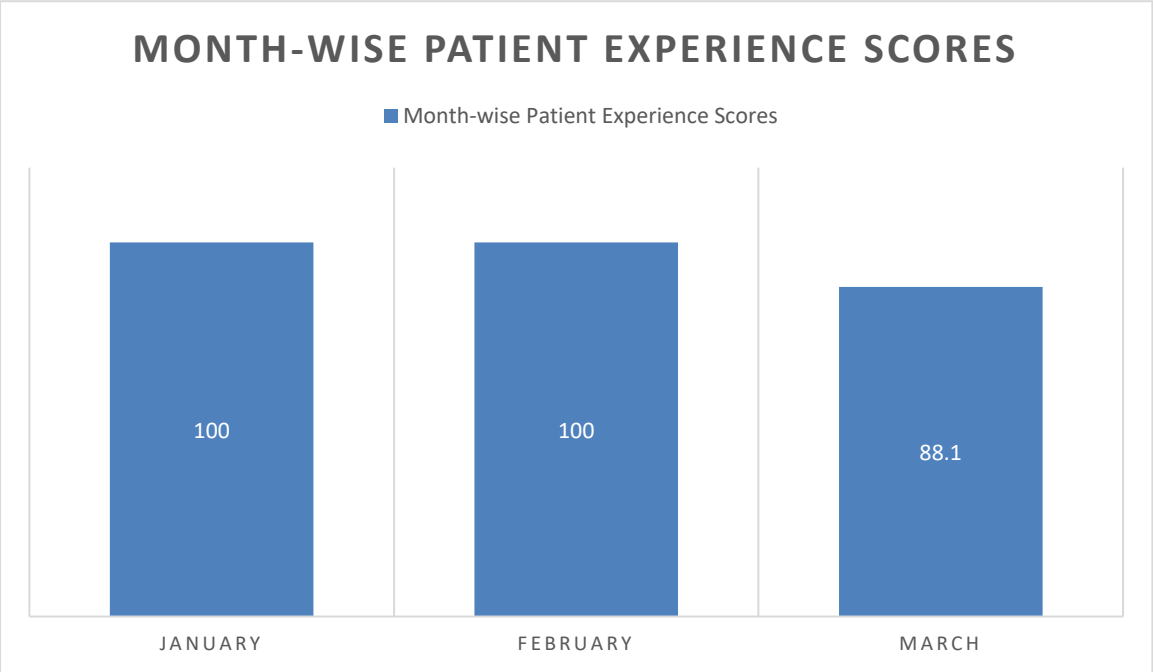
Interpretation

The findings indicate that the MRI Department achieved an overall patient experience score of 97.38%, suggesting a very high level of patient satisfaction and perceived quality of care. The majority of patients reported positive experiences across the various dimensions of care assessed in this study.

5.3 Month-wise PREMs Comparison

Month-wise Patient Experience Scores

Month	PREMs Score (%)
January	100.00
February	100.00
March	88.10



Interpretation

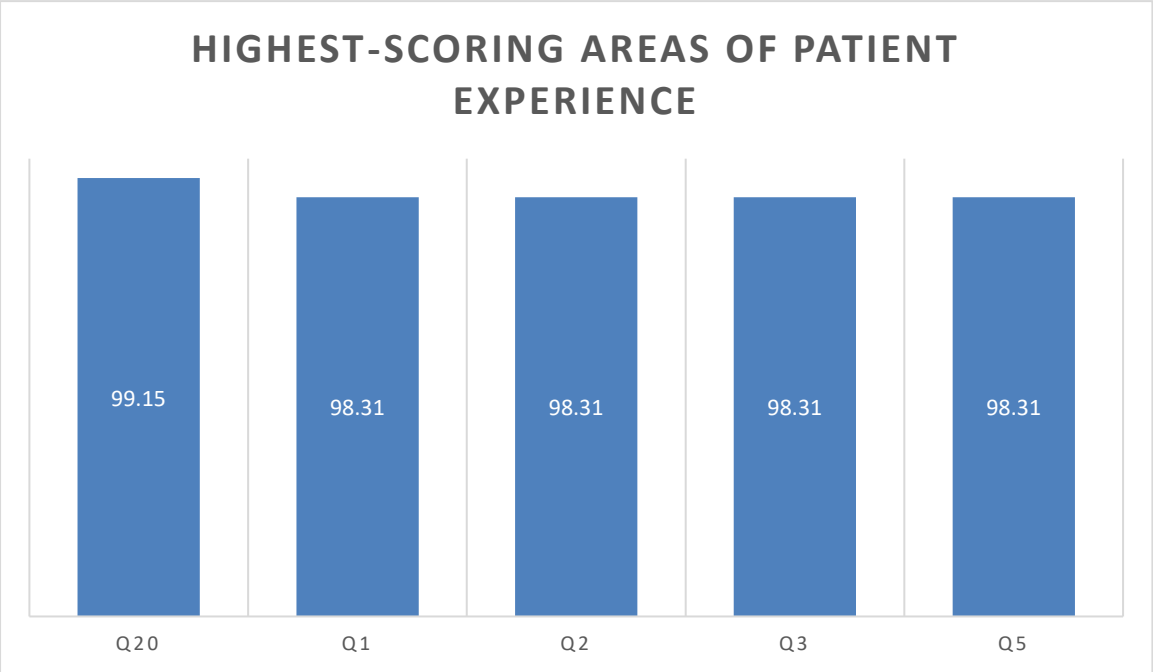
The analysis revealed exceptionally high patient experience scores during January and February. However, a decline was observed during March, with the PREMs score decreasing to 88.10%. This variation suggests that certain aspects of service delivery may have changed during March and warrant further investigation to identify potential causes and opportunities for improvement.

5.4 Highest-Scoring Areas of Patient Experience

The following questions received the highest positive responses from patients.

Top Performing Items

Question	Yes (%)
Q20 Did the staff inform you about how to respond if you feel uncomfortable or scared during the MRI scan?	**99.15**
Q1 Did the doctor inform you about the need for the MRI Scan in the plan of treatment?	**98.31**
Q2 Did the hospital staff explain you about the cost of MRI scan?	**98.31**
Q3 Did the doctor inform you about the type of MRI scan needed and the part of the body involved?	**98.31**
Q5 Did the staff inform you about the appointment (time & date) and estimated time duration of the MRI scan?	**98.31**



Interpretation:

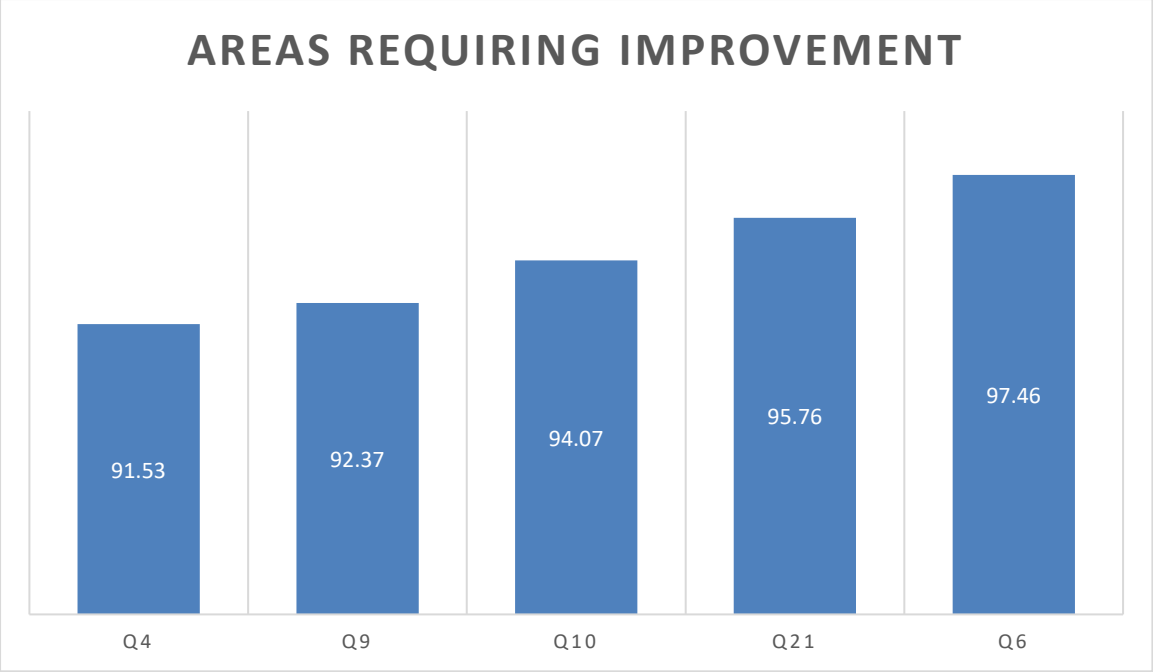
Nearly all patients expressed positive experiences regarding these aspects of care, indicating excellence in these service domains. These findings reflect strong adherence to patient-centred practices within the MRI Department.

5.5 Areas Requiring Improvement

The following questions demonstrated comparatively lower positive response rates.

Lowest Performing Items

Question	Yes (%)
Q4 Did the doctor advise for blood tests, which is required before the contrast-enhanced MRI? (S. Creatinine & S. Urea) at the time of appointment.	**91.53**
Q9 In case of contrast enhanced MRI did the staff ask you about any history of allergies?	**92.37**
Q10 Did the staff/doctor explain about side-effects of contrast?	**94.07**
Q21Did the staff tell you when and where the result/ report of MRI scan will be available?	**95.76**
Q6 Did the staff ask you about past history of surgery with any metal devices like implants or pacemakers placed inside your body (in situ)?	**97.46**



Interpretation

Although these items still demonstrated high levels of patient satisfaction, they scored relatively lower than other indicators. These findings suggest that targeted quality improvement initiatives in these areas could further enhance the overall patient experience.

5.6 Domain-wise Analysis

21 questions can be grouped into domains.

Communication and Information

Q1 Did the doctor inform you about the need for the MRI Scan in the plan of treatment?

Q3 Did the doctor inform you about the type of MRI scan needed and the part of the body involved?

Q5 Did the staff inform you about the appointment (time & date) and estimated time duration of the MRI scan?

Q10 Did the staff/doctor explain about side-effects of contrast?

Q16 Did the staff inform you not to move or lie still during the MRI scan?

Q17 Did the staff inform you about the occurrence of loud noise when the MRI scan is in the process?

Q18 Did the staff inform you about constraints of space where you lie down inside the MRI machine?

Q20 Did the staff inform you about how to respond if you feel uncomfortable or scared during the

MRI scan?

Q21 Did the staff tell you when and where the result/ report of MRI scan will be available

Safety Practices

Q4 Did the doctor advise for blood tests, which is required before the contrast-enhanced MRI? (S. Creatinine & S. Urea) at the time of appointment.

Q6 Did the staff ask you about past history of surgery with any metal devices like implants or pacemakers placed inside your body (in situ)?

Q8 Did the staff verify your name/ hospital registration number with the file or MRI request slip?

Q9 In case of contrast enhanced MRI did the staff ask you about any history of allergies?

Q11 Did the staff inform you about removing all metallic wearable items like jewellery, coins, pen, watch, safety pins, belts etc. before MRI scan?

Q14 Did the staff screen you with a metal detector device before entering the MRI Room?

Q15 Did you notice the caution signage’s in the MRI unit or room?

Privacy and Dignity

Q12 Did the staff ask you to change to hospital clothes in the changing room?

Q13 Did you have privacy in the changing room?

Patient-Centred Care and Support

Q2 Did the hospital staff explain you about the cost of MRI scan?

Q7 Did the doctor take your (consent) in writing for the MRI scan?

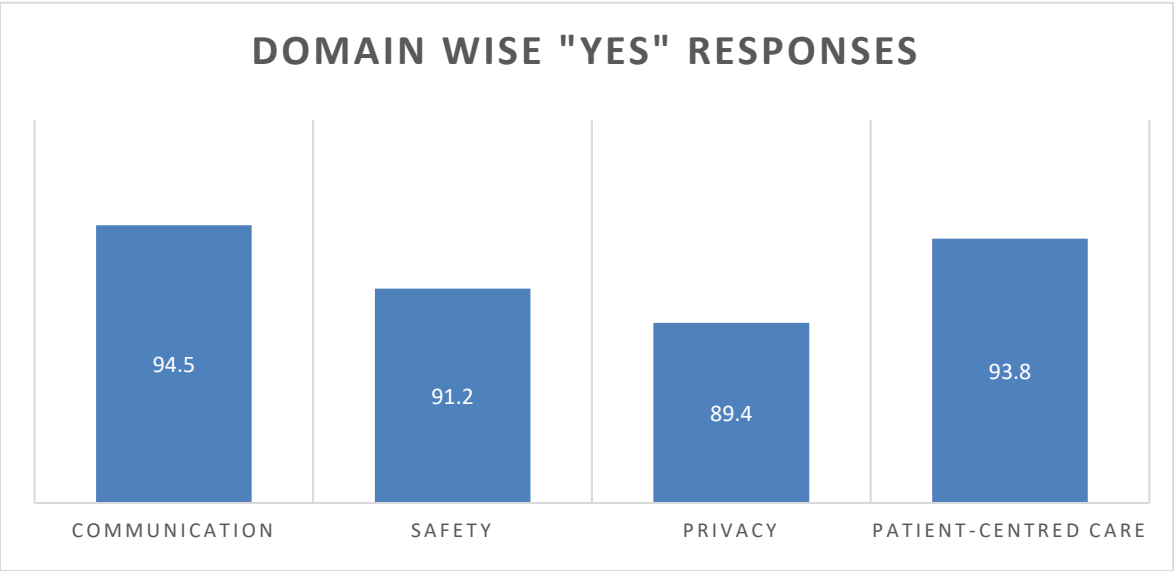
Q19 Have you observed the staff performing hand rub before giving the injection during the MRI scan?

Calculation:

Domain Score = (Total Yes responses within domain ÷ Total responses possible in domain) × 100

Interpretation:

Domain	**Score (%)**
Communication	**94.5**
Safety	**91.2**
Privacy	**89.4**
Patient-Centred Care	**93.8**



5.7 Gap Analysis

The following classification was used to interpret performance:

Score (%)	Interpretation
≥95	Excellent
90–94	Very Good
80–89	Good
70–79	Needs Improvement
<70	Immediate Attention Required

Gap Analysis Results

- **Overall PREMs Score (97.38%) – Excellent**
- **Highest-performing questions (98–99%) – Excellent**
- **Q4 and Q9 (91–92%) – Very Good**
- **No indicators fell below 90%.**

Interpretation

The MRI Department demonstrated excellent performance in delivering patient-centred care. No domains required urgent corrective action. However, specific areas with comparatively lower scores should be reviewed to sustain and further improve service quality.

5.8 Key Findings of the Study

The major findings of the study were as follows:

- A total of 118 patients participated in the study.
- The overall patient experience score was 97.38%, indicating excellent quality of care.
- January and February demonstrated exceptionally high patient experience scores.
- A reduction in patient experience was observed during March (88.10%).
- Most questionnaire items achieved positive response rates exceeding 95%.
- The lowest positive response rate was observed for Q4 (91.53%).
- No patient experience indicators fell into the "Needs Improvement" category.
- The findings suggest that the MRI Department provides highly satisfactory, patient-centred services while maintaining opportunities for continuous quality enhancement.



FIG: REGISTRATION & DOCUMENTATION AREA

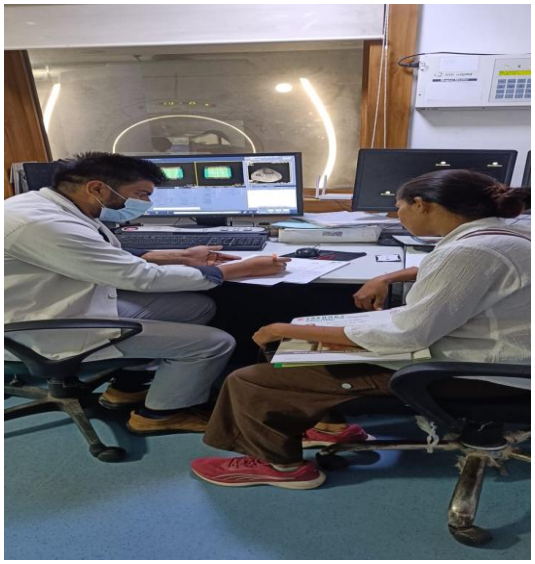


FIG: PATIENT COUNSILING

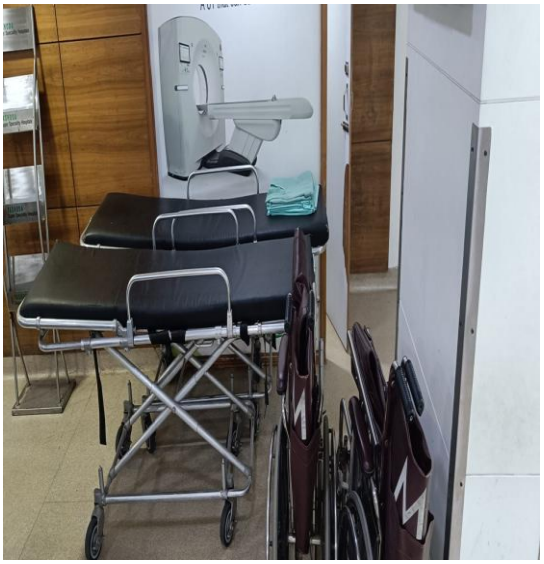


FIG: EMERGENCY EQUIPMENTS



FIG: PATIENT WAITING AREA



FIG: PATIENT CHANGING ROOM

Unit 6: Learning Outcomes

1.Understanding Patient-Centred Care

Working on this project enhanced understanding of the importance of patient-centred care in diagnostic imaging services. It highlighted how patients' perceptions, expectations, and experiences contribute significantly to the overall quality of healthcare delivery.

2. Effective Communication Skills

The study emphasized the critical role of communication between healthcare professionals and patients in reducing anxiety and improving patient satisfaction. Clear explanations regarding MRI procedures help patients feel informed, comfortable, and confident throughout their diagnostic journey.

3. Quality Assessment and Data Analysis

The project provided practical exposure to evaluating healthcare quality using Patient-Reported Experience Measures (PREMs). It enhanced skills in data collection, analysis, interpretation, and identifying areas for quality improvement based on patient feedback.

4. Understanding Patient Experience in MRI

The study improved understanding of the factors that influence patient experience during MRI examinations, including waiting times, staff behaviour, privacy, comfort, emotional support, and accessibility of services.

5. Professionalism and Empathy in Healthcare

The project highlighted the importance of empathy, respect, professionalism, and compassionate care in improving patient satisfaction and building trust between patients and healthcare providers.

Unit 7: Conclusion

This study assessed patient experience and quality of care in the MRI Department using Patient-Reported Experience Measures (PREMs). The findings demonstrated a high level of patient satisfaction across various dimensions of care, including communication, staff professionalism, safety, privacy, and overall service quality.

The study revealed that most patients reported positive experiences throughout their MRI journey, indicating that the department effectively delivers patient-centred care. However, certain aspects such as waiting times, anxiety management, and communication during the examination process may benefit from continuous monitoring and improvement initiatives.

The assessment of patient experience provided valuable insights into the strengths and areas for improvement within the MRI Department. Understanding patients' perspectives enables healthcare organizations to implement targeted interventions that enhance service quality, improve patient satisfaction, and support continuous quality improvement**.**

7.1 Suggestions for improvements

The findings of this study indicate that the MRI Department provides a high standard of patient-centred care. However, continuous quality improvement is essential to maintain service excellence and address areas where patient experience can be further enhanced. Based on the responses obtained through the Patient-Reported Experience Measures (PREMs) questionnaire, several suggestions are proposed to improve the overall quality of care and patient satisfaction within the MRI Department.

1. One important area for improvement is the enhancement of **patient education and communication**. Patients should receive clear and comprehensive information regarding the MRI procedure, preparation requirements, expected duration of the examination, and possible sensations during the scan. Providing adequate information can reduce uncertainty and improve patient confidence before the procedure.

2. The department should also focus on **reducing patient anxiety and emotional distress**, particularly among individuals undergoing MRI examinations for the first time or those who experience claustrophobia. Healthcare professionals should provide reassurance, emotional support, and opportunities for patients to express their concerns before the examination. The use of relaxation techniques, calming music, and patient-friendly communication may further improve the patient experience.

3. Efforts should be made to **minimize waiting times** by optimizing appointment scheduling systems and improving workflow efficiency. Timely service delivery not only enhances patient satisfaction but also reflects the department's commitment to providing efficient healthcare services.

4. Regular **training and development programmes for MRI staff** should be conducted to strengthen communication skills, professionalism, empathy, and patient-centred care

practices. Continuous staff education can help ensure that patients consistently receive respectful, compassionate, and high-quality care

5. The department should continue to prioritize **patient comfort during MRI examinations** by providing adequate positioning supports, maintaining a comfortable environment, and responding promptly to any discomfort experienced during the procedure. Improved comfort can enhance patient cooperation and contribute to better image quality.

6. Additionally, a structured **patient feedback system** should be maintained to collect and analyse patient experiences on a regular basis. Continuous monitoring of patient feedback can help identify emerging concerns, evaluate the effectiveness of improvement initiatives, and support evidence-based decision-making.

7. Finally, the MRI Department should establish a framework for **continuous quality improvement**, including periodic reviews of patient satisfaction data, operational performance indicators, and service delivery processes. Such initiatives will support the ongoing enhancement of patient experience, improve healthcare outcomes, and strengthen the overall quality of care provided by the department.

Recommendation

Based on the findings of the study, the following recommendations are proposed to enhance patient experience and improve the quality of care in the MRI Department:

1. Strengthen Patient Communication
Healthcare professionals should provide clear and comprehensive explanations regarding MRI procedures, preparation requirements, expected sensations, and post-procedure instructions. Effective communication can significantly reduce patient anxiety and improve satisfaction.

2. Enhance Emotional Support
Special attention should be given to patients experiencing claustrophobia, fear, or anxiety. Providing reassurance, counselling, and emotional support can improve the overall patient experience and cooperation during the examination.

3. Optimize Appointment Scheduling
Implement efficient appointment management systems to minimize waiting times and improve accessibility to MRI services. Automated appointment reminders can further enhance patient convenience.

4. Promote Continuous Staff Training
Regular training programmes should be conducted to strengthen communication skills, empathy, professionalism, and patient-centred care practices among MRI department staff.

5. Improve Patient Comfort Measures
Introduce additional comfort-enhancing interventions such as adjustable positioning supports.

Unit 8: Limitations

1. Limited Study Duration

The study was conducted over a limited period of three months, which may not fully capture seasonal or long-term variations in patient experiences and service delivery patterns.

2. Single Department Assessment

The research was confined to the MRI Department of a single healthcare institution. Therefore, the findings may not be generalizable to other hospitals or imaging centres.

3. Reliance on Patient Self-Reported Data

The study relied primarily on patients' perceptions and self-reported experiences, which may be influenced by personal expectations, emotions, or individual biases.

4. Binary Response Format

The PREMs questionnaire utilized Yes/No response options, which may limit the depth and detail of patient feedback compared with Likert-scale or open-ended questionnaires.

5. Non-Response and Response Bias

Some participants may have provided socially desirable responses or may have been hesitant to report negative experiences, potentially influencing the study findings.

6. Limited Assessment of Clinical Outcomes

The study focused on patient experience and quality of care rather than clinical effectiveness or diagnostic outcomes, which may also influence overall patient satisfaction.

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PLAGIARISM REPORT

Ankan Kundu D report

ORIGINALITY REPORT

15%	14%	13%	0%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	www.ache.org	Internet Source
2	bmjopenquality.bmj.com	Internet Source
3	Jawahar S K Pillai, Lallu Joseph, Biswajeevan Sahoo. "Validation and benchmarking of Patient-Reported Experience Measures (PREM) tool for the safety of patients undergoir MRI investigations", BMJ Open Quality, 2026	Publication
4	Submitted to Yonsei University	Student Paper
5	akjournals.com	Internet Source
6	Submitted to Swinburne University of Technology	Student Paper
7	iji-studies.com	Internet Source
8	jorthoptraumatol.springeropen.com	Internet Source
9	pimr.org.in	Internet Source
10	Cooper, James Scott, Jr.. "Exploring Leadership Barriers to Patient Experience Improvement in the Acute Care Hospital Setting.", Walden University	Publication
11	isjem.com	Internet Source
12	www.lbtu.lv	Internet Source
13	www.sweetstudy.com	Internet Source