

Barriers to quality care in medical imaging at a teaching hospital in Ghana: staff perspective

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Abstract

Evidence from clients' perspective shows low level of care of medical imaging services in Ghana. However, there was paucity of data regarding barriers to delivering high quality care. This study was carried out to determine barriers to quality care in medical imaging from medical imaging professionals' perspective at a teaching hospital in Ghana in order to inform policy.

Methods: This research was a descriptive cross-sectional study using a mixed-method approach based on the dimensions of quality of care of medical imaging services from medical imaging professionals' perspective: capacity and sustainability, timeliness, safety, equity, patient-centeredness, effective communication, procedural protocol and appropriateness of examination.

A structured questionnaire and an In-Depth Interview (IDI) guide were used. A total of 36 staff and 12 management team members and key staff with vast experience participated in the quantitative and qualitative study respectively.

Results: The findings showed that imaging machines are frequently non-functional, servicing of equipment does not take place as scheduled and repairs of broken down machines take weeks to months. Additionally, there is inadequate human resource and supervision, lack of quality improvement programs and educational advancement opportunities for staff.

Staff also reported that hospital gowns for patients were inadequate and organizational culture was poor. Additionally, the study showed that there is lack of safety checks and appropriate information for staff and clients from management. Further, there is lack of means of communicating urgent imaging findings to referring clinicians and lack of commitment from management regarding the quality of care. Moreover, there are frequent inappropriate requests and lack of timeliness to care from all cadre of imaging professionals especially the consultant radiologists.

Conclusion: This study concludes that the imaging staff is faced with many challenges in their quest to render quality care. The study elucidates the barriers to quality care in medical imaging thereby providing helpful information the medical imaging care delivery system.



Biography:

Dominic Dormenyo Gadeka, a Senior Oncology Radiographer at the Sweden Ghana Medical Centre (SGMC) and a Public Health Specialist and advocate. In my practice as a professional, have encountered many breast cancer patients who come to us at various stages of the disease.

Speaker Publications:

1. "Are the poor excluded from the National Health Insurance Scheme in Ghana? Evidence from a quantitative study of three regions"
2. "Enrolment of Indigents into the National Health Insurance Scheme in Ghana through the Livelihood Empowerment against Poverty Programme: What are the perceptions of the community"
3. "Quality of Care of Medical Imaging Services at a Teaching Hospital in Ghana: Clients' Perspective".

[2nd Global Meeting on Oncology and Radiology;](#) Webinar- December 10, 2020

Abstract Citation:

Dominic Dormenyo Gadeka, Barriers to quality care in medical imaging at a teaching hospital in Ghana: staff perspective, Radiology and Oncology 2020, 2nd Global Meeting on Oncology and Radiology; Webinar- December 10, 2020 (<https://radiology-oncology.annualcongress.com/>)