

Table 6 Physician satisfaction with hospital clinical laboratory services according to duration of experience in the work field, Aden, 2009

Service category	Experience in work field (years)								
	Excellent/good			Average			Below average/poor		
	≤ 10 (%)	11–20 (%)	>20 (%)	≤10 (%)	11–20 (%)	> 20 (%)	≤ 10 (%)	11–20 (%)	> 20 (%)
Courier services	33.7	35.0	35.3	30.8	35.0	23.5	35.6	30.0	41.2
Routine TAT	32.7	37.5	23.5	31.7	35.0	58.8	35.6	27.5	17.6
Stat TAT	26.0	27.5	17.6	32.7	30.0	47.1	41.3	42.5	35.3
Esoteric test TAT	20.2	15.0	0.0	14.4	12.5	23.5	65.4	72.5	76.5
Phlebotomy services	51.0	72.5	58.8	27.9	15.0	11.8	21.2	12.5	29.4
Courtesy of clinical laboratory staff	38.5	57.5	41.2	37.5	22.5	47.1	24.0	20.0	11.8
Test menu adequacy	29.8	37.5	17.6	31.7	27.5	29.4	38.5	35.0	52.9
Quality and reliability of results	23.1	42.5	11.8	26.9	25.0	47.1	50.0	32.5	41.2
Critical value notification	23.1	22.5	23.5	34.6	20.0	17.6	42.3	57.5	58.8
Clinical report format	33.7	37.5	41.2	27.9	15.0	29.4	38.5	47.5	29.4
Notification about the new investigations	22.1	27.5	17.6	23.1	15.0	5.9	54.8	57.5	76.5
Overall services	26.9	35.0	5.9	37.5	27.5	35.3	35.6	37.5	58.8

Percentage calculated by categories of experience H: Kruskal–Wallis test (chi-squared correspondent).

Degrees of freedom 2.

TAT = turnaround time.