Impact of Padi accreditation on patient satisfaction

e.g. R. GUIMARÃES [1], C. SOUZA [1] and M. ESCALANTE [2].
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INTRODUCTION

Healthcare accreditation is an external assessment process carried out by specialized organizations, whose objective is to verify whether a healthcare institution meets certain quality standards and criteria. The CBR Diagnostic Imaging Accreditation Program ensures that radiology practices meet the highest safety and quality standards. Customer perception of accreditation can be a crucial element, as patients are key stakeholders in the healthcare delivery system. The objective of this work is to demonstrate the impact of accreditation, through the results of the NPS (Net Promoter Score) and customer satisfaction between units accredited by Padi and units not accredited.

METHOD

Analysis of the Variability of NPS and Satisfaction Indicators (Results of indicators captured by customer opinion surveys) in 6 regions with clinical analysis and imaging diagnostic services from the Sabin Group in the years 2021, 2022 and 2023.

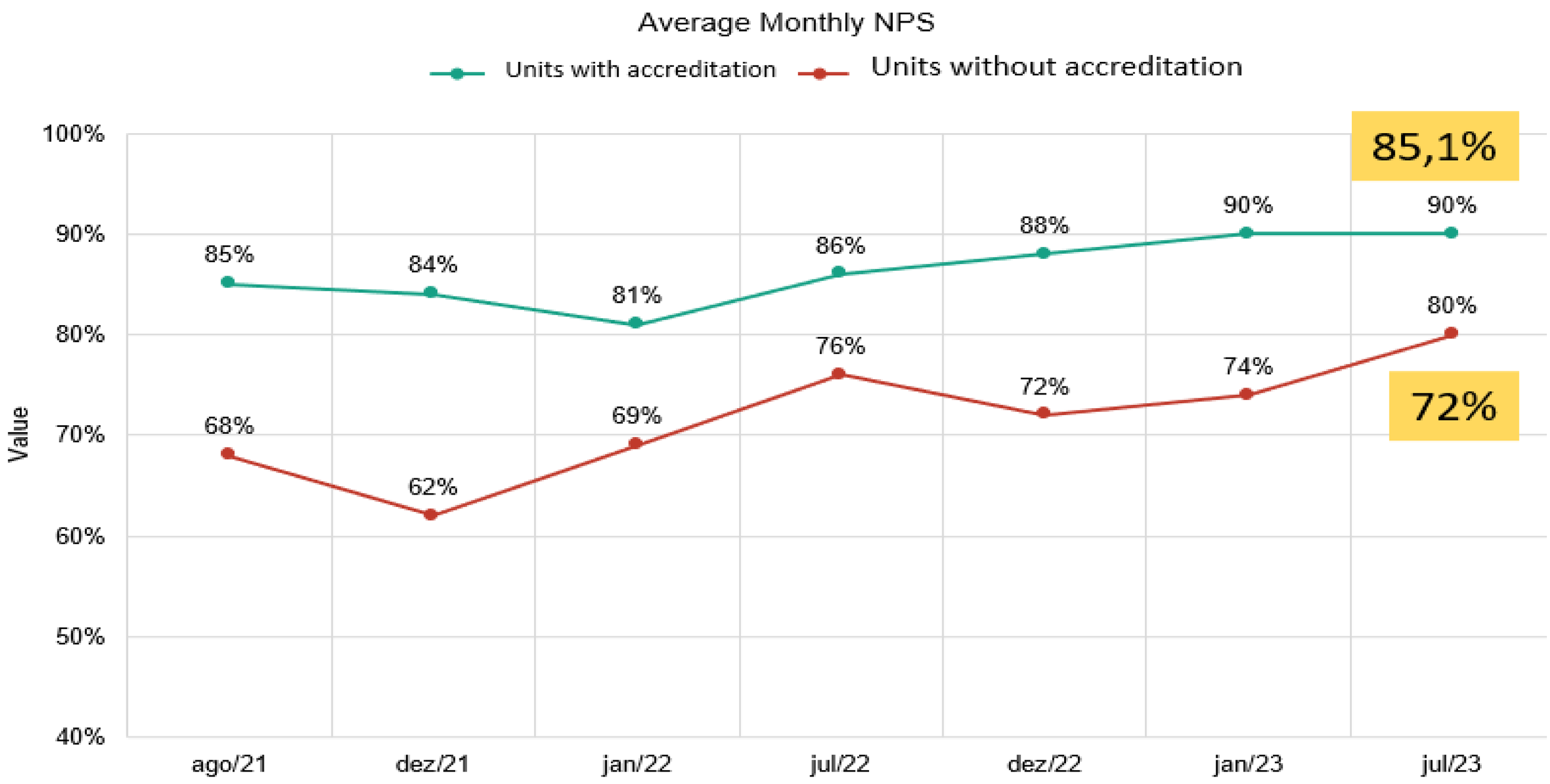
CONCLUSIONS

Accreditation is an indicator of credibility and trust for patients, doctors and other healthcare professionals. It demonstrates the institution's or professional's commitment to excellence and compliance with established standards.

RESULTS

The results demonstrated that the average annual coefficient of variation of indicators in the three regions without accreditation is 672% higher compared to the accredited regions.

Non-accredited regions have, on average, 9% worse results than those with accreditation.



REFERENCES

Internal customer satisfaction reports

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