

Table 5 Comparison of ratings for physician satisfaction with hospital clinical laboratory services for public and private institution, Aden, 2009

Service category	Excellent/good		Average		Below average/ poor	
	Institution		Institution		Institution	
	Public (%)	Private (%)	Public (%)	Private (%)	Public (%)	Private (%)
Courier services*	19.2	96.8	38.5	0.0	42.3	3.2
Routine turnaround time*	23.1	74.2	38.5	22.6	38.5	3.2
Stat turnaround time*	21.5	41.9	28.5	54.8	50.0	3.2
Esoteric test turnaround time*	3.1	74.2	13.8	19.4	83.1	6.5
Phlebotomy services	57.7	54.8	19.2	38.7	23.1	6.5
Courtesy of clinical laboratory staff*	36.2	74.2	36.9	25.8	26.9	0.0
Test menu adequacy*	16.2	90.3	36.9	3.2	46.9	6.5
Quality and reliability of results*	11.5	90.3	33.8	6.5	54.6	3.2
Critical value notification*	13.8	61.3	29.2	29.0	56.9	9.7
Clinical report format*	22.3	90.3	29.2	6.5	48.5	3.2
Notification of new investigations*	13.8	61.3	16.9	29.0	69.2	9.7
Overall services*	11.5	90.3	42.3	3.2	46.2	6.5

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

*Statistically significant, $P < 0.05$ (degrees of freedom 2).