

**SERVICE PROVISION CAPACITY, SAFETY
PRECAUTION MEASURES AND CHALLENGES
OF
MEDICAL IMAGING SERVICES IN
NEW YANGON GENERAL HOSPITAL**

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ABSTRACT

As a consequence of extensive and attainable technological improvement in today era, medical imaging services became crucial in diagnostic and interventional medicine. Diagnostic imaging services took an important role not only for clinical management but also for preventive and supportive care. Therefore, specific data for service provision capacity and exploring challenges of medical imaging services were mandatory to expect for better performance and quality services. Thus, a hospital based cross-sectional mixed method study was conducted to assess service provision capacity, safety precaution measures and challenges of medical imaging services at the radiology department of New Yangon General Hospital (NYGH) from September to November, 2020. For quantitative data collection, secondary data was collected by reviewing hospital and departmental records from January to December, 2019. For qualitative ones, interviews were performed with both providers and service users using appropriate methods. According to the records, the annual service provision capacity of medical imaging services of NYGH were waving from 2015 (16,719) to 2019 (14,902) services. Among total service provision capacity of 2019, X-ray service was the highest (51%) and MRI service was the lowest (2.3%). Regarding special X-ray service provision, fistulogram and distal loop cholangiogram stood at the highest (19.8%). According to the charges for delivering services, about 52.5% of total services was provided by free of charge. Majority of medical imaging services (34.3%) were requested by medical ward. Central Women Hospital received the most of imaging services (32.2%) as an outer service received hospital. Majority of the medical imaging services (93.8%) were provided by routinely. According to CT and MRI region, CT (Head) was the most requested region (34.2%) and also MRI (Brain) was the most requested region examination (38.4%). Safety measures for general radiation safety and radiation producing devices were fair enough according to the guidelines used. The main challenges of service provision capacity and safety precautions measure at the current study setting were human resources gap and ambiguous selection process for further training. Hence, this study could provide some important information for future planning and implementation in order to improve the radiology professionals.