

IHF MEMBERS SURVEY - Mechanism to Monitor Patient Satisfaction

A survey on “Mechanism to Monitor Patient Satisfaction” was sent to IHF Full and Associate Members.

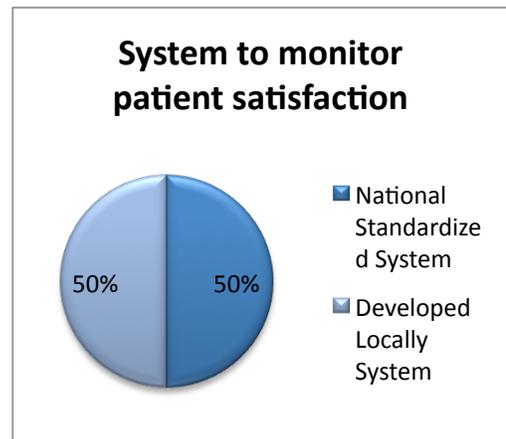
The total number of respondents was 27 from the following Countries: Australia (7); Canada; China, Hong Kong; Denmark; Finland (2); France (2); Israel; Japan; Kuwait; Lebanon; Morocco; Nigeria; Norway; Philippines; Portugal; Switzerland; United States of America (3).

The high number of respondents from Australia (seven) is due to the fact that the AHHA solicited participation from its members.

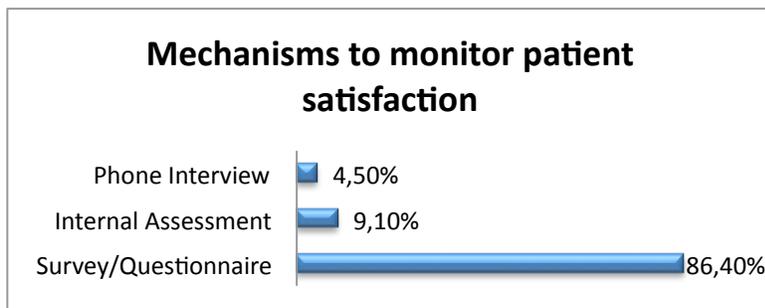
Within the 17 surveyed countries, 14 have a formal system for monitoring patient satisfaction in facilities. 50% of respondents report existence of national standardized systems and 50% have locally developed systems.

For two thirds of those with formal patient satisfaction monitoring systems, these were mandatory. For 37,5% the systems rely on facility good will.

Lebanon, Nigeria and Portugal reported the absence of formal systems to monitor patient satisfaction in facilities.



IHF Members were asked to describe the kind of system in place to monitor patient satisfaction.



Globally, we can say that in one country different mechanisms are in place at the same time. In most cases the system adopted is the satisfaction survey/questionnaire. The latter, in the majority of instances, is internally. Only in two cases the survey is conducted by an external agency.

In two cases the adopted system is the internal assessment. France is the only country which applies a standardized telephone questionnaire of patients one week after discharge.

Five participants did not respond to the question.

The survey shows that half of the countries have a website with public reporting at national level and only 48,1% of the surveyed countries organize annual reports on patient satisfaction which are discussed by healthcare boards or authorities.

From the final comments, we can assume that in the majority of the countries there is still a lack of uniformity in the system of monitoring patient satisfaction, even in cases where these are well

developed at local level. However, at national level this remains underdeveloped. In some countries dialogue is open and patient satisfaction is part of the agenda of the national health reform. This topic seems to be of high interest for IHF members and IHF has been asked to provide information (documents, studies, experiences, etc.) that could help them to improve their system.