HEALTH CARE USERS' SATISFACTION

Outcome indicator

Indicator Phrasing

English: % of [specify the target group] reporting to be satisfied with the [specify the health service]

French: % de [précisez le groupe cible] déclarant être satisfait du [précisez le service de santé]

Portuguese: % de [especifique o grupo-alvo] que afirmaram estar satisfeitos com [especifique o serviço de saúde]

Czech: % [určete cílovou skupinu] uvádějících spokojenost s [určete zdravotní službu]

What is its purpose?

The indicator measures the proportion of the target group members who were satisfied with a given health service.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a representative sample of your target group members:

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

Q1: *To what extent were you satisfied with* [specify the health service]*? Would you say that you were "very satisfied", "fairly satisfied", "fairly unsatisfied" or "very unsatisfied"?*

A1: very satisfied / fairly satisfied / fairly unsatisfied / very unsatisfied

(the following question is not mandatory; ask it only if the previous answer is rather unsatisfied or very unsatisfied)

Q2: *Why were you not satisfied?*

A2: (multiple options possible; pre-define answer options based on the context and pre-testing)

To **calculate the indicator's value,** divide the number of respondents who reported to be "very satisfied" or "fairly satisfied" by the total number of respondents. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

Disaggregate the data by gender, wealth, and other criteria (e.g. ethnicity).

Important Comments

1) Instead of asking about general satisfaction, consider **focusing on a specific aspect of the service**, such as its quality, price or health staff's attitudes.

E-Questionnaire

- XLS form for electronic data collection - indicator Health Care Users' Satisfaction