

Patient's Behavior Survey(Preliminary Report) 2008

【Digest of Summary Report】

- As for outpatients' care time spent with a physician, "less than 3 minutes" accounted for 13.6%—2.8% decrease from the previous survey, "3-9 minutes" accounted for 53.4%—2.8% increase from the previous survey and "10-19 minutes" accounted for 16.4%—2.4% increase from the previous survey.
- The overall satisfaction level of outpatient care was 58.0%—4.2% increase from the previous survey, and the overall satisfaction level of inpatient care was 65.9%—4.8% increase from the previous survey.

Please click [here](#) for the details (Japanese only) (Preliminary Report)

Patient's Behavior Survey
Outline of Survey

1 Objective

The purpose is to survey the state of receiving medical treatment and degree of satisfaction with medical services in patients who use medical institutions nationwide, thereby to clarify patients' perception about medical services and behavior of receiving such services, in order to obtain basic data for the future medical service administration.

2 Subjects and Objects

The subjects are patients (outpatients and inpatients) who use general hospitals, and objects are those who use general hospitals nationwide selected by random stratification (500 institutions).

However, on surveying outpatients, only those who visited within the normal consultation hours are objected and those who received home-visit consultation or treatment were excluded.

3 Survey Dates

One designated date set for each medical institution from three days during Tuesday 21st and Thursday 23rd in October 2008

4 Survey Items

Outpatient Questionnaire

Waiting time before being consulted, length of consultation, source of information in selecting clinical specialty and hospital, understandability of medical explanation, state of receiving medical treatment including duplicated visits, degree of satisfaction, action taken when they are not satisfied, etc.

Inpatient Questionnaire

Source of information in selecting clinical specialty and hospital, understandability of medical explanation, perspectives on future medical treatment and care, conditions required for at-home convalescence, degree of satisfaction, action taken when they are not satisfied, etc.

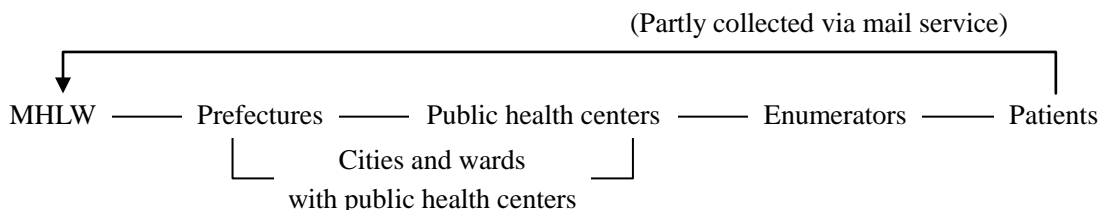
5 Survey Method

Enumerators handed in questionnaires to both of outpatients and inpatients.

Patients themselves filled in the questionnaire in principle but patients who were unable to fill in the questionnaire themselves were supported by their families.

The questionnaires were sealed into envelopes by patients themselves and collected by enumerators at medical institutions. Additionally, tendering by mail service was also accepted.

6 Route of Survey



7 Tabulation and Release of Result

Statistics and Information Department, Minister's Secretariat, Ministry of Health, Labour and Welfare tabulated the results.

<p>Outline of Patient's Behavior Survey 2008 Data: <u>Preliminary Report</u> (Nationwide estimates based on the number of outpatients and inpatients from the Hospital Report (Estimates from Oct 2008 report))</p> <p>Data Included: Basic Tabulation (Data tabulated using items in the Patient's Behavior Survey only)</p>	<p>Patient's Behavior Survey 2008 (Report) Data: <u>Final Report</u> (Nationwide estimates using numbers of outpatients and inpatients from Static Survey of Medical Institutions in 2008, and percentages in age groups of outpatients and inpatients from Patient Survey in 2008)</p> <p>Data Included: Basic Tabulation (Data tabulated using items in the Patient's Behavior Survey only)</p> <p>Data Included: Related Tabulation (Necessary items tabulated after data linkage of Static Survey of Medical Institutions in 2008 and Patient Survey in 2008)</p>
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Classification of hospitals is as follows:

- Advanced Treatment Hospitals:.....Hospitals approved as advance treatment hospitals by the Health Minister under the article 4-2 of Medical Care Act
- Large Hospitals:General hospitals excluding advanced treatment hospitals and hospitals with beds for long-term care with 500 beds or more
- Medium Hospitals:.....General hospitals excluding advanced treatment hospitals and hospitals with beds for long-term care with 100 to 499 beds
- Small Hospitals:General hospitals excluding advanced treatment hospitals and hospitals with beds for long-term care with 20 to 99 beds
- Hospitals with beds for long-term care:.....Hospitals with beds chiefly for hospitalization of patients requiring long-term care under the item 4, paragraph 2, article 7 of Medical Care Act.

Status in numbers of valid responses and surveyed institutions included in the outline are as follows.

Number of questionnaires distributed and collected, and number of valid responses

	Number of questionnaires distributed (A)	Number of questionnaires collected (B)	Collection rates (%) (B) / (A)	Number of valid responses
Total	200,075	156,985	78.5	154,185
Outpatients	134,859	102,674	76.1	100,946
Inpatients	65,216	54,311	83.3	53,239

Number of surveyed institutions and valid responses by type of medical institutions

	Number of institutions	Number of valid responses	Number of valid responses	
			Inpatients	Outpatients
Total	484	154,185	100,946	53,239
Advanced Treatment Hospitals	35	37,498	23,072	14,426
Large Hospitals	69	50,747	32,367	18,380
Medium Hospitals	142	41,206	27,474	13,732
Small Hospitals	115	11,974	9,464	2,510
Hospitals with beds for long-term care	123	12,760	8,569	4,191

[Notes]

- (1) “-” indicates quantity zero.
- (2) Values presented in the outline are rounded and the sums of the items do not always make up the “total”.

References:

- "Health Statistics in Japan 2007" (page 13-16)
<http://www.mhlw.go.jp/english/database/db-hss/dl/hs2007a.pdf>
- Japanese: "Patient's Behavior Survey (受療行動調査)"
<http://www.mhlw.go.jp/toukei/saikin/hw/jyuryo/09/pdf/20gaikyou01.pdf>
<http://www.mhlw.go.jp/toukei/saikin/hw/jyuryo/09/20gaikyou.html>