

Outline of Survey

1 Objective

To survey the provision of medical care and the degree of satisfaction with medical care amongst patients who use medical institutions nationwide, and thereby to clarify patient perceptions and behavior with respect to medical care, and obtain basic data for the future administration of medical care.

2 Coverage and Subjects

The survey covered patients (outpatients and inpatients) who use general hospitals nationwide (excluding Iwate, Miyagi and Fukushima prefectures), and those who use general hospitals as selected by random stratification (500 institutions) was taken as subjects.

However, only those outpatients who visited within normal consultation hours were subjects, and home-based patients who received on-call consultations or home-visit treatment were excluded from the coverage.

3 Survey Dates

A single date set for each medical institution within the 3 day period from Tuesday 18th to Thursday 20th of October 2011.

4 Survey Items

Outpatient Questionnaire

Waiting time before being consulted, length of consultation, circumstances of booking, reason for selecting hospital, physical and mental condition, subjective symptoms, understanding of explanation, second opinion, degree of satisfaction, amount billed by hospital, details of multiple department consultations, dissatisfaction with medical institution, household income, etc.

Inpatient Questionnaire

Reason for selecting hospital, physical and mental condition, understanding of explanation, action taken based on doctor's explanation, second opinion, details of consultations at medical institutions other than the one admitted to, perspectives on future treatment or recuperation, view of at-home convalescence when discharged, presence of co-habitants, degree of satisfaction, dissatisfaction with medical institution, etc.

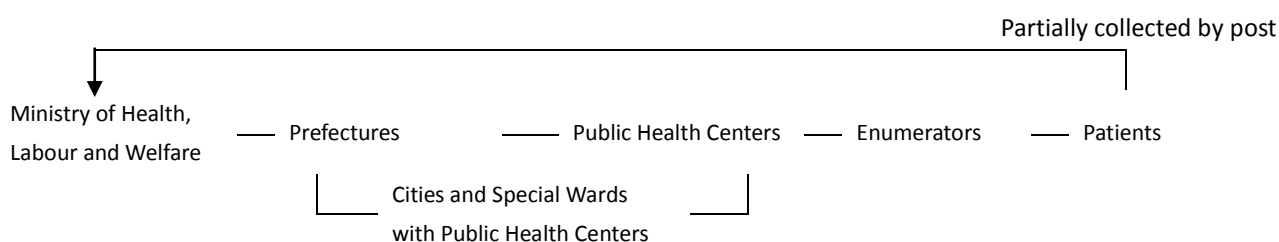
5 Survey Method

Enumerators distributed questionnaires to both outpatients and inpatients.

In principle, patients themselves filled in the questionnaire, but those who were unable were supported by their families.

The questionnaires were sealed into envelopes by patients and collected by enumerators at medical institutions in collection boxes etc. Submissions by post were also accepted.

6. Route of the Survey



7 Tabulation and Release of Results

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

This outline is compiled from the results of the basic tabulation of the Patient's Behavior Survey.

<p>Outline of the Patient's Behavior Survey, 2011 Data type: <u>Preliminary data</u> (Nationwide estimates based on the total number of outpatients and inpatients from Hospital Report (Preliminary data of Oct 2011)).</p> <p>Content included: Basic Tabulation (Tabulated using survey items of the Patient's Behavior Survey only).</p>	<p>Outline of the Patient's Behavior Survey (Final data), 2011 Data type: <u>Final data</u> (Nationwide estimates based on the total number of outpatients and inpatients from Static Survey of Medical Institutions 2011, and age structure of outpatients and inpatients from Patient Survey 2011).</p> <p>Content included: Basic Tabulation (Tabulated using survey items of the Patient's Behavior Survey only).</p> <p>Content included: Related Tabulation (Necessary data tabulated through data linkage with Static Survey of Medical Institutions 2011 and Patient Survey 2011).</p>
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Classification of hospitals is as follows:

- Advanced Treatment Hospitals
Hospitals approved as advance treatment hospitals by the Minister for Health, Labour and Welfare under Article 4-2 of the Medical Care Act.
- Large Hospitals
General hospitals with 500 beds or more, except advanced treatment hospitals and hospitals with beds for long-term care.
- Medium Hospitals
General hospitals with 100 to 499 beds, except advanced treatment hospitals and hospitals with beds for long-term care.
- Small Hospitals
General hospitals with 20 to 99 beds, except advanced treatment hospitals and hospitals with beds for long-term care.
- Hospitals with Beds for Long-term Care
Hospitals with beds chiefly for admission of patients requiring long-term care under Article 7(2)(4) of the Medical Care Act.

The number of valid responses and surveyed institutions were as follows, based on the outline.

◆ Number of questionnaire distributed, collected and valid responses

	Number of questionnaire distributed (A)	Number collected (B)	Collection rate (B)/(A)	Number of valid responses
Total	192,885	152,455	79.0	150,620
Outpatients	126,939	99,886	78.7	98,988
Inpatients	65,946	52,569	79.7	51,632

◆ Number of institutions surveyed and valid responses, by type of institution

	Number of Institutions	Number of valid responses	Number of valid responses	
			Outpatients	Inpatients
Total	485	150,620	98,988	51,632
Advanced Treatment Hospitals	35	39,247	25,178	14,069
Large Hospitals	69	46,803	29,422	17,381
Medium Hospitals	141	40,188	26,942	13,246
Small Hospitals	120	12,225	9,757	2,468
Hospitals with Beds for LTC	120	12,157	7,689	4,468

8 Notes

- (1) Where estimates or percentages are rounded and the lowest digit to be represented is less than 1, they are shown as "0.0".
- (2) As figures in the outline are rounded, totals of breakdowns may not agree with the total.
- (3) In the current survey, tabulated figures are shown excluding Iwate, Miyagi and Fukushima prefectures, as the survey was not carried out in these areas due to the Great East Japan Earthquake.