

Release of the "Patient's Behavior Survey (preliminary data), 2011"

Digest of the Summary Report

11-Sep-2012 The results of the "Patient Behavior Survey (preliminary data), 2011" have now been tabulated and released by the Ministry of Health, Labour and Welfare.

The Patient's Behavior Survey is a survey of the conditions and degree of satisfaction of patients who use medical institutions, at the time of receipt of care, and is carried out to provide basic data for the future administration of medical services. The survey is carried out every 3 years, and the current survey was carried out in October 2011 covering a total of 193,000 patients (outpatients and inpatients) using 500 general hospitals nationwide.

The results of the current survey are tabulated excluding Iwate, Miyagi and Fukushima prefectures, as the survey was not carried out in these areas due to the Great East Japan Earthquake.

【Key Survey Results】

○ **Waiting time until consultation (outpatients only)**

In terms of waiting times, 22.6% waited for "15 to 30 minutes", 21.6% for "Less than 15 minutes", and 21.0% for "30 minutes to 1 hour", with a total of 65.2% waiting for 1 hour or less. (Table 4)

○ **Length of consultation (outpatients only)**

The most frequent length of the consultation was "3 to 10 minutes" at 38.0%, followed by 21.8% for "10 to 20 minutes", and 13.8% for "Less than 3 minutes", with a total of 73.7% being seen for 20 minutes or less. (Table 4)

○ **Burden of amount billed, by household income (outpatients only)**

Where the invoice from the hospital was less than 3,000 yen, more respondents said it was "No burden" (total of "No burden" and "Not much of a burden") than "A burden" (total of "A burden" and "Somewhat of a burden"), but where the invoice was for 3,000 yen or more, more respondents said it was "A burden" than "Not a burden". (Figure 19)

○ **Degree of satisfaction**

In terms of overall satisfaction with the hospital, 49.7% of outpatients and 64.1% of inpatients were "Satisfied" (total of "Very satisfied" and "Quite satisfied"), and 4.4% of outpatients and 4.5% of inpatients were "Dissatisfied" (total of "Very dissatisfied" and "Quite dissatisfied"). (Figures 20-21)

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