

Outline of Survey

1 Objective

To ask patients using medical care institutions nationwide about their condition at the time of receiving medical care and the degree of their satisfaction with provided medical care, and thereby to clarify patient perceptions and behavior with respect to medical care, and obtain basic data for health care policy making.

2 Coverage and subjects

The survey covered patients (outpatients and inpatients) nationwide who used general hospitals. Those who used general hospitals as selected by the stratified random sampling method were taken as subjects.

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

3 Dates of the survey

A single day set for each medical institution within the 3 day period from Tuesday 21st to Thursday 23rd of October 2014.

4 Items surveyed

Outpatient Questionnaire

Waiting time before being consulted, length of consultation, purpose of visit, details of consultation, treatment, and exams, subjective symptoms at first consultation, degree of explanation provided by physicians, reasons for selecting the hospital, with or without hospitalization, frequency of visit for consultation, degree of satisfaction, etc.

Inpatient Questionnaire

Reasons for selecting the hospital, urgent hospitalization/scheduled hospitalization, period before admittance, degree of explanation provided by physicians, request on future treatment or recuperation, degree of satisfaction, etc.

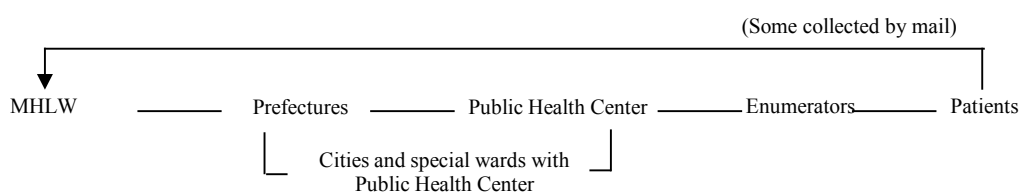
5 Survey method

Enumerators distributed questionnaires to both outpatients and inpatients at medical care institutions.

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 care institutions. 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.

Summary Report of the Patient's Behavior Survey (Preliminary Data) 2014
 Data type: Preliminary data
 (Nationwide estimates based on the total number of outpatients and inpatients from Hospital Report (Preliminary Data of Oct 2014)).

Content included: Basic tabulation
 (Tabulated using survey items of the Patient's Behavior Survey only).

Summary Report of the Patient's Behavior Survey (Final Data) 2014
 Data type: Final data
 (Nationwide estimates based on the total number of outpatients and inpatients from the Static Survey of Medical Care Institutions 2014 and age structure of outpatients and inpatients from the Patient Survey 2014).

Content included: Basic tabulation
 (Tabulated through data linkage with the Static Survey of Medical Care Institutions 2014).
 Content included: Related tabulation
 (Tabulated through data linkage with the Static Survey of Medical Care Institutions 2014 and the Patient Survey 2014).

Classification of hospitals is as follows:

- Advanced Treatment Hospitals..... Hospitals approved as advance treatment hospitals by the Minister of 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)(iv) of the Medical Care Act.

The numbers of valid responses and surveyed institutions used for tabulation (basic and related tabulation) were as follows:

- (1) Basic tabulation (Survey items tabulated through data linkage or associating data of questionnaire, obtained by the Patient's Behavior Survey 2014 and the Static Survey of Medical Care Institutions 2014)

◆ Numbers of questionnaires distributed, collected and valid responses

	Number of questionnaires distributed (A)	Number of questionnaires collected (B)	Collection rate (%) (B)/(A)	Number of valid responses
Total	195,155	154,456	79.1	152,988
Outpatients	128,020	100,652	78.6	99,690
Inpatients	67,135	53,804	80.1	53,298

◆ Numbers of hospitals surveyed and valid responses by type of hospital

	Number of hospitals	Number of valid responses	Number of valid responses	
			Outpatients	Inpatients
Total	488	152,988	99,690	53,298
Advanced Treatment Hospitals	35	39,649	24,472	15,177
Large Hospitals	69	51,282	32,875	18,407
Medium Hospitals	144	38,237	25,643	12,594
Small Hospitals	117	11,314	8,932	2,382
Hospitals with Beds for Long-term Care	123	12,506	7,768	4,738

- (2) Related tabulation (Survey items tabulated based only on questionnaires which are linkable to (or have a data linkage to) other questionnaires among the Patient's Behavior Survey 2014, the Static Survey of Medical Care Institutions 2014, and the Patient Survey 2014)

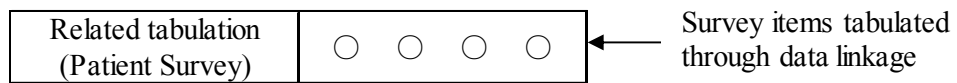
◆ Number of subjects whose questionnaires have a data linkage

	Number of subjects
Total	51,362
Outpatients	31,996
Inpatients	19,366

8 Notes

- (1) Unavailable data is expressed as “-”.
- (2) When numbers are rounded and the lowest digit to be represented is less than 1, they are shown as "0.0".
- (3) As numbers in the Summary Report are rounded, the sum of breakdown may not agree with the total.
- (4) Figures or Tables marked with **New** are those newly added in this Summary Report.
- (5) Due to the difference in the number of subjects, data may not agree between basic tabulation and related tabulation even in similar items.
- (6) Tables based on related tabulation are provided as follows:

Example



- (7) Data of 2011 exclude Iwate, Miyagi and Fukushima prefectures, as the survey was not carried out in these areas due to the Great East Japan Earthquake.