

Czech Republic

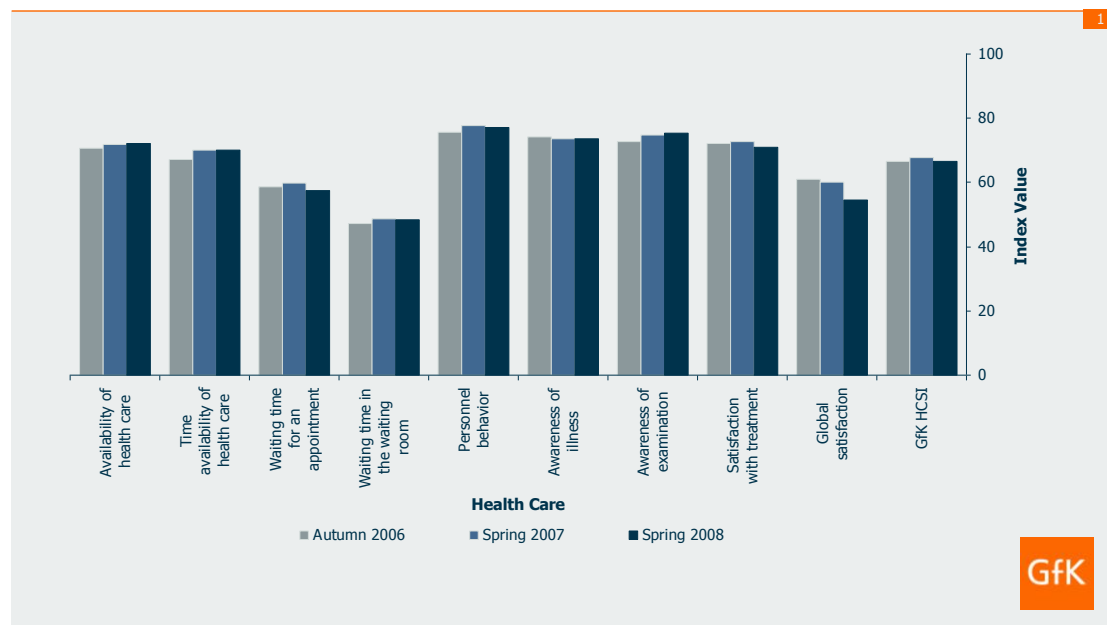
In the view of the patients Czech health care is worse!

Controversial reform of the Czech health care system has started. Has patient satisfaction changed?

GfK Praha has been monitoring the level of satisfaction of citizens with regard to the quality of their health care for the last three years. The company bases its research on representative questioning within the population (GfK Omnibus). The sample of 1000 respondents over the age of 14 years is chosen using a Random Address method and the research is the basis for the Health Care Satisfaction Index (HCSI).

Czechs who had visited a physician at least once in the past 6 months or who had been admitted to a hospital were asked to grade various selected categories with regard to health care. The respondents rated several important health related issues. A score of 100 on the GfK HCSI indicates achievement of the highest possible level of satisfaction.

GfK HCSI – Czech Health Care Satisfaction Index



Compared to last year, the number of persons who have visited a physician has decreased, as has also the number of visits. Women were more likely to have been to a physician, mainly because of their visits to gynaecologists. The most significant decrease in visits was seen in South Bohemia (-34%) and North Bohemia (-25%) although numbers had increased in East Bohemia (+18%).

	Spring 2007	Spring 2008
% of respondents who have visited a physician	74%	63%
Number of visits per person	1.56	1.42

For almost all of the specific aspects regarding medical care which were monitored (availability, behaviour of personnel, awareness, etc.) the level of satisfaction was similar to that found last year. However, the cumulative grades for health care achieved were significantly poorer which is probably due to the health care reforms and the associated publicity in the public media concerning several related problems.

The lowest satisfaction was achieved with regard to the length of time spent in the waiting room at just below 49%. The second lowest satisfaction is associated with the length of wait for an appointment for out-patient examinations or non-urgent hospitalization (58%). The best satisfaction was achieved for the behaviour of the health care personnel.

The greatest dissatisfaction with the waiting period was found in larger towns and cities (populations of 20,000 – 99,000, and over 100,000). The same applied for waiting times for appointments for examinations or hospitalization. The behaviour of the health care personnel was rated highly in all types of settlements, with the poorest rating being found for physicians in medium-large towns (20,000 to 99,999 inhabitants). Similar results were found with regard to awareness of health conditions and planned examinations or treatment. The level of satisfaction with treatment was highest in small towns (5,000 – 19,000 inhabitants).

Overall, Czech health care achieved a grade 3 this year, rather worse than the grade achieved in 2006. The level of the GfK HCSI satisfaction index remained at a similar level to that for the previous two years.

	2006	2007	2008
Total health care grade (1 = very satisfied, 5 = very dissatisfied)	2.6	2.6	2.9
Value of the GfK HCSI satisfaction index (100 = maximum)	66.6	67.8	66.6

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