



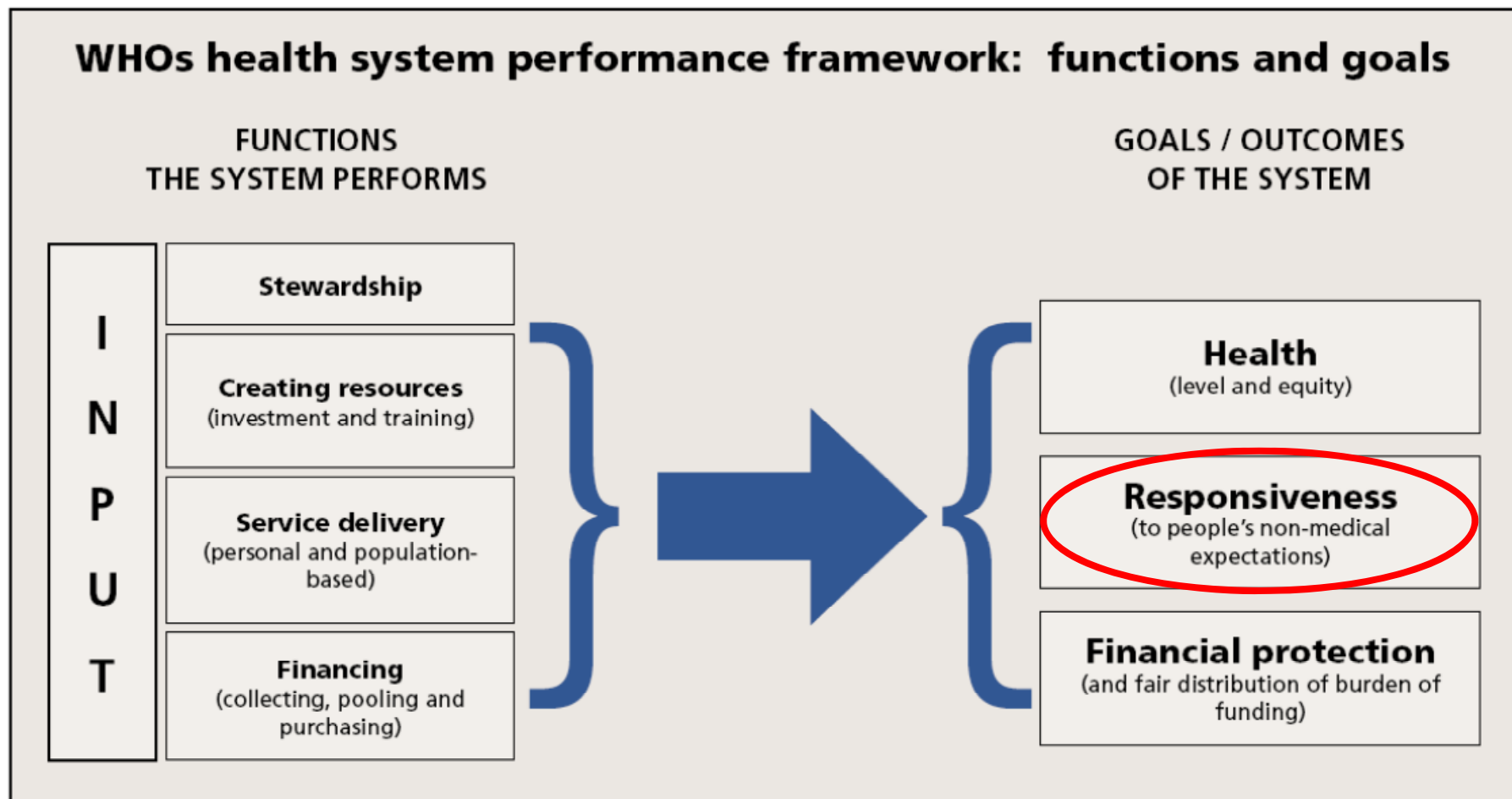
# Dimensions for assessing performance: Patient experience (responsiveness, satisfaction ...)

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# It's looks so obvious ...



... but this is (also) a complicated area;  
in our Performance Assessment book the  
chapter is therefore titled:

**Citizens' and  
patients' satisfaction,  
responsiveness and  
experience with the health system**

## Some domain-related questions

- ... would you say you are very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied with the way health care runs in (our country)?
- Overall, how would you rate the opportunities for patients in this country to make choices about their health care?
- How big a problem, if any, was it to get a health care provider you were happy with?
- How would you rate the freedom you had to choose the health care providers that attended to you?

# Responsiveness ≠ responsiveness even within WHO

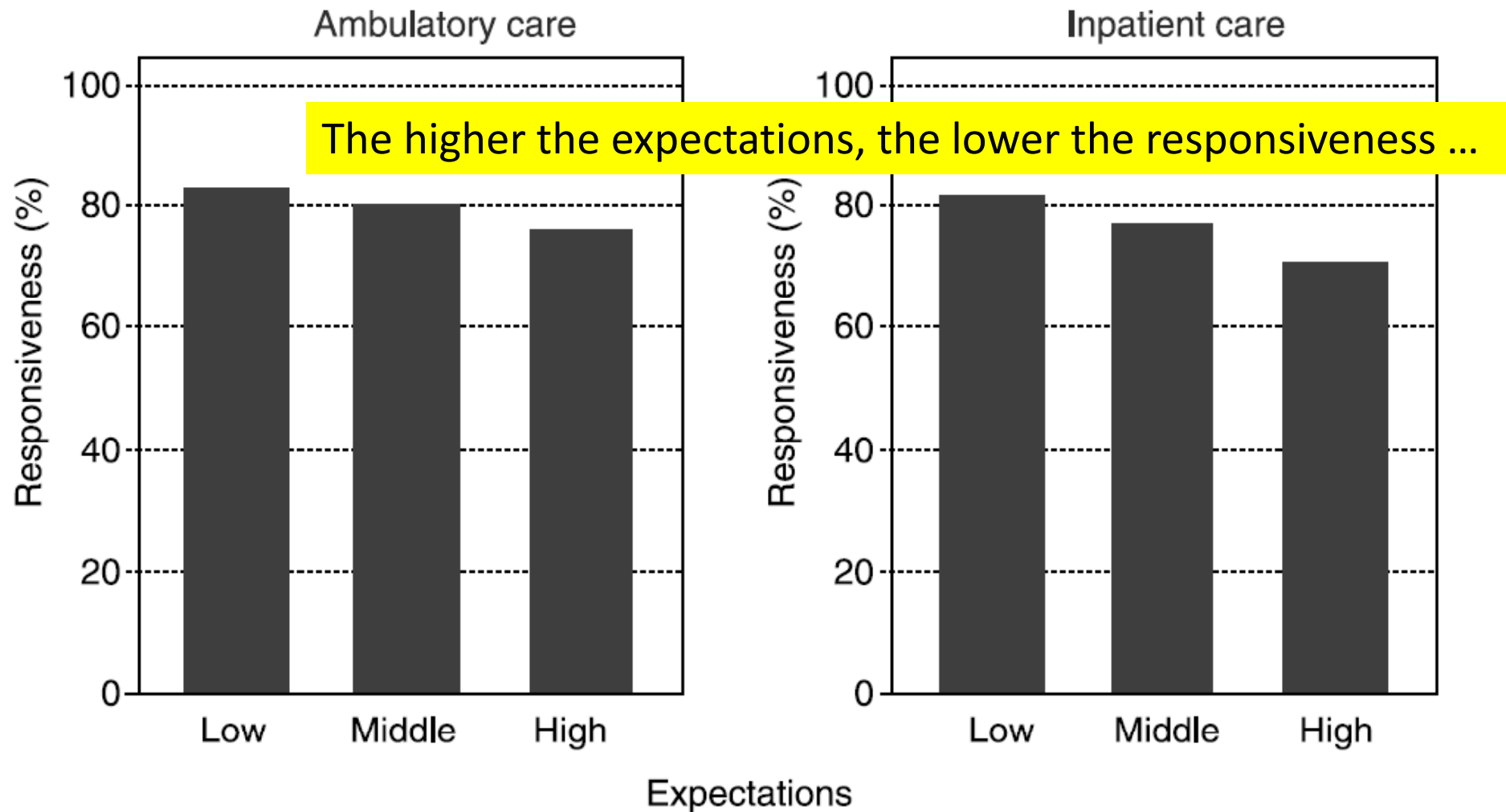
Dimension	WHR 2000: grouping and weighing	Multi-Country Survey 2000/2001	World Health Survey 2002
	<i>Respect for persons</i>		
<b>Dignity:</b> Respectful treatment and communication	16.7%	4 questions	2 questions
<b>Confidentiality</b> of personal information	16.7%	2 questions	2 questions
<b>Autonomy:</b> Involvement in decisions	16.7%	3 questions	2 questions
Clarity of <b>Communication</b>	Not included	4 questions	2 questions
	<i>Client-orientation</i>		
<b>Prompt attention:</b> Convenient travel and short waiting times	20%	2 questions	2 questions
<b>Quality of basic amenities:</b> Surroundings	15%	3 questions	2 questions
<b>Access to family and community support:</b> Contact with outside world and maintenance of regular activities	10%	3 questions	2 questions
<b>Choice</b> of health care provider	5%	3 questions	1 question

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**... and no updates  
of these surveys**

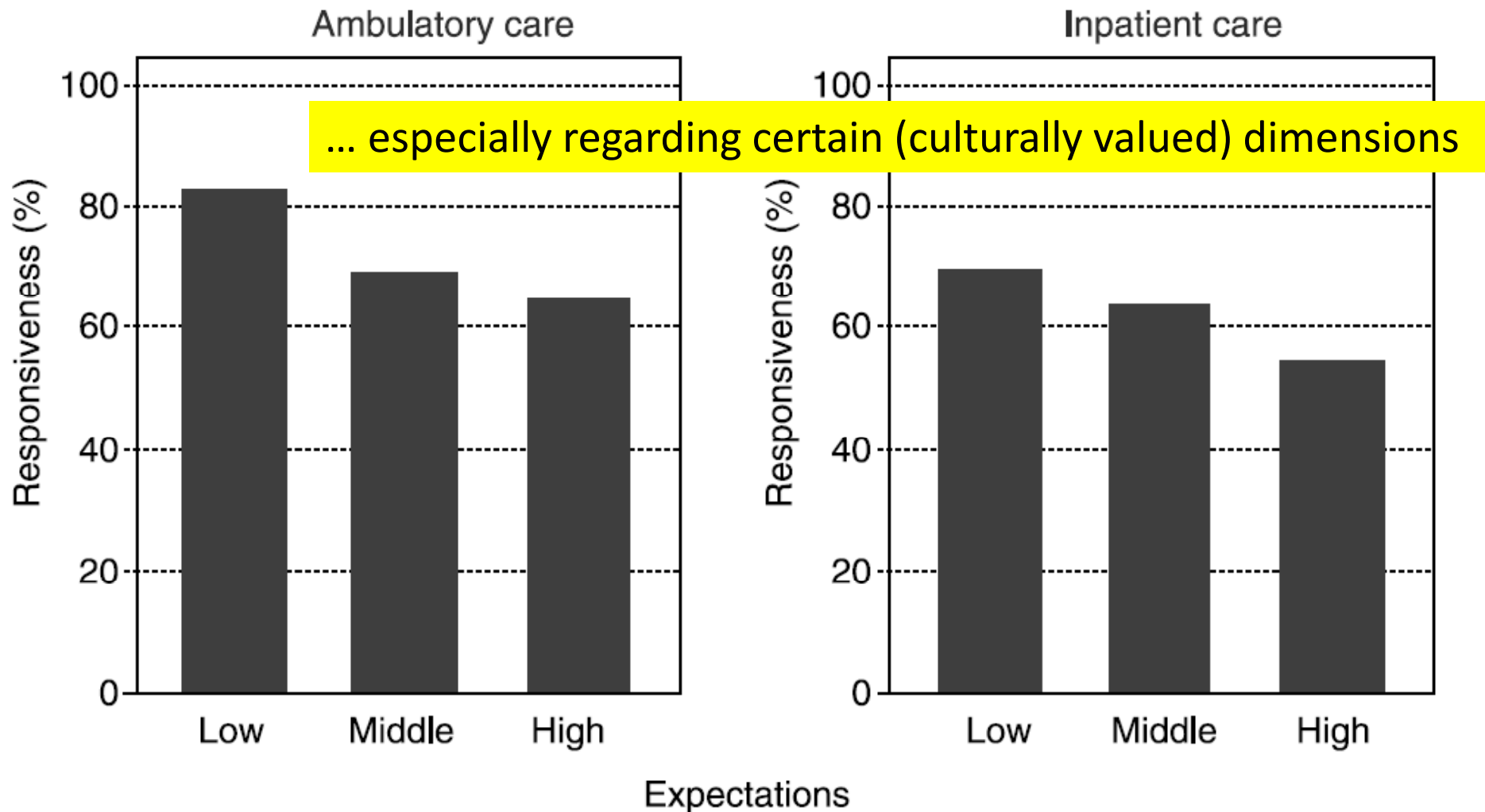
Responsiveness level by degree of expectations in EURO  
Percent reporting 'Very good' or 'Good' responsiveness



**Figure 8.1** Relationship between overall responsiveness and population expectations for 29 countries of the WHO European Region

Source: Üstün et al. 2003 (World Health Survey 2002).

Choice by degree of expectations in EURO  
Percent reporting 'Very good' or 'Good' responsiveness



**Figure 8.2** Relationship between responsiveness for choice of health care provider and population expectations for 29 countries of the WHO European Region

Source: Üstün et al. 2003 (World Health Survey 2002).



Satisfaction with country's health-care system or availability of quality health-care in city/ area in EU15 countries (%), various surveys 1996-2011; countries sorted according to results of 2008 survey

	Country's health-care system												Health-care in city or area
	1996 (A)	1998 (B)	1998 (C)	1999/2000 (D)	2002 (E)	2004 (F)	2007 (G)	2008 (H)	2008 (I)	2008 (J)	2010 (K)	2011 (L)	2008 (M)
LUX	71	67	50	72	58					90			90
BE	70	63	57	77	65					88			91
FIN	86	81	78	74	73					85			66
AT	63	73	71	83	67					84			93
FR	65	65	59	78	64	65		23	41	83	42	40	83
SWE	67	58	46	59	48					79	44	40	77
DK	90	91	48	76	52				42	77	51	46	86
NL	73	70	70	73	46		42			77			89
ESP	36	43	31	38	46	42		37		77			74
UK	48	57	49	56	31	32	26	17	38	73	62	51	85
PT	20	16	0	24	14					58			64
DE	66	58	43	50	47	28	20	20	21	54	38	32	87
IT	16	20	15	26	31	21		13		53			57
GRE	18	16	11	19	19					45			52
IRL	50	58	23	48	20					40			64

Very/ fairly satisfied Satisfied 7-10/10 System works pretty well Confidence in national system

## Satisfaction with health system in general

Availability of services (benefit basket) and providers (in area)

Client-orientation (e.g. choice, access/waiting to get appointment)

Respect for persons (e.g. clarity of communication)

Patient experience (satisfaction with provider)

Patient-reported outcomes (PROM),  
i.e. getting better, perform activities of dailing living,  
back to work ...

# Patient experience (satisfaction with providers)

- Inpatient care
- Care by general practitioners
- few internationally comparative data, stemming from irregularly conducted studies on selected providers
- possibly better to focus on especially needy patients (e.g. chronically ill) such as Commonwealth Fund's Int'l Health Policy Survey
- clear differentiation between “patient experience” and PROMs (patient-rated outcome measures) possible?

# Comparative methodology and results

1. differences in definition
2. differences in indicators
3. (potential) regularity of data → Eurobarometer
4. who rates? general population (Gen) vs. patients (Pat) vs. experts (Exp) vs. data (D)
5. countries covered → e.g. CF only a few western countries

# Comparative methodology and results

## 1st issue: differences in definition

- **WHO:** Respect for persons (health system and health provider's respect for dignity, autonomy, confidentiality); and Client orientation (right to prompt attention to health needs, basic amenities of health services, access to patient social support networks, choice of institutions providing care)
- **OECD:** Not clearly defined, encompasses notions of **patient satisfaction, patient acceptability** and **patient experience including access**
- **Commonwealth Fund:** Not explicitly defined but included in definitions of **quality** and **access**.
- **Control Knobs:** Uses the term '**citizen satisfaction**' to indicate the degree to which citizens are satisfied with the health services provided by the health sector.

## 2nd issue: differences in indicators

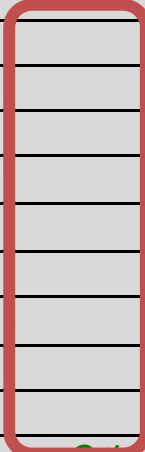
WHO	OECD	Commonwealth Fund (CF)
<ul style="list-style-type: none"> <li>• <b>Health: level and distribution</b> (2 indicators)</li> <li>• <b>Responsiveness: level and distribution</b> (2 indicators)</li> <li>• <b>Fairness in financing</b> (1 indicator)</li> <li>• <b>Efficiency</b> (1 indicator*)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Health improvement / outcomes</b> (10 indicators)</li> <li>• <b>Responsiveness</b> (1 indicators)</li> <li>• <b>Equity</b> (1 indicator)</li> <li>• <b>Macroeconomic and Microeconomic Efficiency</b> (no indicators proposed)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Health outcomes</b> (5 indicators + 1 summary measure*)</li> <li>• <b>Quality of care</b> (19 indicators + 1 summary measure*)</li> <li>• <b>Access and affordability</b> (5 indicators + 1 summary measure*)</li> <li>• <b>Equity</b> (5 indicators + 1 summary measure*)</li> <li>• <b>Efficiency</b> (8 indicators + 1 summary measure*)</li> </ul>



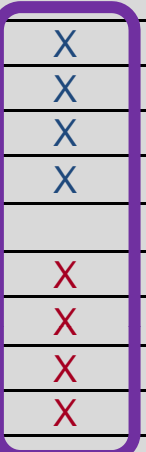
# Euro Health Consumer Index 2009

Sub-discipline	Indicator	Albania	Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Macedonia	FYR	Germany	Greece	Hungary	Iceland
1. Patient rights and information	1.1 Healthcare law based on Patients' Rights	●	●	●	○	●	●	○	●	●	●	●	●	●	○	●	●	●
	1.2 Patient organisations involved in decision making	○	○	●	○	●	●	○	○	●	●	●	●	●	○	○	○	○
	1.3 No-fault malpractice insurance	○	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	1.4 Right to second opinion	●	●	●	○	●	○	○	○	○	○	○	○	○	○	○	○	○
	1.5 Access to own medical record	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	1.6 Register of legit doctors	●	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	1.7 Web or 24/7 telephone HC info with interactivity	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	1.8 Cross-border care seeking financed from home	n.ap.	○	○	○	n.ap.	○	○	○	○	○	○	○	n.ap.	○	○	○	n.ap.
	1.9 Provider catalogue with quality ranking	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	<b>Subdiscipline weighted score</b>		<b>117</b>	<b>149</b>	<b>130</b>	<b>84</b>	<b>117</b>	<b>110</b>	<b>84</b>	<b>175</b>	<b>130</b>	<b>143</b>	<b>143</b>	<b>110</b>	<b>123</b>	<b>84</b>	<b>136</b>	<b>143</b>
2. e-Health	2.1 EPR penetration	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	2.2 e-transfer of medical data between health professionals	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	2.3 Lab test results communicated direct to patients via e-health solutions?	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	2.4 Do patients have access to on-line booking of appointments?	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	2.5 on-line access to check how much doctors/clinics have charged insurers for	n.ap.	○	○	○	n.ap.	○	○	n.ap.	n.ap.	n.ap.	○	n.ap.	○	○	○	○	n.ap.
	2.6 e-prescriptions	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	<b>Subdiscipline weighted score</b>		<b>29</b>	<b>50</b>	<b>38</b>	<b>42</b>	<b>54</b>	<b>38</b>	<b>38</b>	<b>63</b>	<b>46</b>	<b>50</b>	<b>33</b>	<b>50</b>	<b>38</b>	<b>25</b>	<b>46</b>	<b>54</b>
3. Waiting time for treatment	3.1 Family doctor same day access	●	●	●	●	●	○	○	○	○	○	○	○	○	○	○	○	○
	3.2 Direct access to specialist	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	3.3 Major non-acute operations <90 days	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	3.4 Cancer therapy < 21 days	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	3.5 CT scan < 7days	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	<b>Subdiscipline weighted score</b>		<b>187</b>	<b>173</b>	<b>187</b>	<b>120</b>	<b>120</b>	<b>160</b>	<b>133</b>	<b>120</b>	<b>120</b>	<b>93</b>	<b>173</b>	<b>160</b>	<b>187</b>	<b>147</b>	<b>147</b>	<b>173</b>
4. Outcomes	4.1 Heart infarct case fatality	○	○	○	○	○	○	○	○	○	○	○	n.a.	○	○	○	○	○
	4.2 Infant deaths	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	4.3 Ratio of cancer deaths to incidence 2006	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	4.4 Preventable Years of Life Lost	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	4.6 MRSA infections	○	○	○	○	○	○	○	○	○	○	○	○	n.a.	○	○	○	○
	4.6 Rate of decline of suicide	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	4.7 % of diabetics with high HbA1c levels (> 7)	○	○	○	n.a.	○	○	○	○	n.a.	○	○	○	○	○	○	○	○
	<b>Subdiscipline weighted score</b>		<b>95</b>	<b>190</b>	<b>155</b>	<b>95</b>	<b>143</b>	<b>155</b>	<b>190</b>	<b>202</b>	<b>143</b>	<b>226</b>	<b>202</b>	<b>107</b>	<b>214</b>	<b>190</b>	<b>119</b>	<b>226</b>
5. Range and reach of services provided	5.1 Equity of healthcare systems	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	5.2 Cataract operations per 100 000 age 65+	n.a.	○	○	○	○	○	○	○	○	○	○	n.a.	○	○	○	○	○
	5.3 Infant 4-disease vaccination	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	5.4 Kidney transplants per million pop.	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	5.5 Is dental care included in the public healthcare offering?	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	5.6 Rate of mammography	○	○	○	n.a.	○	○	○	○	○	○	○	○	○	○	○	○	○
	5.7 Informal payments to doctors	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	<b>Subdiscipline weighted score</b>		<b>64</b>	<b>107</b>	<b>136</b>	<b>57</b>	<b>93</b>	<b>100</b>	<b>121</b>	<b>121</b>	<b>100</b>	<b>121</b>	<b>114</b>	<b>86</b>	<b>100</b>	<b>79</b>	<b>86</b>	<b>114</b>
6. Pharmaceuticals	6.1 Rx subsidy	n.a.	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	6.2 Layman-adapted pharmacopeia?	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	6.3 Novel cancer drugs deployment rate	○	○	○	n.a.	n.a.	○	○	○	○	○	○	n.a.	○	○	○	○	n.a.
	6.4 Access to new drugs (time to subsidy)	○	○	○	○	○	○	○	○	○	○	○	n.a.	○	○	○	○	○
	<b>Subdiscipline weighted score</b>		<b>50</b>	<b>125</b>	<b>88</b>	<b>50</b>	<b>100</b>	<b>75</b>	<b>100</b>	<b>138</b>	<b>100</b>	<b>88</b>	<b>113</b>	<b>63</b>	<b>125</b>	<b>75</b>	<b>100</b>	<b>100</b>
<b>Total score</b>		<b>542</b>	<b>795</b>	<b>732</b>	<b>448</b>	<b>627</b>	<b>637</b>	<b>667</b>	<b>819</b>	<b>638</b>	<b>721</b>	<b>778</b>	<b>576</b>	<b>787</b>	<b>600</b>	<b>633</b>	<b>811</b>	
<b>Rank</b>		<b>30</b>	<b>4</b>	<b>11</b>	<b>33</b>	<b>23</b>	<b>19</b>	<b>17</b>	<b>2</b>	<b>18</b>	<b>12</b>	<b>7</b>	<b>25</b>	<b>6</b>	<b>24</b>	<b>20</b>	<b>3</b>	

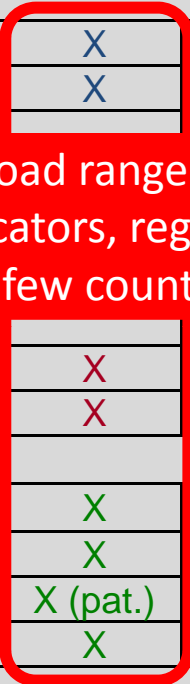
	Euro-barometer	Picker inpatient survey	EUROPEP GP practice evaluation	WHR 2000	MCS study, WHS	Euro Health Consumer Index	Commonwealth Fund	Gallup Poll
Data sources used	Gen	Pat	Pat	Exp	Pat	Exp	Gen,Pat	Gen
<i>Satisfaction with ...</i>								
...country's health system	X						X	X
...local availability of health care								X
<i>Client-orientation</i>								
Choice of care provider				X	X	X	X	
Access/ travel/ waiting			X	X	X	X	X	
Basic amenities				X	X			
Access to social support netw.		X		X	X			
<i>Respect for persons</i>								
Respect for dignity		X	X	X	X			
Respect for confidentiality		X	X	X	X			
Respect for autonomy		X	X	X	X	X	X	
Communication		X	X		X		X	
<i>Other issues related to responsiveness</i>								
Patients' rights and information						X	X	
Range of benefit basket						X	X	
Access to pharmaceuticals						(system)	X (pat.)	
Care coordination							X	
<i>Processes and patient-reported outcomes</i>								
Processes			X					
Errors and quality							X	
Patient-reported outcomes			X					



Regular but indicators not included



Broad range of indicators but not updated



Broad range of indicators, regular, but few countries



