

## **2020 PhilHealth Client Awareness and Satisfaction Survey: Local Health Insurance Office (LHIO)**

Implementing Agency: Novo Trends PH Inc.

Cooperating Agency: Philippine Council for Health Research and Development &  
Philippine Health Insurance Corporation

### **ABSTRACT**

In order for the Corporation to realize its Vision: “Bawat Pilipino Miyembro, Bawat Miyembro Protektado, Kalusugan natin ay Segurado” and Vision: “Sulit na benepisyo sa bawat miyembro, de kalidad na serbisyo para sa lahat” a more detailed and comprehensive survey was needed to be able to gather more information base on the respondents’ opinion, comments and feedback. The main objective of the said survey was to gauge the awareness and satisfaction in terms of the programs and services provided by PhilHealth to its members and more importantly serve as a basis for policy enhancement. It also aimed to allow an opportunity to discuss important key topics. The survey used personal interviews and focus group discussions to gather data from the respondents and covered both members and service providers. The study was an intercept, face-to-face interview survey of clients. Survey questionnaires used were standardized and anchored from the prescription of Governance Commission for Government Owned and Controlled Corporations (GCG). The respondents were identified thru stratified random sampling with PROs as domains and they were further classified into 1) individual customer, 2) representatives of employer, 3) representatives of healthcare institutions, and 4) representatives of healthcare professionals.

The survey results provided a valuable feedback as baseline to measure and establish benchmark. Among the suggestions gathered from respondents to improve PhilHealth’s services are to increase the range and value of benefits for members, to include outpatient packages, dental care, additional number of sessions for dialysis among others. This was the first time that healthcare institutions and professionals were covered by the survey. Aside from the concerns raised by the other types of clients, they highlighted the need for a more efficient and transparent process of reimbursements. They sought strategic solutions that would involve development of online systems, policy changes, and good governance measures. While many of those who said that they were satisfied with PhilHealth services remained silent, some of them used this as an opportunity to voice out their concerns based on their experiences in dealing with PhilHealth. The prevailing pandemic conditions also brought about other areas for improvement.