

## **Survey of PhilHealth Stakeholders (2016)**

Implementing Agency: Novo Trends PH, Inc.

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

### **TECHNICAL ABSTRACT**

The Survey of PhilHealth Stakeholders was conducted by Novo Trends PH, Inc. in two parts in 2016. The Survey of PhilHealth Members covered 5,400 respondents from 18 administrative regions, while the Survey of PhilHealth Accredited Hospitals had 307 sample hospitals and clinics, with a response rate of 95.8 percent. The main research focus was the level of satisfaction at different levels and modes of interaction with PhilHealth. The survey results were validated in separate focus group discussions (FGDs) with beneficiaries and service providers. PhilHealth beneficiaries gave PhilHealth a net satisfaction rating of Excellent (78.5 percent), using the rating scale of the previous survey taker, Social Weather Station for comparability of results. Those who reported that they were covered by PhilHealth gave significantly higher ratings (86.6 percent and 86.4 percent respectively) than those who said that they were not (53.4 percent). Those who availed of its benefits and services also gave PhilHealth significantly higher marks (92.9 percent). Respondents in fourteen out of the 18 regions rated PhilHealth as Excellent. On the other hand, the lowest rating given was Good (49.3 percent). Hospitals, clinics and other accredited service providers gave PhilHealth a net satisfaction rating of Excellent (80.0 percent). The service providers rated PhilHealth Excellent for its accreditation (84.5 percent) and information dissemination (74.7 percent) functions, and Very Good (55.0 percent) for claims processing, approval and payment. The report includes recommendations on branding, membership, information dissemination, additional services and benefits, and processes.

Keywords: PhilHealth, Novo Trends PH, Inc., stakeholders, satisfaction