

2018 Survey of PhilHealth Stakeholders

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

TECHNICAL ABSTRACT

Background: This survey provides scientific and solid basis to determine health service penetration and effectivity, problem areas requiring intervention; strengthen PhilHealth capabilities for its core functions, and enhance PhilHealth public information work, its image, and public acceptability to attain the overall goal of the Philippine Health Insurance Corporation which is to ensure an optimal level of satisfaction and awareness on PhilHealth benefits and services.

Objectives: Determine the awareness and satisfaction level, current and preferred sources of information, and benefits and services for members across membership categories and geographic areas; membership status and use of PhilHealth benefits; and potential sources of dissatisfaction and information barriers.

Methodology: The study was conducted through two surveys: Client Awareness and Satisfaction Survey (CASS) among household members 21 years old and over in sample areas in the seventeen administrative regions using multi-stage cluster sampling design and; Intercept Interview of Frontline Services (IIFS) among clients who availed frontline services in the 20 PhilHealth Regional Offices (PROs) nationwide through systematic sampling with random start, at the rate of 50 respondents per day during a five-day workweek

Results on Awareness of PhilHealth: 94% of the respondents were aware of PhilHealth. The awareness level is highest in NCR (100%) and CARAGA (100%) while lowest levels were in Region 9 (85.67%), Region 12 (89.67%) and Region 2 (90%).

Results on Sources of Information About PhilHealth:

CASS: Major sources of information were television (40.25%), friends and acquaintances (33.47%) and family (22.82%). The least popular sources were newspapers (4.45%), print materials (4.51%), and social media (4.76%).

IIFS: Clients preferred face-to-face interactions in seeking information than electronic means. The leading source was the Information Desk. Other sources included television and radio, relatives and friends, the workplace, representatives of the local government unit, and health personnel in clinics and hospitals.

Results on Membership Status: 83.08% of the respondents were covered by PhilHealth - 66.96% as members, and 16.12% as dependents of PhilHealth members. Highest coverage was seen in the NCR (95.3%) while the lowest coverage was on the Autonomous Region of Muslim Mindanao. Leading reason why they are not covered is the lack of ability to pay membership contributions.

Results on use of PhilHealth Benefits: 40% of the respondents reported that a member of their family got sick in the 12 months prior to the survey. Almost 90% sought medical attention for the condition

experienced by the sick family member. Only 63% of those who sought medical attention used their PhilHealth benefits during treatment.

Results of Rating the Experience: The respondents rated the medical personnel, hospital facilities, assistance provided by hospital personnel in deducting PhilHealth benefits from hospital bill, and the amount deducted from hospital bill due to PhilHealth benefits as “Excellent”.

Results on Value of PhilHealth: “Health insurance is one of the priority expenses of a family”. 92% agreed with the statement on health insurance as a top priority in family expenses. Only 3.2% disagreed with the statement while 4.8% were not decided. No significant difference in the attitude of different age groups and sexes towards the statement.

Results on Satisfaction Rating

CASS: As regards to the support and protection PhilHealth provides, PhilHealth received a satisfaction rating of 88.2% from the respondents. If those who were dissatisfied were excluded, the resulting net satisfaction rating was 86.4%. This falls under “excellent” of the rating scale. Awareness of PhilHealth also marked a difference as aware respondents gave a significantly higher net satisfaction than those unaware.

IIFS: Using a five-point scale, the overall satisfaction rating was 93.1%. On the other hand, less than 1% of the respondents said that they were dissatisfied with the services of PhilHealth. Net satisfaction rating given to PhilHealth was 92.5%. Respondents in Metro Manila gave PhilHealth a significantly higher satisfaction rating than their counterparts in the other areas

Positive Attributes of PhilHealth Services: More than 90% of the clients agreed on the positive features of PhilHealth’s facilities, staff, and information from PhilHealth. Only half of the clients agreed on the good qualities of the e-services of PhilHealth.

Conclusion: The public awareness level of PhilHealth and its program is very high at 94 percent. Its image is positive, as evidenced by the descriptions given by the respondents. Major sources of information about PhilHealth were television, friends and acquaintances, and family. In general, members and their dependents did not have problems with the current system of premium contribution payments. A large proportion of the respondents sought medical attention when a member of the family got sick. In both surveys, respondents gave PhilHealth very high satisfaction ratings.

Recommendations

CASS: Fifteen percent of the respondents said that persons covered by PhilHealth should not have to pay any hospital bill while another 15% recommended that deductions as a result of PhilHealth coverage should be increased. 12% of the respondents recommended that more expense items be covered by PhilHealth. general recommendations include addition of benefits and coverage.

IIFS: 12% of the total responses were recommendations for improvement of facilities. Other recommendations include more work space, addition of new equipment and fixtures and some free amenities. 9% of the total responses were recommendations to improve staff performance and about 7% of the total responses were recommendations for improving the benefits for members and their dependents.