



2021 PHILHEALTH CLIENT AWARENESS AND SATISFACTION SURVEY

Project Leader: Carmelita N. Ericta

BACKGROUND

As 2020 was marked by challenges: volcanic eruptions, typhoons, and the COVID-19 pandemic, brought about changes in behavior in compliance with restrictions and health protocols. Thus, more detailed and comprehensive survey was needed to be able to gather more information base on the respondents' opinion, comments, and feedback.

OBJECTIVES



Determine the main sources of information, benefits and services for members



Determine the satisfaction level across membership categories and geographic areas



Identify potential sources of dissatisfaction & recommendations for improving the services

METHODOLOGY



Intercept Interview Survey was used to gather feedback from clients on-site by trained interviewers using a standardized questionnaire.

Sampling design:
Stratified random sampling

FOUR strata



individual customers



representatives of healthcare institutions



representatives of employers



representatives of healthcare professionals

RESULTS



Information desk in the Local Health Insurance Offices (LHIO) was the leading source of information for individual members followed by the PhilHealth official website while PhilHealth Facebook account is the most popular among the social media apps.



For individual members, membership enrolment, payment of premium payments are the leading availed services.



For health care institutions, submission of requirements for accreditation and reimbursement process were the leading availed services.



For representatives of employers, remitting premium payments of their employees and submitting required documents of their employees availing of PhilHealth benefits were leading services availed

SATISFACTION RATE

91.06%

INDIVIDUAL MEMBERS

91.61%

EMPLOYERS

80.77%

HEALTH CARE INSTITUTIONS

NET SATISFACTION RATE

90.19%

90.2%

77.14%

FACTORS AFFECTING PHILHEALTH'S PERFORMANCE

Facilities

Ranked 1st among three types of clients: individual members, health care institutions, and health care professionals; and 2nd among employers. This indicates that the accessibility, physical space and appearance, queueing arrangements, cleanliness, and even toilet facilities are important aspects of a client's experience in frontline services.

PhilHealth staff information & communication

Ranked 2nd and 3rd by the three types of clients respectively, clients expected to be served by well-trained staff who are not only knowledgeable about their products and services but also treat their customers with respect, fairness, and prompt actions. Moreover, clients expected to be given correct and up-to-date information about PhilHealth policies and processes.

RECOMMENDATIONS

EMPLOYERS

- All ailments should be covered, and No Billing Policy should be extended to private hospitals.
- Improve existing internet access. Clients get frustrated when they cannot transact with or even get information from PhilHealth online.
- Provide service booth or the like in the hospital to serve the immediate need of the members, such as MDR that client no need to go to far away PhilHealth office for this purpose alone. Kiosk like in SSS and additional staff for the windows should be provided.
- Enlarge space for queueing, parking, and waiting; maintain cleanliness; add seats and windows during peak season; provide shaded areas for queueing outside the office.

HEALTH CARE INSTITUTION

- Enlarge space for queueing, parking, and waiting; maintain cleanliness; add seats and windows during peak season; provide shaded areas for queueing outside the office.
- Improve information dissemination for both online and manual setting and initiate proper information dissemination of clients living in far flung areas
- Improve dissemination of circulars and advisories and improve implementation of new policies and circular.

HEALTH CARE PROFESSIONALS

- Improve processing of application or renewal of health care providers' accreditation
- Provide updated information on the accreditation process in the website
- Update online service for payment and lessen the accreditation fee of doctors