

2020 PHILHEALTH CLIENT AWARENESS & SATISFACTION SURVEY



DOST-PCHR



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Overview

The year 2020 was marked by challenges: volcanic eruptions, typhoons, and the COVID-19 pandemic. The latter had adverse effects not only on the health of the Filipinos, it brought about economic and social reversals that are still felt one year after its onset. The country is still under quarantine at the time of writing this report.

Rationale & Significance

As an input into policy planning, the survey provides scientific and solid basis for determining health service penetration and effectivity, problem areas requiring intervention; strengthening PhilHealth capabilities for its core functions, and enhancing PhilHealth public information work, its image, and public acceptability.

Objective

It aims to generate data and determine the levels of satisfaction, awareness of members on PhilHealth benefits, and service delivery position.

Intercept Interview Survey of Clients

This was a survey of clients who transacted business with PhilHealth at the Local Health Insurance Offices (LHIOs) covered by the PhilHealth Regional Offices (PROs). The response rate was 95%, including individual clients, employers, health care institutions and professionals. It covered the aspects:



Transacting with PhilHealth



Modes of Transactions with PhilHealth



Main Sources of Information about PhilHealth



Awareness on Universal Health Care



Overall Satisfaction

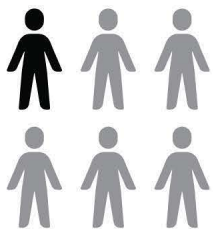


Factors Affecting PhilHealth Performance

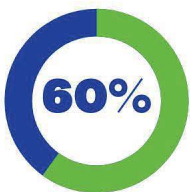


Recommendations for improvement

Key Results and Statistics

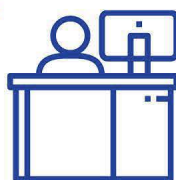


1 of every 6 individual clients had been transacting with PhilHealth for less than one year. Only one-third had been clients for at least ten years.



60% of the business organizations had been transacting for more than five years. More than half of them were transacting for at least ten years.

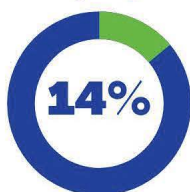
The most common mode of transaction was through office visit. Other modes were through phone calls, mail delivery, text messages, emails, and chats.



The leading source of PhilHealth information was the Information Desk. Two out of every three individual clients relied on the information desk for the needed information.

About 12%

cited their own family, workplace, office, and company as other sources of information.



14% of the individual customers were aware of the Universal Health Care. All the expressed opinions and views about it were positive.

Overall Satisfaction Rating



Net Satisfaction Rating



Among individual customers, Mindanao clients gave the highest satisfaction rating, very closely followed by South Luzon clients. **There are no difference in the average satisfaction scores of all clients based on gender and asset size of organization.**

The most common reasons for satisfaction were related to benefits and services. Employers, health care institutions, and professionals expressed satisfaction to the efficiency of staff and accessibility of facilities.



The facilities and the staff of PhilHealth were the primary drivers of performance. Other drivers cited were over-the-counter transactions, information and communication, and electronic services.

Recommendations for Improvement

The individual customers generally recommended increasing the range and value of benefits for members, including outpatient packages, dental care, additional dialysis sessions among others. They also cited hiring more personnel and providing customer service training refreshers to them. On the other hand, health care institutions and professionals highlighted the need for a more efficient and transparent reimbursement process which would involve development of online systems, policy changes, and good governance measures.