

2020 PhilHealth Survey on Universal Health Care

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Background



Republic Act No. 11223 otherwise known as the Universal Health Care Act requires that the public be informed about the health care that they are entitled to. It is within this context that this survey was commissioned by PhilHealth through the Philippine Council for Health Research and Development (PCHRD) to Novo Trends PH, Inc., a private research firm.

Objectives

The study was conducted to identify the following:

The level of awareness of Universal Health Care, including some of its features;

Existing and preferred sources of information about UHC;

Awareness of elected case rate packages, including that of COVID-19;

Satisfaction rating of PhilHealth services and benefits

Methodology

The study was conducted through a survey of household members 21 years old and over in sample areas in the seventeen administrative regions.

The survey used a multi-stage cluster sampling design with administrative regions as domains. The total sample size was 5,100 individuals.



Results

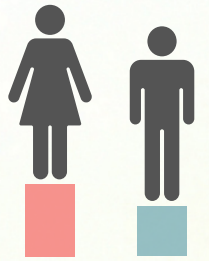
Awareness of Universal Health Care

Only 15.65% of the respondents said that they knew what UHC meant

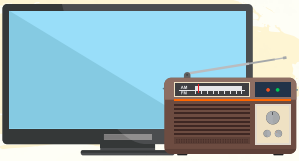
Awareness level, at 21.11%, was highest in the Visayas and significantly lower in Mindanao (12.78%).



Awareness among women (16.24%) was slightly higher than that of men (15.01%) in all geographic areas except in Mindanao



Sources of information about UHC



Television was the most popular medium, followed by the radio (40.73%).



Among social media, Facebook garnered the biggest share, (26.57%)



Face-to-face sharing of information followed while printed materials had the lowest share.

PhilHealth Membership Premiums

62.07% said that they did not know what the penalty was for every month of membership premium missed;

42.47% said that they did not know if members can still avail of the benefits even if they are unable to pay monthly premiums and;

51.66% said that they did not know when they should settle unpaid membership premiums



COVID-19 Package

Only 13.91% of the respondents who were covered by PhilHealth said that they knew what the COVID-19 package was with a significant difference between the lowest awareness level (8.12% in North Luzon) and the highest (17.7% in the Visayas).

Top 2 answers for the benefits included in the package

65% Community Isolation Benefit Package

62.48% Inpatient Benefit Package/Hospitalization

smallest share 19.43% Vaccine

Customer Satisfaction Rating

81.65%

Overall satisfaction rating given by the respondents to PhilHealth

74.69%

NET SATISFACTION RATING

Although the difference was significant, both ratings translated to

EXCELLENT

Summary

The survey results could form part of a communication plan for disseminating information about Universal Health Care. The data show the extent of the work to be done by answering the basic questions

Who are the target audience?

What are the messages?

What medium should be used to disseminate the information?