

SURVEY OF PHILHEALTH STAKEHOLDERS 2018

Overview

It measured the perception on PhilHealth from the perspectives of its members and service providers, through two major phases:

- Client Awareness and Satisfaction Survey (CASS)
- Intercept Interviews for Frontline Services (IIFS)

Objective

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







Rationale & Significance

With the implementation of the Universal Healthcare Law for Filipinos, the new thrust of the PhilHealth program requires a more responsive monitoring system. Therefore, there is the need to establish baseline program data, its impact on the priority populations, and problem areas from beneficiaries' perspective.

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.

Client Awareness and Satisfaction Survey

It aimed to produce national and regional statistics on member awareness and satisfaction, covering the aspects of:

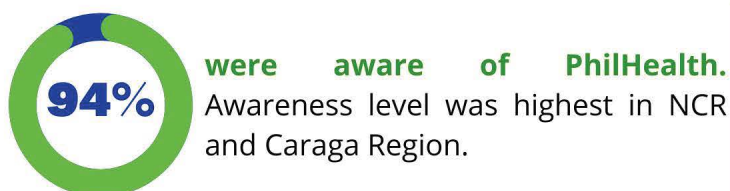
-  Awareness and information sources on PhilHealth
-  Experience and satisfaction rating
-  Membership status
-  Value of PhilHealth
-  Use of PhilHealth benefits
-  Recommendations for improvement

Intercept Interview for Frontline Services


This was a survey of clients who availed of frontline services in the 20 PhilHealth Regional Offices (PROs) nationwide. The response rate was 96% where 94% were individual customers and 6% were representatives of business organizations. It covered the aspects:

-  Overall satisfaction rating
-  Positive attributes of PhilHealth services
-  Sources of Information
-  Areas for Improvement

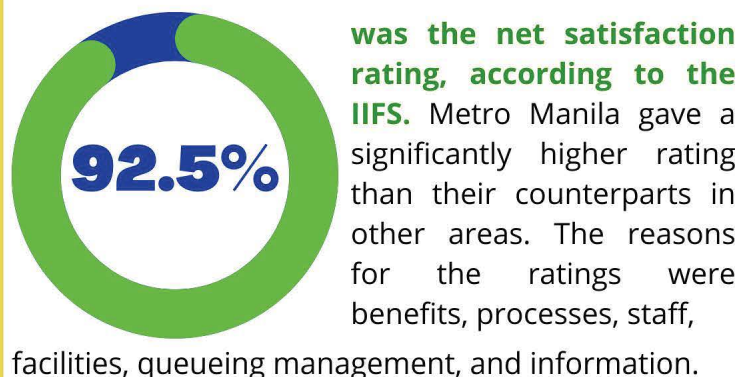
Key Results and Statistics




Only 63% of those who sought medical attention used their PhilHealth benefits during treatment.

 Medical personnel, hospital facilities, assistance provided by hospital personnel in deducting PhilHealth benefits from the hospital bill, and the amount deducted from the hospital bill due to PhilHealth benefits were **rated as excellent**.

94% of the respondents agreed that health insurance is a priority expense of the family.



More than 90% of the clients agreed on the positive features of PhilHealth's facilities, staff, and information from PhilHealth. However, only about half of the clients agreed on the good qualities of the e-services.

 The leading source of PhilHealth information was the Information Desk. Clients preferred face-to-face interactions to get information over electronic means.

Recommendations

The CASS respondents generally recommended the improvement and expansion of the benefits. They specifically mentioned increased deductions and no balance billing, inclusion of outpatient care, special benefits for specific groups, widening the criteria for dependents.

The suggestions of IFSS respondents were mostly management-related, such as the website and other e-services, complaints handling, recordkeeping, and manpower.