

Quality of Service: A Survey of Patient Satisfaction from a Self-paid Physical Examination Program

Mann-Li Liu¹, Shan Hsia², Hung-Huan Chou², Jui-Hsuan Lu^{3,*}, Kee-Ching Jeng⁴

¹Department of Family Medicine, Tung's Taichung MetroHarbor Hospital

²Departments of Family Medicine and ³Medical Research, Taichung Veterans General Hospital

⁴Departments of Medical Research, Tung's Taichung MetroHarbor Hospital

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Abstract

Background: Understanding the needs and satisfaction of participants can improve the quality of service of a physical examination program.

Methods: This study recruited participants from a self-paid physical checkup program at Taichung Veterans General Hospital. Data on the quality of service, needs, and satisfaction of participants were collected from the participants through both interviews and questionnaires.

Results: For the 2001 and 2011 surveys, participants recruited for the study were satisfied with the program [759 (89.9%) and 785 (90.1%), respectively]. Most examinations were regarded as necessary, particularly those for gastroenteroscopy, colonoscopy, and abdominal echonography for cancer screening. However, dental and physical examinations and HIV screening were regarded as the least important. Participants wished for bone density testing, breast imaging, and echonography to be included in the program. In addition, participants wanted to receive their health reports earlier. Reasons for participation in the program were aging, feelings of poor health, and requests by family members. Participants agreed that physicians and consultants were competent (94% and 89%), and that their privacy was good (92%); more than half did not consider to be re-examined by other health institute. Participants also agreed that history taking (92%), health consultation (98%), and scheduling of return visits (93%) were necessary. There was a high association (97%) between the participants' satisfaction and their willingness to return for the next physical examination.

Conclusions: Satisfaction with the quality of service of a physical examination program would bring the return and recommendation to the program.

Key words: Self-paid physical examination program, health maintenance, quality of service

Introduction

Prevention is better than treatment. However, disease prevention plans from current health insurance systems cannot satisfy the needs of the population^[1-3]. Health surveys have found that two-thirds of patients and physicians believe that it is important for

adults to receive preventive health examinations^[4,5], and that these examinations are considered to strengthen physician–patient relationships^[6,7].

Recently, the National Health Insurance of Taiwan has been promoting free-of-charge health screening programs for adults. The coverage rate of these programs is approximately 6.0% and 19.5% for typical rural and city areas, respectively^[8]. These preventive physical examinations have been further supplemented with four free additional cancer screening programs for different populations: Pap

*Correspondence to: Jui-Hsuan Lu, Department of Medical Research, Taichung Veterans General Hospital, 1650 Taiwan Boulevard, Sec 4, Taichung, Taiwan, (R.O.C)