

HEALTH CARE USERS' SATISFACTION

Outcome indicator

Indicator Phrasing

English: % of [specify the target group] reporting to be satisfied with the [specify the health service]

French: % de [précisez le groupe cible] déclarant être satisfait du [précisez le service de santé]

Portuguese: % de [especifique o grupo-alvo] que afirmaram estar satisfeitos com [especifique o serviço de saúde]

Czech: % [určete cílovou skupinu] uvádějících spokojenost s [určete zdravotní službu]

What is its purpose?

The indicator measures the proportion of the target group members who were satisfied with a given health service.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a [representative sample](#) of your target group members:

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

Q1: *To what extent were you satisfied with [specify the health service]? Would you say that you were "very satisfied", "fairly satisfied", "fairly unsatisfied" or "very unsatisfied"?*

A1: very satisfied / fairly satisfied / fairly unsatisfied / very unsatisfied

(the following question is not mandatory; ask it only if the previous answer is rather unsatisfied or very unsatisfied)

Q2: *Why were you not satisfied?*

A2: (multiple options possible; pre-define answer options based on the context and pre-testing)

Calculate the indicator's value by dividing the number of respondents who reported to be "very satisfied" or "fairly satisfied" by the total number of respondents and multiplying the result by 100

Disaggregate by

Disaggregate the data by gender, [wealth](#), and other criteria (e.g. ethnicity).

Important Comments

1) Instead of asking about general satisfaction, consider **focusing on a specific aspect of the service**, such as its quality, price or health staff's attitudes.

Electronic questionnaire

- [XLS form for electronic data collection - indicator Health care users satisfaction](#)