



The Patient Experience Assessment In South Korea



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INTRODUCTION

- Health Insurance Review and Assessment Service(HIRA) was introduced the patient experience assessment in 2016 to improve patient-centered healthcare service quality in Republic of Korea.

AIM

- the third evaluation has been completed to measure the patient experience level of hospitals with 100 beds or more.

METHOD

- Subjects were 398,781 patients who are over 19 years old and were admitted to 359 hospitals. Patients were randomly selected by using the claimed data. Method was a telephone survey with structured questionnaire. And survey was conducted between May and November 2021 (for 6 months).
- We collected the data of 100 to 300 people for each hospital depending on the size of the bed. The final goal of this survey was to collect data from 51,000 patients.
- Survey questionnaire consisted of 24 questions. The main contents are nurse service, doctor service, hospital environment, treatment process, overall assessment and assurance of patient rights by reflecting Korean situation. In addition, asking about patient characteristics such as education, utilization of emergency room, and self-rated health.
- A linearisation method (0-33-67-100 points, 0-100 points) was used for scores of each questions. survey output and claimed data are utilized analysis of results. Also, patient-mix adjustment is currently in progress using patient characteristic variables for comparison between hospitals.

<Table> 6 Contents and 24 questions of The patient experience assessment

Contents	Questions
1. Nurse service	①Respect/Manners, ②Listen carefully, ③Explanation of hospital life, ④Effort to resolve help
2. Doctor service	⑤Respect/Manners, ⑥Listen carefully, ⑦Opportunity to talk to a doctor, ⑧Provide information of round time
3. Treatment process	⑨Explain the reason for dosing/testing/treatment, ⑩Explain the side-effect for dosing/testing/treatment, ⑪Pain control efforts, ⑫Consolation and empathy for disease, ⑬Provision of post-discharge precautions and treatment plan information
4. Hospital environment	⑭Clean environment, ⑮Safe environment
5. Assurance of patient rights	⑯Fair treatment, ⑰Ease of filing complaints, ⑱Opportunities to participate in the treatment decision process, ⑲Consideration for shame, such as body exposure
6. Overall assessment	⑳Comprehensive evaluation of hospitalization experience, ㉑Recommendation from others
7. Personal characteristics	㉒hospitalization root(Emergency room stopover), ㉓Subjective level of health, ㉔Level of education

RESULTS

- We collected total 53,746 patients data and analyzing the results. The results were released in July 2022.
- The overall score for the 3rd evaluation was 82.46 points. The score of five contents, excluding the attitude of patient rights, is 80 or higher. (86.38 points for nurse service , 81.72 points for doctor service, 82.82 points for hospital environment, 82.30 points for treatment process, 82.26 points for overall assessment, 78.77 points for assurance of patient rights)

<Table> The result of The patient experience assessment

Contents	3rd (2021)			2nd (2019)		1st (2017)
	Overall	1st~ ¹ (B)	Gap (B-A)	Overall (A)	1st~ ²	
Total	82.46	84.53	2.07▲	82.72	83.45	83.94
1. Nurse service	86.38	88.42	2.04▲	86.11	86.97	88.81
2. Doctor service	81.72	83.15	1.43▲	81.56	81.83	82.29
3. Treatment process	82.30	84.36	2.06▲	82.79	83.57	82.29
4. Hospital environment	82.82	85.48	2.66▲	82.57	83.61	84.07
5. Assurance of patient rights	78.77	80.66	1.89▲	80.23	80.90	82.80
6. Overall assessment	82.26	85.46	3.20▲	82.47	83.60	83.16

1. overall score of the hospitals that participated in the first, second and third
2. overall score of the hospitals that participated in the first, second

CONCLUSIONS

- The overall score of the hospitals that participated in the first evaluation increased. (1st 83.94 points, 2nd 83.45 points, 3rd 84.53 points)
- The HIRA conducted its survey on 359 hospitals employees to confirmed improvement in the medical field resulting from the start of assessment. Significant changes were observed in hospitals to improve the process of providing medical services(60.5%), such as providing information on rounds and strengthening privacy, and activities to improve the hospital environment(66.0%), such as supporting hospitalization and discharge procedures for patient convenience.
- As a result, various efforts of hospitals have been identified, and patient experience assessment is presumed to have a positive effect on improving patient-centered health quality.
- The 4th evaluation plans to measure the quality of medical care in various ways with the introduction of a mobile web survey. This can expand the subject of evaluation. And a more accurate patient experience level will be measured.

REFERENCES

- Health Insurance Review & Assessment Service (2022), The patient experience assessment result report in 2021.