

Experience and Satisfaction of Philippine Government Employees on the Primary Care Services and Facilities

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INTRODUCTION



Department of Health (2020) policy to provide guidance and framework on the adoption of **people-centered services** in all health facilities nationwide anchored in the **Universal Health Care**

DOH Standardized Client Experience Survey

developed to monitor responsiveness to people's needs



AIM

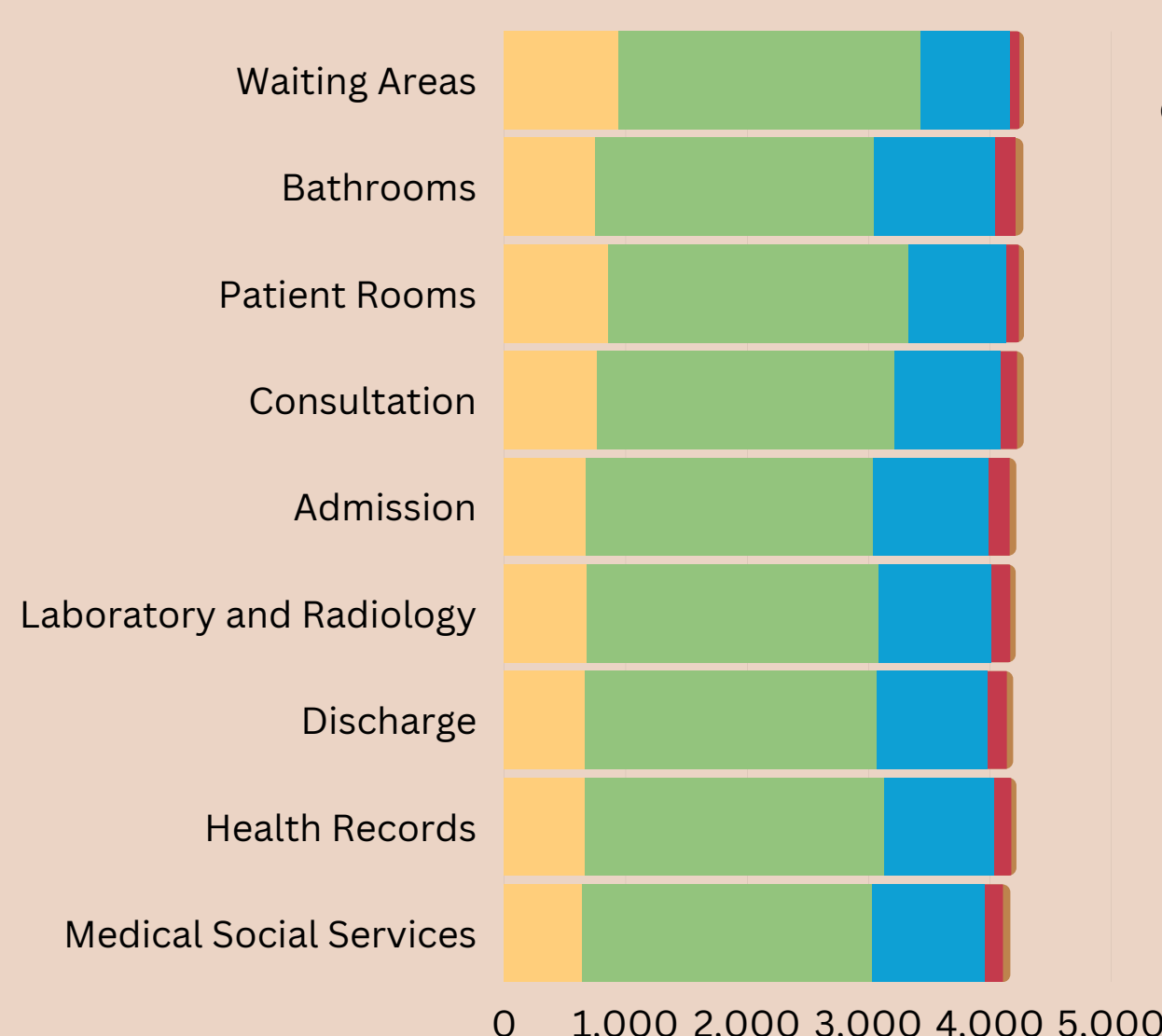
The paper aims to determine this experience and satisfaction of government employees in accessing healthcare facilities and services.

RESULTS

Based on the DOH Hospital Client Experience Survey, the majority (satisfactory average of 3.95 out of 5) reported very good experience with receiving health care. Accordingly, the good experiences were noted on these domains, namely, appropriate infrastructure and processes, 3.86; client engagement and empowerment, 3.95; and culture or responsiveness, 4.04.

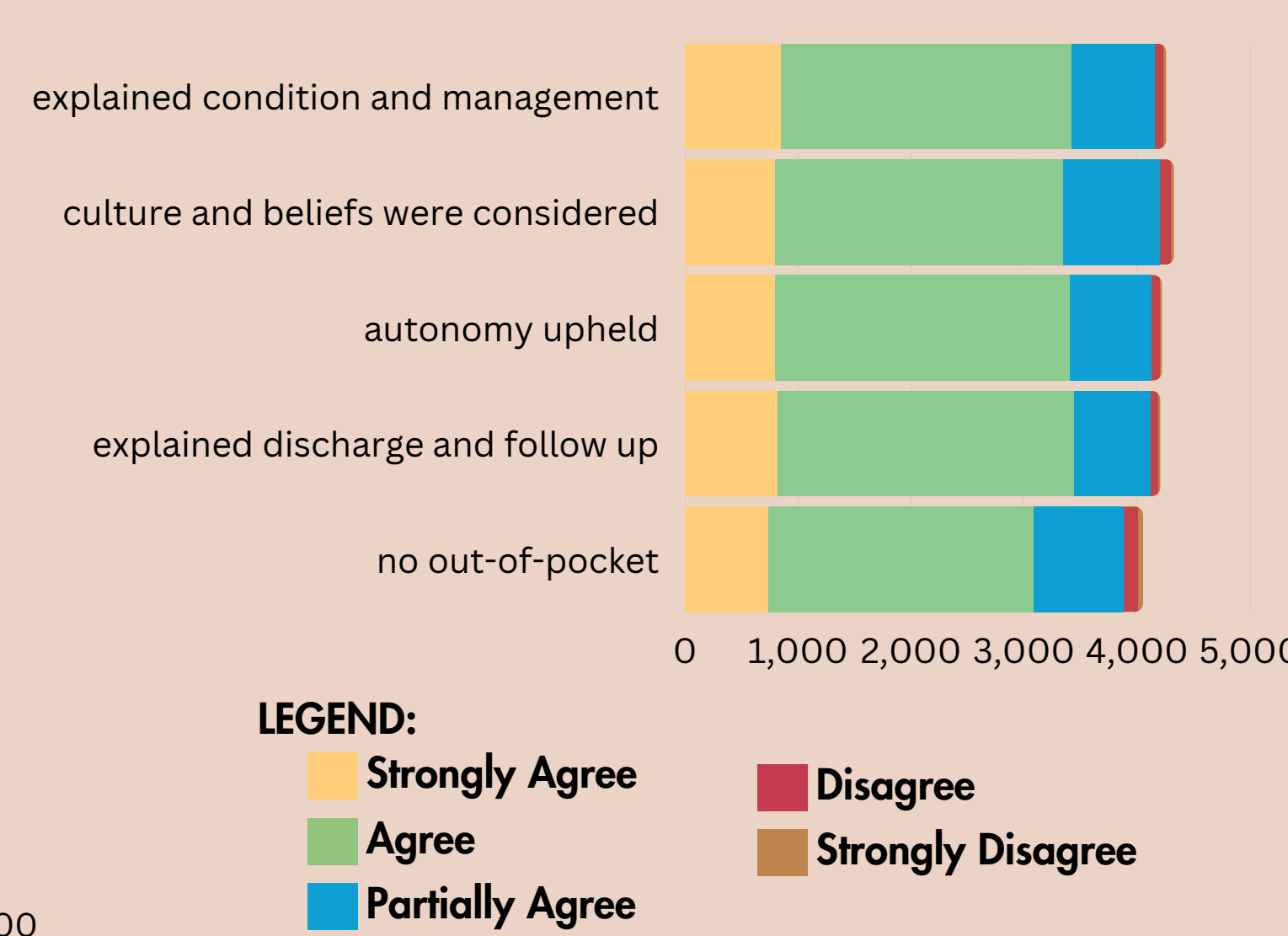
3.86

SATISFACTORY RATING ON APPROPRIATE INFRASTRUCTURE AND PROCESSES



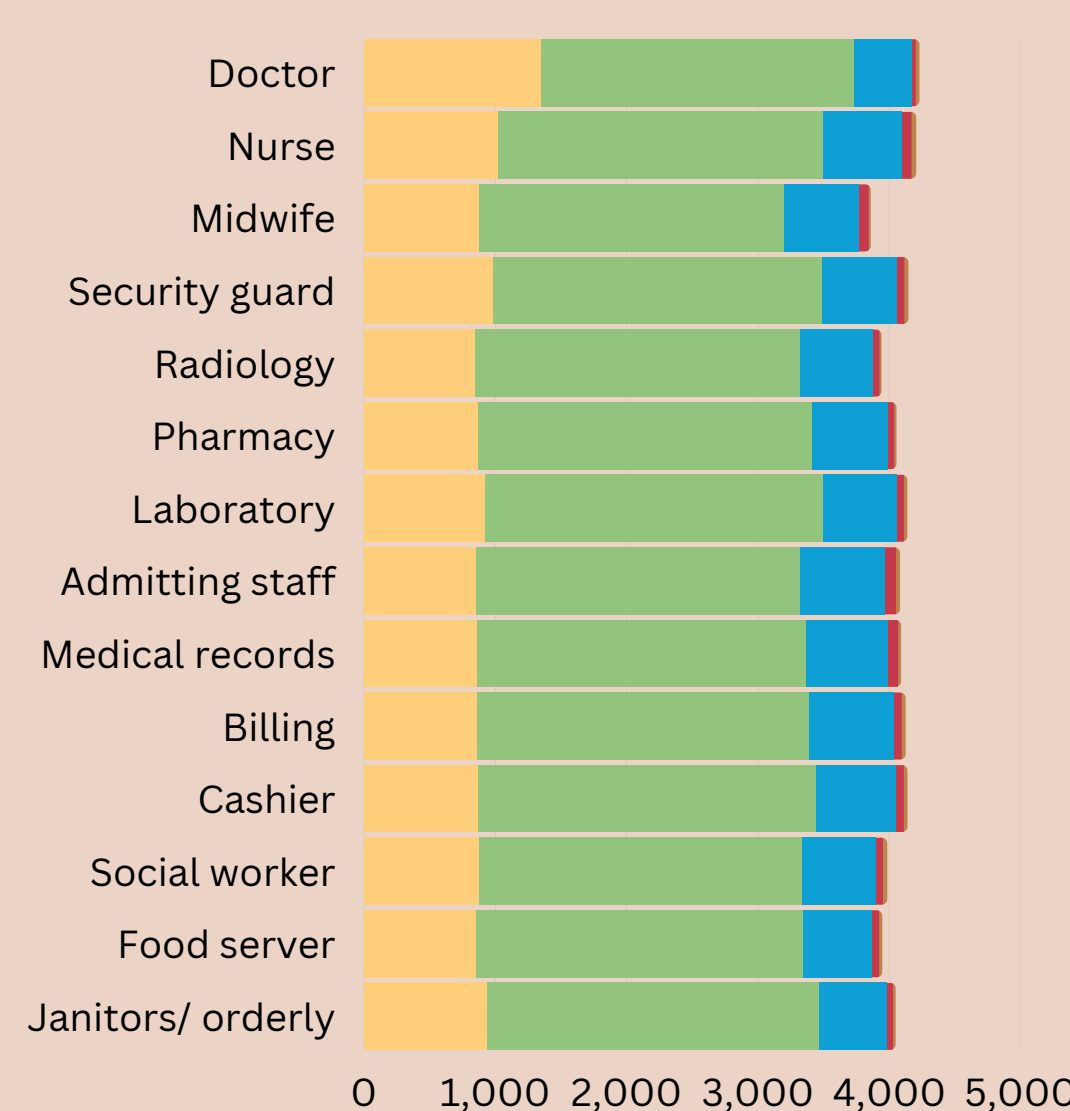
3.95

SATISFACTORY RATING ON CLIENT ENGAGEMENT AND EMPOWERMENT



4.04

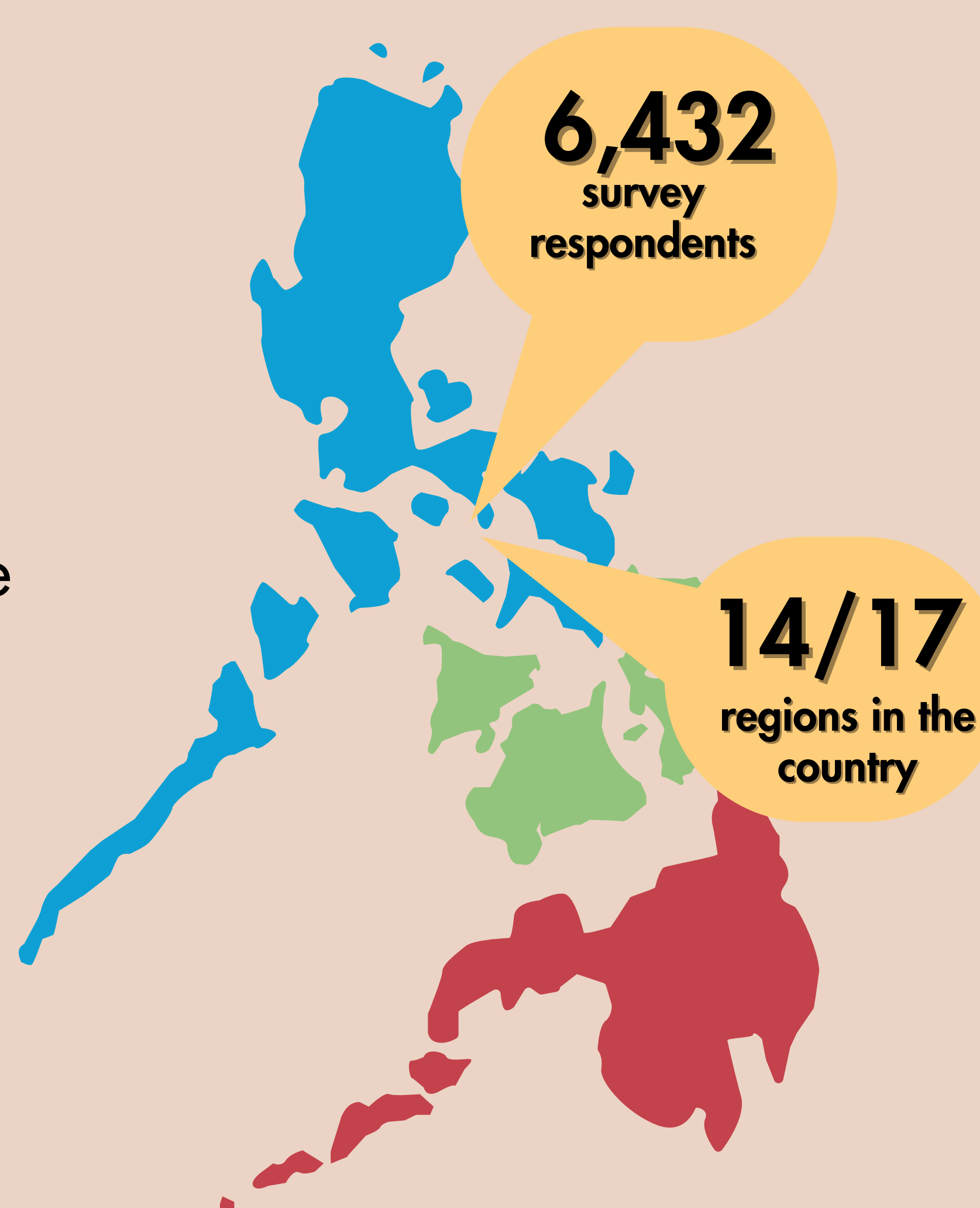
OUTSTANDING RATING ON CULTURE OF RESPONSIVENESS



84.57% reported satisfaction with health services provided to employees, with the remaining 15.43% reporting dissatisfaction were due to long wait time; no medicine, supplies, and equipment; and unavailable service.

METHOD

This **descriptive cross-sectional study** utilized the initial data gathered from an online survey which consisted of the DOH Hospital Client Experience Survey Form (HCESF). It was administered from February 21 to June 9, 2023, with respondents representing 14 out of 17 regions in the country from all branches of the government with the majority coming from national government agencies and local government offices. A total of 6,533 respondents were surveyed, and 98.45% gave their consent.

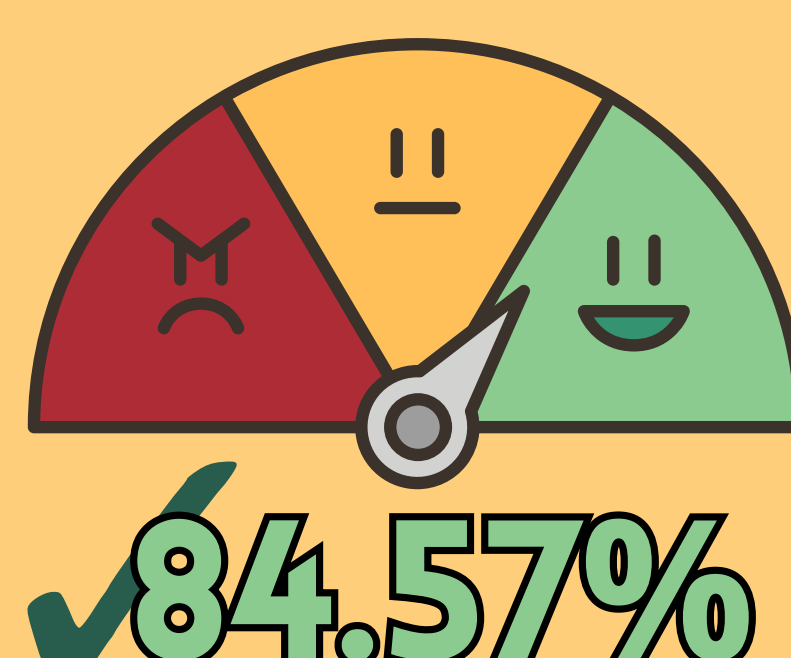


CONCLUSIONS

There is a good satisfaction rate on the health services availed by the government employees and their immediate family members.

The experiences of employees on infrastructure, processes, engagement and empowerment, and responsiveness were majority good.

Challenges and bottlenecks that may influence future experience when not properly addressed and sustained include health resources, waiting time and cost of services.



ACKNOWLEDGEMENT

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