

A Study on Reliability and Validity of a Tool for Measuring Foreign Patient Satisfaction

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Purpose of the Study

- ▣ This study sought to improve the already developed tool for measuring foreign patient satisfaction to develop a highly reliable and valid tool.

Methods (I)

- In the first stage, the said existing tool was improved to develop **preliminary questions**.
- In the second stage, the validity of preliminary items was examined targeting **15 working experts of international teams in 10 hospitals** where the rate of foreign patients is relatively high.
- In the third stage, **preliminary questions were translated into relevant foreign languages and back translated**.

Methods (2)

- ▣ In the fourth stage, by **surveying foreign patients, the reliability and validity of the tool were verified.**
- ▣ Specifically, from June 10 to July 7, 2013, 200 foreign patients (**84 English copies, 70 Russian copies, and 46 Mongol copies**) in 9 hospitals which operate an international team were surveyed.

Results (I)

- The tool for measuring foreign patient satisfaction, developed by Health Industry Development Institute, was improved to validate its reliability and validity.
- Thus, a tool for measuring foreign patient satisfaction, which is comprised of **7 items and 39 questions**, was developed.

Results (2)

- ▣ The 7 items are
 - ▣ doctor's care
 - ▣ information and education
 - ▣ hospital environment and financial aspect
 - ▣ hospital convenience
 - ▣ services of nurse, coordinator, reception and payment system,
 - ▣ communication and respect for patients
 - ▣ accessibility

Results (3)

- The total number of questions was determined as 39 including **overall satisfaction, intention to reuse, and intention to recommend.**
- The Cronbach's alpha coefficient for this tool was found high at **.95**,
 - Cronbach's alpha coefficient by item was .83 for doctor, .88 for information education, .89 for hospital environment and financial aspect, .85 for hospital convenience, .77 for services of employees, .86 for communication and respect for patients, and .65 for accessibility.

International Patients Satisfaction Survey

Greetings!

We are conducting a questionnaire to assess the international patient satisfaction level of Korea Medical Service as a request from the **Korean Health Industry Development Institute**.

With the **cooperation from this medical institute**, we intent to make continuous improvements on medical services in Korea so you can receive higher quality of medical services in future.

There is no right or wrong answers. Your response will be used as basic data for improving the quality of Korea's medical institutions service.

Please answer following questions as honestly as possible. We highly appreciate your time and effort in completing this questionnaire. Once you complete the survey, we will provide an appreciative gift to you.

Your responses and personal details will remain confidential, so you do not need to worry about the confidentiality issues. You can withdraw from this survey at any time without any explanation.

Thank you for your cooperation.

This survey is designed to get feedback on patients' satisfactory level. There are two columns that you need to answer for each question. The first is how satisfied you are with Korean Medical Service and secondly whether you understood the questions clearly.


The following example shows the options you can choose;

Level of Satisfaction			Not applicable <input checked="" type="checkbox"/>
Not at all satisfied	Moderately satisfied	Completely satisfied	

* Not applicable

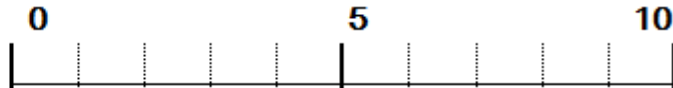
Services	Satisfaction			NA
	0	5	10	
Making appointment/ treatment schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to find hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to access hospital web-site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital phone call services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing explanation of any delays for waiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing sufficient consultation time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Not applicable ↘

Services	Satisfaction	NA
	0 5 10	
Non-medical personnel's services with courtesy and respect		<input type="checkbox"/>

S1. What is your overall service satisfaction level provided by Korean Medical Institute?

* Not applicable ↘

Services	Satisfaction	NA
	0 5 10	
Overall service satisfaction level		<input type="checkbox"/>

S2. Do you intend to visit Korean Medical Institute again to receive medical services?

1. Yes 2. No

S3. Do you intend to recommend Korean Medical Service to your friends and family in overseas?

1. Yes 2. No

Please mark on right options or add comment appropriately.

Gender: Female Male

Age: ()

Country of residence

U. S. A. Japan China The Russian Federation

Mongolia

Southeast Asia (Country:) The Middle east (Country:

Conclusions

- ▣ Putting together the above results, a **highly reliable and valid tool for measuring foreign patients who visit medical institutions in South Korea was developed.**
- ▣ The tool is considered **useful to measure foreign patients' experience to eventually improve the medical service for foreign patients.**

**THANK YOU
FOR YOUR ATTENTION!**

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