

Indicator 16.6.2

Indicator Name, Target and Goal

Indicator 16.6.2 Proportion of population satisfied with their last experience of public services

Target 16.6 Develop effective, accountable and transparent institutions at all levels

Goal 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

16.6.2-a Healthcare service

Definition and Rationale

Definition

Percentage of patients who have used general hospitals nationwide on one day in October that are “satisfied” with regard to the outpatient visits and hospitalization at the hospital.

Concepts

“satisfied” is the total of the ratios of “very satisfied” and “somewhat satisfied”

Rationale and Interpretation:

The Patient’s Behavior Survey covered patients (outpatients and inpatients) nationwide who used general hospitals. Those who used general hospitals as selected by the stratified random sampling method were taken as subjects on one day in October.

“satisfied” means that “Please tell us your impressions about the outpatient visits (hospitalization) at this hospital. Are you satisfied with this hospital as a whole?” It is ratio of the total who answered “very satisfied” and “somewhat satisfied”.

Data Sources and Collection Method

Patient’s Behavior Survey

Method of Computation and Other Methodological Considerations

- Computation Method
 - Percentage of respondents who answered “very satisfied” and “somewhat satisfied”
- Comments and limitations
 - Aggregate for all patients surveyed.

Data Disaggregation

Calculation by outpatients and inpatients

References

Patient’s Behavior Survey
(Ministry of Health, Labour and Welfare website: Summary Report 2017(Definite value)

<https://www.mhlw.go.jp/toukei/saikin/hw/jyuryo/17/kakutei.html>

(e-stat : Statistical table for 2017)

https://www.e-stat.go.jp/stat-search/files?page=1&toukei=00450024&bunya_l=15&tstat=000001030975&cycle=7&tclass1=000001126235

Custodian Ministries of Data

Ministry of Health, Labour and Welfare

Custodian Ministries of Related Policies

Ministry of Health, Labour and Welfare

International Organizations

United Nations Development Programme(UNDP)