

# Effect of Patient-Related Factors on Hospitalization Service Satisfaction and Recommendation Intention of Medical Institutions

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## Abstract

**Background:** Since 2013, the OECD has included patient experience indicators in OECD Health Statistics, and most of countries have submitted patient experience survey data. This movement of the international community became the basis for strengthening patient participation in the provision of medical services and ensuring the quality of medical care. Along with international discussions, the Ministry of Health and Welfare of Korea recognized the importance of confirming patient experiences and introduced a medical service experience survey for all citizens in 2017. Based on this background, this study examined the factors that influence the ‘Overall Satisfaction’ and ‘Intention to Recommend’ of medical institutions used using the Korea Medical Service Experience Survey (2019-2021). At this time, the Top-box rating model used in the United States was applied. **Methods:** This study used the data of Medical Service Experience Survey in Korea. The data collected for data analysis were from 2019 to 2021 (Medical service period: 2018.07.01. ~2021.06.30). In this study, only those who used inpatient services (15 years of age or older) were included because they spent a long time in a medical institution and had an intensive experience, and a total of 1,105 subjects were included in the analysis. **Results:** According to the analysis results, self-rated health and bed type had an effect on overall satisfaction with medical institutions. In addition, the type of economy activity, living area, self-rated health, the type of bed, and the type of nursing service affected the intention to recommend. And it was confirmed that overall satisfaction with medical institutions and intention to recommend them were higher in the 2021 survey than in 2019. **Conclusion:** These results suggest the importance of government policy on resources and systems. In particular, through the case of Korea, it was found that the policy of reducing beds in multi-person rooms and integrated nursing care services had an important effect on improving the patient’s experience in using medical institutions and quality of care.

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