

Jay Pan abstract

Dissatisfied patients in China: what matters?

Introduction Patient satisfaction is a focal concern of healthcare delivery and an expected outcome of medical care. In China, much of the debates around violence against doctors are taking place. The growing tension between patients and health service providers has adversely influenced the overall state of the healthcare system in China. Patient satisfaction has been recognized as an important concern and an urgent issue in China's healthcare reform. The first objective of the present study is to investigate whether and to what extent the differences in patient satisfaction attributed to patient, hospital, and medical market characteristics. Our second aim is to explore the major reasons for patient dissatisfaction. **Data and Methods** Data from 2007-2010 Urban Resident Basic Medical Insurance Survey is used in this study. 13,336 patients are selected conditional on healthcare utilization. Analysis of satisfaction is based on outpatient utilization and inpatient utilization respectively. Satisfaction was measured as ordinal variables. OLS and Ordered Probit model are applied to investigate the determinants, respectively from perspectives of patients, providers and medical market. Blinder-Oaxaca decomposition is employed to detect the contribution proportion of each confounder. **Main findings** Results indicate gender, education and insurance status of patients are significantly relative to patient dissatisfaction. Higher-rank providers are found to positively relate to patient dissatisfaction. Medical markets with higher value of Herfindahl-Hirschman Index and higher proportion of non-public health providers significantly reduce patient satisfaction. Meanwhile, the survey indicates medical charges and service attitude of providers are the most important reasons for patient dissatisfaction. **Conclusions** Improvements on patient satisfaction is an urgent task associated with Chinese healthcare reform. Evidence from the analysis of nationally representative data identify the attributes of dissatisfied population, and indicate the necessity of reform of hospitals and medical market.