

# National Patient Satisfaction Assessment Improvements

Authors: Lenka Hynštová, MA, Veronika Stejskalová, M.Eng.

## BACKGROUND AND GOAL

Monitoring patient satisfaction is a legal obligation of every provider of inpatient health care in the Czech Republic and is a very important indicator of the quality of health care. As of 2020, the National Patient Satisfaction Assessment (NHSP) project has been fully functional at the level of inpatient care. This year, we are piloting the extension of this project to the ambulatory sector.

## METHODS/INTERVENTIONS

The Ministry of Health, in cooperation with representatives of cooperating hospitals, followed up on the already created online platform of the NHSP project for inpatient care. Outpatients fill out the satisfaction questionnaire electronically. Data processing and their evaluation is also electronic. The questionnaires are collected throughout the year and the evaluation will be carried out 4 times a year (every three months).

## RESULT

We listened to demands from the field and responded to them by creating a successful and needed NHSP project that is free and nationally validated. Healthcare providers will thus be able to use one clear and user-friendly tool for monitoring both hospitalized and outpatient patients.

## CONCLUSIONS/LEARNING

We strive to constantly improve the project so that it offers quality managers a comprehensive tool for monitoring patient satisfaction. Proof of our success is the ever-increasing number of participating and satisfied hospitals, which we hope will continue to grow.



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Monitoring patient satisfaction is a tool to continuously increase quality and safe patient care. The patients have the opportunity to express areas of his satisfaction or dissatisfaction - the project strengthens the patient's voice in the system of providing inpatient health care, of which is an active part.



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