

Level of patients' satisfaction toward National Health Insurance in Istanbul City-Turkey

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Background

Patients' satisfaction is an indirect indicator of patients acceptance towards health management by healthcare providers. Healthcare reform of any magnitude needs to determine their external clients' feedbacks measured through healthcare satisfaction. This study aimed to determine the level of patients' satisfaction and its influencing factors toward the newly reformed national health insurance in Istanbul city, Turkey.

Materials and methods

A cross sectional study was carried out in July-October 2011. A total of 345 heads of households have been selected by using simple random sampling selection method. Data were collected via household's structured questionnaire and Patients' Satisfaction Questionnaire

