

BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

METHODS

During December 2022 – January 2023, data were collected from a nationally representative sample of 1,001 adults in Italy via an Italian mobile phone survey. All data are weighted to represent the population.

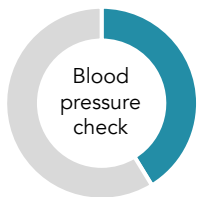
KEY FINDINGS

Health care utilization in past 12 months

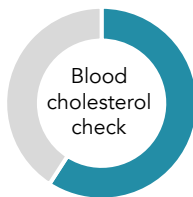
Average number of health care contacts (all types)	4.0
Average number of in-person facility visits	3.6
Average number of visits for COVID-19	0.3
Average number of virtual or telemedicine contacts	0.4
% of respondents who received mental health care (among those with poor or fair mental health)	29.9%
% of all respondents who had an overnight hospital stay	9.9%
% of all respondents with no unmet need for health care	93.8%

Health system competence

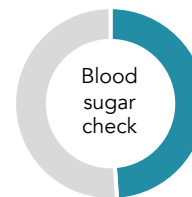
Preventative care services: Percent of eligible population who received service in past 12 months



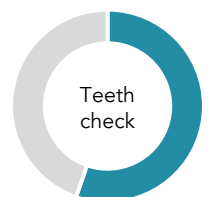
41% of adults



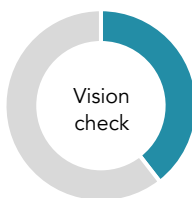
59% of adults



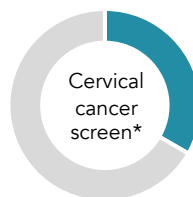
49% of adults



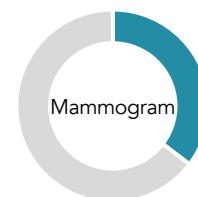
55% of adults



40% of adults



33% of females
 * Pap or visual inspection



35% of females ≥ 50 yrs

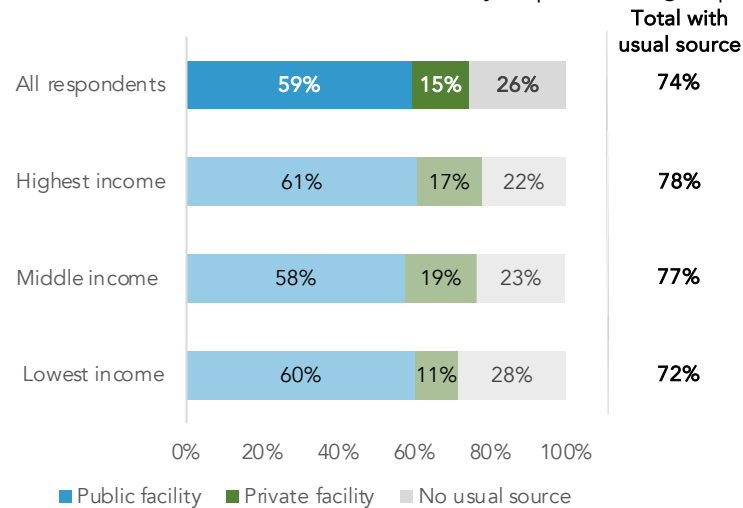
Note: Percentages in this brief may not sum to expected totals due to rounding.

Respondent demographics ¹		Overall (N = 1,001)
Age (median) [Min, Max]		53.0 [18.0-93.0]
Female		520 (52.0%)
Urban residency		952 (95.2%)
Education (highest level)	Post-secondary	155 (15.5%)
	Secondary	661 (66.2%)
	Primary	183 (18.3%)
Household income (annual)	Highest (> €26,000)	227 (22.7%)
	Middle (€15,000-€26,000)	267 (26.7%)
	Lowest (< €15,000)	415 (41.4%)
	Unknown	92 (9.2%)
Health insurance	No insurance	0 (0.0%)
	Public insurance only ²	1,001 (100.0%)
	Public + supplementary private insurance	243 (24.3%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.
 2. Universal public insurance system

Usual source of care:

Percent with usual health care facility or provider's group



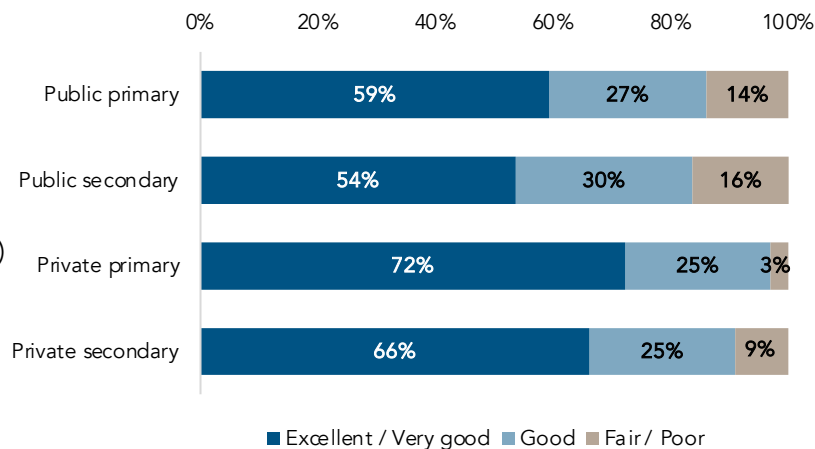
Care competence and user experience

Average¹ quality ratings for last health care visit in past 12 months



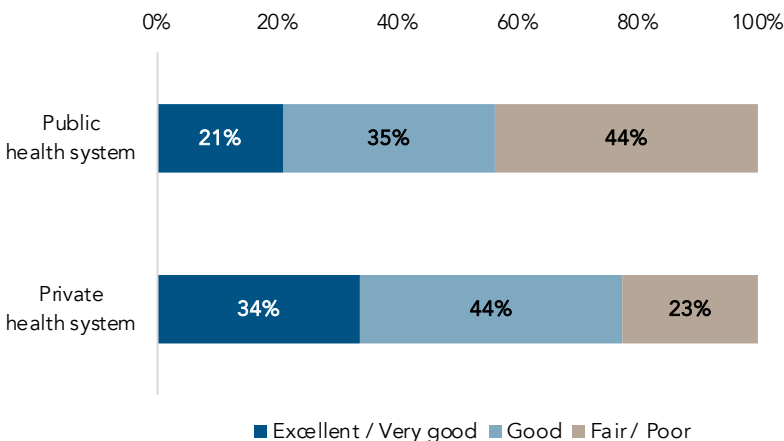
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

Quality ratings for last health care visit (% of users of facility type in past 12 months)

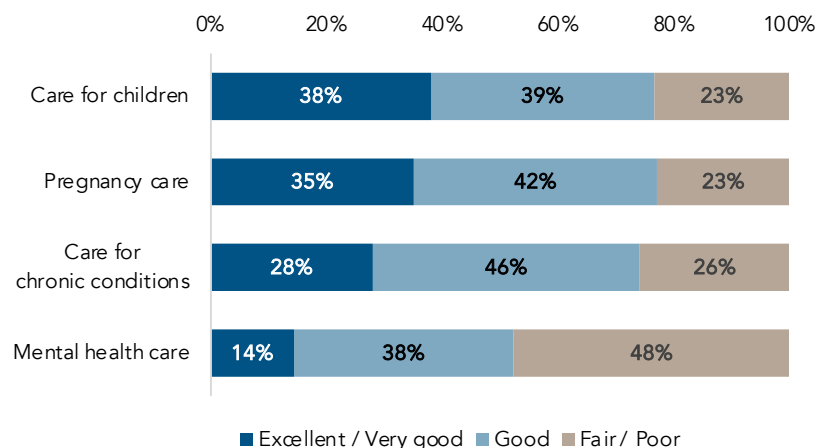


Health system quality

Quality ratings of national public and private health systems (% of all respondents)



Quality ratings of key primary care services provided by government (% of all respondents)

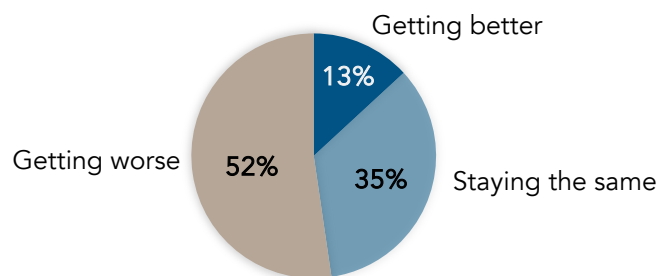


Confidence in and endorsement of the health system

Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers

Health security: % very or somewhat confident	Can get good quality care if very sick	71%
	Can afford good quality care if very sick	70%
	Can get and afford good quality care if very sick	64%
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		41%
Government's management of the COVID-19 pandemic (% of all respondents): % excellent or very good		25%

Endorsement: Health system trajectory over past 2 years (% of all respondents)



Endorsement: Current health system (% of all respondents)

